



Urban Gamez 2025 - our festival of sport returns to Heybourne Park!

ATHOME IS COMING TO YOUR INBOX!

This issue of atHome will be the last in its current format. After 21 years and 85 issues, we will be transitioning to an online version of this magazine from the start of 2026.

The new newsletter will be sent by email to all tenants and leaseholders, so if you have not shared an up-to-date email address with us, please do so by emailing talktous@barnethomes.org.

For residents who do not have easy access to email, they can request a printed version of the email newsletter to be posted to them. To receive this, please fill in and return the card which has been sent to you with this magazine.

We are conscious of the environmental impact of printing and delivering the magazine, as we work with Barnet Council to become a net zero borough by 2042.

The email newsletter will also enable us to give you more current information, and with more regularity. The newsletter will be sent every two months, compared to every six months that atHome is currently produced.

If there's anything you would like to see in the email newsletter, please contact athome@barnethomes.org.

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GET IN TOUCH

Email talktous@barnethomes.org

Call 020 8080 6587

Web barnethomes.org

Twitter @thebarnetgroup

Twitter @barnethomes

Twitter community_tbg

Instagram @tbg_community1

PAY YOUR RENT OR SERVICE CHARGE

0845 356 3456 (24 hours) or barnet.gov.uk

OUR OFFICE

2 Bristol Avenue, Colindale, NW9 4EW

The Barnet Group appoints Chief Executive

Chair of The Barnet Group, Eamon McGoldrick announced: *“The Barnet Group Board members are delighted to appoint Elliott Sweetman as Group Chief Executive. Elliott has held the role of Interim Group Chief Executive for the past year, and he has over 20 years of housing sector experience. I look forward to continuing working with Elliott and his team, as we deal with the challenges ahead and work hard to support our residents and the people who use our services.”*



Welcome from The Chief Executive

It's an incredible privilege to be appointed as the permanent Group Chief Executive of this outstanding organisation. At a time when the challenges in housing are more complex than ever, I'm looking forward to working with our talented and dedicated team to build on The Barnet Group's strong track record. Together, we will continue working hard to deliver high quality, resident focussed services that make a real difference to the lives of the people we serve.

There's a lot to celebrate in this issue: I am proud to share news that in June, The Barnet Group picked up two national housing award wins and one 'highly commended' (see page 10). I'm delighted that the Repairs Improvement Plan 2024/25 of our in-house Repairs team has had a positive impact on performance and resident experience (page 9) and that this summer's community Urban Gamez were a spectacular success. BOOST, our employment and training service celebrated its tenth anniversary having helped over 6000 Barnet residents (page 24).

Earlier this year, Barnet Council and Barnet Homes was inspected by the Regulator of Social

Housing (RSH), who inspect all social housing providers on a rolling basis to residents in line with their Consumer Standards.

The RSH reported that Barnet Council and Barnet Homes are committed to treating tenants with fairness and respect, have a good understanding of the condition of the council's homes, and are taking all reasonable steps to comply with statutory health and safety requirements. This, combined with our continued focus and progress to improve the areas where we are falling short, meant the RSH awarded us the 'C1' grade, the highest possible.

I'd especially like to thank the tenants who were part of the inspection process, and who provide feedback to us so that we can continue to improve our services.

On 27th October, Awaab's Law came into effect, it requires landlords to investigate and address mould and damp within strict timeframes – our dedicated Healthy Homes Team is here to help keep your home safe. If you spot damp, mould, leaks, or heating issues, report them now, see how on (page 13). I'm also pleased to share that our Property Services team have been successful in securing a further £1.3m through the Warm Homes Social Housing Fund, enabling energy efficiency upgrades to 460 homes by 2028.

And finally, as we work with Barnet Council to become a net zero borough by 2042, I'd like to inform you that this will be the last printed issue of atHome magazine. AtHome is going digital in January 2026. The new newsletter will be sent by email to all tenants and leaseholders, so if you have not shared an up-to-date email address with us, please do so by emailing talktous@barnethomes.org.

Best wishes,
Elliott Sweetman

Resident Board - Chair's Update

Dear Resident,

The Barnet Homes Resident Board met in June with Barnet Homes' senior team to discuss key issues affecting tenants and leaseholders. The meeting was also observed by an inspector from the Regulator of Social Housing, showing the importance of residents' voices in shaping housing services.

June also marked one year since we introduced a new meeting format that focuses entirely on the top concerns we share as residents. This change has allowed us to delve deeper into the issues that matter most and make sure our time is spent tackling the challenges that affect us all.

Repairs – our top priority

Repairs remain a key focus, and the Board welcomed encouraging updates on the Repairs Improvement Plan.

What's improved so far:

- Overall satisfaction with repairs has risen by 4.4%, up from 78.9% to **83.3%**.
- Satisfaction with repairs being done "right first time" has improved by 5.2%, from 75.1% to **80.3%**.

Work underway to make repairs better:

- Adjusting staff resources so jobs can be completed more efficiently.
- Tackling gaps in specialist trade skills and reducing reliance on agency staff.
- Improving productivity across repair teams.
- Developing a new, resident-informed approach to managing leaks, with changes due this autumn.

The Board also welcomed positive steps to listen to vulnerable tenants. A Barnet Homes Customer Care Officer recently spoke directly with residents supported by the Floating Support service, gathering their experiences of using the Repairs Service. These case studies are now being used in staff training to improve customer care.

The Resident Board is pleased to see real progress in the Repairs Service, but we remain committed to ensuring every resident feels the benefit of these improvements first-hand.

If you would like to be part of shaping and improving the services we all rely on, please don't hesitate to contact Liz Banson by email at getinvolved@barnethomes.org.

Best wishes,
Tatiana



Get Involved

Involvement opportunities at Barnet Homes

As a Barnet Homes resident, there are several ways in which you can get involved in helping us improve how we deliver housing services. As a reward, we offer the opportunity for you to gain new skills, work with a team of like-minded and passionate residents, gain a better understanding of how our services are delivered and be incentivised for your time.

Resident Board

We aim to ensure residents have meaningful opportunities to contribute and influence the day-to-day management of their homes. We also welcome residents to be involved in the strategic decision-making of the organisation. The Resident Board provides the opportunity to shape and influence all our housing services. This is an incentivised role as it requires commitment to attend a minimum of four to six meetings a year. Scan the QR code to register your interest.



Resident Support Group

As a member of the Resident Support Group, you will receive regular updates about upcoming involvement opportunities, community related news and information.



These may include:

- Joining a contractor selection group
- Taking part in a wide range of consultations
- Joining a service improvement focus group
- Joining the Resident Procurement Group
- Dedicated virtual meetings for leaseholders
- Taking the first step in joining the Resident Board or even becoming a future board director

Whatever your preference or time commitment may be, your involvement will support the work of the Resident Board, to ensure that the voice of our residents is fairly represented. Some of these opportunities are financially incentivised as a recognition for your time and involvement. Scan the QR code to register your interest or email

getinvolved@barnethomes.org.



Urban Gamez signs off summer in spectacular fashion

Urban Gamez, our annual festival of sport has become a Colindale institution, and this year was no different.

Held on Heybourne Park, next to the Grahame Park Estate, the event was a celebration of sport and community for the whole Grahame Park area. There was, of course, the famous 60m racetrack to find out who NW9's fastest children (and some adults!) are. And this year, it was joined by an inflatable climbing wall, a rodeo bull, a bouncy castle and smoothie bike, as well as a visit from the London Fire Brigade, Metropolitan Police and other community partners.

Blessed with great weather, Urban Gamez brought out the whole Grahame Park community together, and gave residents the opportunity to have an enjoyable day.

As well as all the fun and games, residents could speak to Barnet's community organisations who provided information on work and training, substance abuse, the regeneration of the area and community safety.

We would like to thank everyone who came down to make it such a memorable day.

We would also like to thank our event sponsors; Ad Hoc, AGL Construction Services, Barnet Council, Lovell, Masher Brothers, Notting Hill Genesis, Purdy and Re-Gen UK.

You can watch a video which shows what a great day everyone had at [youtube.com/thebarnetgroup](https://www.youtube.com/thebarnetgroup).



Resident Snapshot: Solomon and Alison, Mill Hill



Photo above: Barnet Homes residents Solomon & Alison

Retired nurse, Alison has lived in her two bedroom-flat managed by Barnet Homes for the past 35 years. Her husband of 15 years, Solomon, is a painter and decorator, who loves to help out his neighbours whenever he can.

Can you tell us about your home?

It's a lovely two-bedroom flat in a block with about 40 flats and we have parking and a communal garden. We've got Waitrose across the road, a post office and quite a few shops - it's very handy. We're very close to a Tube station, so it's a good location. That's why I've been here for 35 years!

What are the neighbours like in your block?

Alison: We are one big family. Because Solomon and I have been here for so long, everybody knows us. There's at least ten families with children, we often get together and have barbeques, parties for the children, and do a lot of stuff as a community. And we've never had any problems.

What do you like best about your home?

Solomon: I love my home because of the neighbours, you can go talk each other, help each other, be there for one another, you know, that's lovely. It makes us feel safe too.

What neighbour Laura says: "Solomon and Alison are like the mum and dad of the apartment block! They are always so friendly, always willing to chat and have any DIY tool ready to hand if you need to borrow something. They often volunteer to do DIY jobs for the neighbours, offer lifts and have people over for dinner. One evening Solomon even came over to catch a spider for me! They are a pillar of our community."

Alison and Solomon were nominees in the Good Neighbour category of our Community Awards held earlier this year. Nominations are now open for next year's awards, simply scan the QR code to fill out your nomination or visit thebarnetgroup.org/awards

Scan me



Our repairs service celebrates five years!

In July 2025, we celebrated five years since the creation of our in-house repairs service. The early years were challenging, post Covid due to difficulties resourcing, the rising costs of materials and a backlog of repairs - all of which impacted our residents' experience of the service. However, five years later we remain working hard to implement improvements and make Barnet Homes' Repairs a service that our residents can rely on.

Making improvements to your repairs service

In 2024/25, the Barnet Homes Resident Board approved a Repairs Improvement Plan, developed by senior managers to address the recurring issues for residents that had been identified from surveys and complaints (e.g. delays with follow-on works and appointment reschedule issues). Recent improvements include:

- Recruiting more operatives to ensure we are resourced to deliver repairs in time
- Introducing a dedicated team to deliver

emergency repairs to ensure that repairs of the most urgent nature would be prioritised

- To support a 'right first time' resident experience: the follow-on works process was re-designed, new practices were set for appointment reschedules and operative diary management practices were introduced to reduce unnecessary or wasted visits
- Introducing a new framework to improve the management of subcontractors who complete specialist repairs
- A refresh of the Responsive Repairs Policy, including revising target timeframes for non-emergency repairs with residents so that repairs of a more urgent nature are prioritised e.g. a containable leak is now prioritised over a dripping tap
- Delivering customer care training to operatives tailored to focus on what we know residents like and dislike about the way that operatives work in their homes e.g. the need to wear shoe covers and provide next steps if a repair is not completed.

Check your rent account online.

Easy peasy!

my.thebarnetgroup.org

Visit my.thebarnetgroup.org and sign up to our customer portal to access your rent account, manage your garage or view your leasehold properties.

#You will need your rent/account number, an email address and your date of birth.

For any questions, email talktous@barnethomes.org

The impact of improvements on residents

The implementation of the Repairs Improvement Plan in 2024/25 has had a positive impact on performance and resident experience of the service. Residents are given the opportunity to provide feedback about their most recent repair experience immediately after the repair has been completed through a short online survey (transactional satisfaction).

Overall satisfaction and 'right first time' satisfaction increased in 2024/25 (April 2024-March 2025) compared to 2023/24 (April 2023-March 2024), with:

- A 4.4% increase for satisfaction with the repairs service this time when the Q4 24/25 (Jan-March 2025) result of 83.3% is compared to the Q4 23/24 result of 78.9%
- A 5.2% increase for right first-time satisfaction when the Q4 24/25 (Jan-March 2025) result of 80.3% is compared to the Q4 23/24 result of 75.1%

Learning from your feedback

Complaints handling in Quarter 2 (July – September 2025)

240



Stage 1 complaints

74.2%



Stage 1 complaints answered in target time

66



Stage 2 complaints

80.3%



Stage 2 complaints answered in target time

Most common issues:



Repairs including leaks management, communication and cleanliness.



Communication on tenancy management matters.

You said: Some tenants complained about delays in dealing with leaks.

We did: We have reviewed our approach to dealing with simple leaks, including reviewing training documentation, providing additional guidance to operatives, and running training exercises on leak diagnosis in empty properties. We will review the approach to more complex leaks next.

You said: Some residents complained about delays in communication or about not being kept updated on their tenancy management query.

We did: We have briefed Housing Management staff on the importance of clear communication and accuracy, and to make sure residents are contacted regularly and in a timely way with updates on their cases.

Barnet Homes wins two Housing Heroes Awards!

On Monday 30th June, The Barnet Group picked up two award wins at the Housing Heroes Awards. Tatiana Jose, Chair of the Barnet Homes' Resident Board, picked up the 'Tenant of the Year' title (top image, pictured centre). Brooke Thomas (middle image, pictured centre) won the 'Outstanding Achievement by Apprentices' Award.'



Tenant and the Chair of the Barnet Homes' Resident Board, Tatiana Jose wins 'Tenant of the Year'

The judges said:

"Supporting people with issues of damp and mould is a hot topic, and Tatiana has shown diligence in bringing this to the forefront and working with the landlord and other residents to find a solution. Good also to recognise her commitment, given her full-time job and additional roles within the community."



Brooke Thomas, Outstanding Achievement by Apprentices Award, Housing Hero Awards

The judges said:

"Brooke is very impressive; a trailblazing young woman in a traditionally male space, where she continues to thrive. An inspiration to other women and apprentices generally."



Housing Options, Highly Commended in Delivering Better Outcomes, MJ Awards



Pictured: John Routledge, Buki Awolaru and Abraham Bickersteth were presented with the achievement.

On Friday 20th June, our Housing Options service was Highly Commended in the 'Delivering Better Outcomes' category at the Municipal Journal (MJ) Awards for the incredible and innovative work they do to prevent homelessness.

Their teamwork and innovation have helped save over £8m in temporary accommodation costs. The service has performed at its best level in six years, achieving a total of 1,472 homelessness preventions in 2024, an 18% increase on the previous year.

Changes to your rent

Each year, social housing landlords increase tenants' rent, in line with guidance from the government and the Regulator of Social Housing.

Barnet Homes are proposing an increase of the consumer price index +1% in April 2026.

The requirement to charge reasonable rents applies to most secure, non-secure and introductory tenancies.

For more information go to gov.uk/government/collections/rent-standard-and-guidance

If you wish to have your say on the proposed increase, please contact us at talktous@barnethomes.org

Stay on top of your rent

Barnet Homes payment methods



Pay by Direct Debit

The easiest way to stay on top of your rent payments!

Set up a Direct Debit and your rent will be paid automatically on the due date—no need to remember or worry.

Email: talktous@barnethomes.org for a form



Pay by Phone – 0845 356 3456

This service is available 24/7.

When calling, select option 2 – Housing Rent.
You will need your rent reference number to hand.

It is nine digits long and starts with a '1'.



Help with Paying your rent

We are here to help, if you need support please contact us:
talktous@barnethomes.org

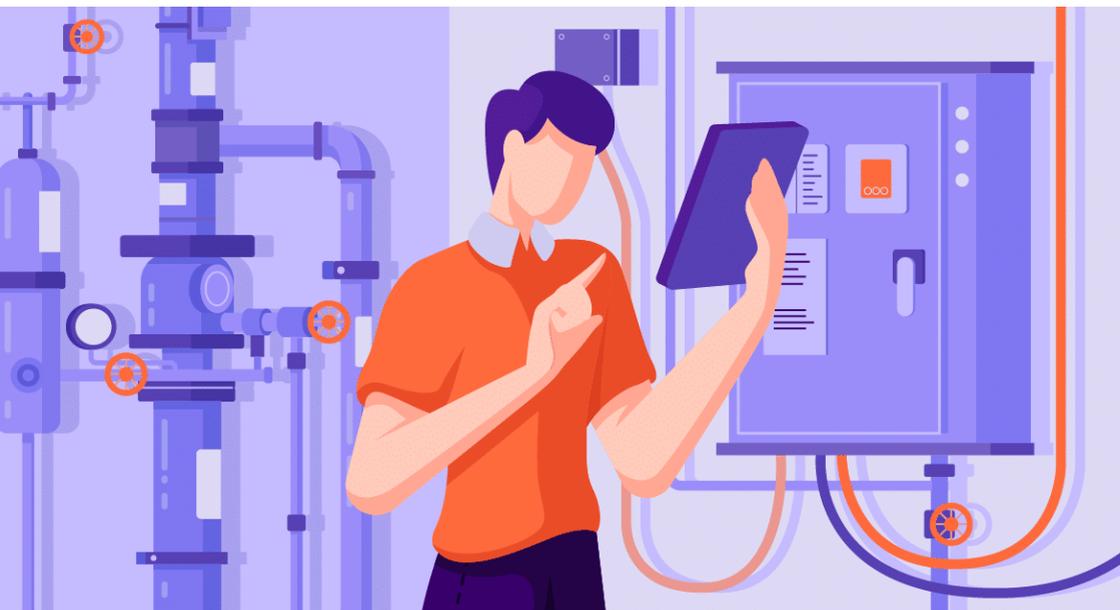
Support available

- Barnet's Financial Calculator scan - the QR code
- Apply for Universal Credit: gov.uk/universal-credit



Keeping your building safe

Fire safety is everyone's responsibility, but our Fire Safety Team is here to help



Our fire door inspectors are working to:

- Inspect your front entrance doors to ensure they meet all safety standards
- Assess communal doors to identify any potential issues and maintain safety levels
- Check all fire safety equipment for compliance



barnethomes.org/buildingsafety



firesafety@barnethomes.org



Awaab's Law - We're acting faster on damp, mould and repairs

Two-year-old Awaab Ishak died in December 2020 as a result of a severe respiratory condition, caused by prolonged exposure to mould in his family's Rochdale flat. Awaab's father had repeatedly contacted his local authority to report the mould but it was not addressed.

This tragedy prompted the government to introduce Awaab's Law, new legislation to ensure that social landlords do not leave their tenants at risk. The new law came into effect in October 2025.

Awaab's Law requires landlords to investigate and address mould and damp within strict timeframes. These new timeframes mean that we must investigate all reports of damp and mould in our owned and managed homes within ten working days. We then have to take action promptly – how quickly depends on the level of severity, but it could be as quickly as within 24 hours for emergency cases.

Barnet Homes residents can report damp and mould to us using the following methods:

- using the damp and mould webform on our website: www.barnethomes.org/report-damp

- or by contacting our Customer Contact Team via phone on **020 8080 6587**
- or emailing us at healthyhomesteam@barnethomes.org

Residents are also responsible for making sure they take steps to prevent condensation by following the advice and guidance in the Barnet Group's Damp and Mould Residents' Guides which can be found by scanning the QR codes at the bottom of this article.

With the change in the law around damp and mould, we are being much more proactive when it comes to damp and mould. This might mean more regular inspections to ensure your home is not affected. You also might find that our staff ask more questions about your household when they visit – this is so we can understand whether there are any vulnerabilities we can support with.

Report Damp and Mould and read the residents' guide by scanning the QR code.



Keeping homes warm with £1.3m of funding

We are pleased to announce, that we have secured £1.3 million of funding through the Warm Homes Social Housing fund. This will support energy efficiency upgrades in 222 homes between 2026 and 2028. This investment will help reduce draughts, boost insulation, introduce renewable technologies and make homes cheaper and more comfortable to heat.

Meanwhile, we're making good progress on the previous wave of funding (Wave 2.1 of the SHDF) with improvements planned for 238 homes across 2024-2026. These works will focus on better insulation, enhancing energy efficiency and reducing carbon emissions while helping our residents cut energy costs.

These programmes are part of our wider commitment to sustainability and ensuring our housing stock is fit for the future. By improving the quality and energy performance of our homes, we're not only tackling climate change but also helping our residents enjoy warmer, healthier living spaces.

Meet Kanta Kerai, the Domestic Abuse Project Lead at Barnet Homes



We ask Kanta to tell us about the work she is leading on to help Barnet Homes achieve the DAHA (Domestic Abuse Housing Alliance) accreditation.

What is the DAHA accreditation?

The DAHA (Domestic Abuse Housing Alliance) accreditation is the UK's gold standard for how housing providers respond to domestic abuse. It's the only official accreditation in the country designed specifically for the housing sector.

Why does it matter to Barnet Homes and to our customers?

Achieving the DAHA Accreditation is a big step forward for Barnet Homes. It shows our commitment to supporting residents affected by domestic abuse and ensuring they get the help they need.

And here is why it matters:

- A Strong Domestic Abuse Policy: We now have a robust policy in place to support residents.
- Clear pathways for staff: our officers are trained and guided on how to respond when someone discloses abuse.
- Confidence for customers: Residents can feel safe reporting domestic abuse,

knowing we care and will act.

- Access to support: we work closely with trusted partners like Barnet Council, the Police, Solace, Rise Mutual and other domestic abuse charities to make sure survivors get the right help.

This accreditation means we're not just saying we care – we're proving it through actions, partnership, and accountability.

How do you go about embedding DAHA principles in Barnet Homes culture and practice?

- Staff Training: All employees complete mandatory domestic abuse training, so they know how to respond and where to refer for support.
- Community Campaigns: We take part in local awareness initiatives, like Barnet Council's recent #HearMyVoice campaign, which focused on empowering survivors and reaching underrepresented communities.
- Partnerships: We work with organisations like Solace, Rise Mutual, Barnet Council, and others to ensure residents get the right help.
- This helps ensure that every team member is informed, confident, and ready to help – making our services safer and more supportive for everyone.

What Our Tenants Say

"I felt listened to and supported. The officer didn't just take my report – they helped me access services I didn't even know existed."

Our 'Customer Domestic Abuse Policy' explains how we respond to domestic abuse and supports our residents. To read the policy, go to barnethomes.org/about-us/our-policies/

Making Homes Work for Everyone

Our Adaptations Service continues to help residents live more comfortably and independently in their homes. Working with Barnet Council's Adult Social Care and the Disabled Children's Occupational Therapy Team, we install everything from simple grab rails to major works like level access showers, ramps, stairlifts and fully adapted kitchens and bathrooms.

What we achieved in 2024/25

408 assessments carried out where our occupational therapists ensure adaptations meet residents' individual needs.

609 minor adaptations across **283** homes

186 major adaptations across **154** properties including 2 full wheelchair conversions.

We're proud that these changes don't just improve safety, dignity, and independence they also deliver excellent results for our residents, with **98%** of our residents reporting they were satisfied with the service.

Life-changing projects

One of our most impactful projects in the last year was for a 27-year-old tenant living with muscular dystrophy and scoliosis. Their old home was unsuitable with narrow doorways, no proper bathroom access, and equipment that didn't meet their needs.

Within the new property we installed a step lift, ramps, widened doors, a ceiling track hoist, and a fully adapted bathroom with specialist equipment. A new kitchen, heating system and full redecoration completed the transformation.

The tenant and their family described the results as "life changing" giving back independence, comfort, and peace of mind.



Are you struggling with daily tasks at home?

We Can Help! Call Adults - Social Care Direct:

Phone: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk

Children - Disabled Children's Occupational Therapy Team:

Phone: 020 8359 4066

Email: mash@barnet.gov.uk

For more information visit our website, barnethomes.org/adaptations

Fire Safety Team and partners support residents this summer

Over the summer, The Barnet Group’s Fire Safety team held fire safety awareness events at our estates that have high rise blocks of flats, working together with the support of contractor WG Wigginton Ltd and supplier Aico.

On the day, residents could get involved in fire safety awareness activities, pick up giveaways and goodies, and get treats from an ice cream van and a smoothie bike.

Alexandra Brooks, Social Value and Marketing Manager at WG Wigginton said

“We are proud to support initiatives that place resident safety at the heart of the community. Fire safety awareness is a vital message, and events like these not only provide valuable education but also create a fun and engaging way for families to get involved.”

Angel McLennan, The Barnet Group’s Fire and Building Safety Resident Engagement Manager, said “It was a lovely turnout, our residents got hands-on with fire safety tips, smoke alarm awareness, and e-bike/ e-scooter safety.”



Update on fire safety programme for timber framed houses

We have started our timber-frame houses fire safety programme for 189 homes in Barnet. Work has been completed on the first five homes, while we are currently working on another 35. The next phase of the programme is due to start in the Burnt Oak Broadway area very soon.

The project is run in partnership with the London Borough of Barnet, who are undertaking surveys to adjoining freeholder properties. Works are planned to be completed in 2027.

The safety and peace of mind of our residents is our top priority, and these works will ensure this now and in the future.

Additional fire safety guidance is available on our website to assist residents in reducing the risk of fires within properties and gardens.



New fire safety regulations for high-rise buildings

Residential personal emergency evacuation plans

From 6 April 2026, new fire safety regulations will come into effect to better protect disabled and vulnerable residents living in high-rise and higher-risk residential buildings.

Under the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025, building owners and managers, including The Barnet Group will be legally required to:

- **Identify residents** who may need help evacuating in an emergency
- **Offer and carry out person-centred fire risk assessments** tailored to individual needs
- **Develop written evacuation plans** (known as Residential PEEPs) for those who require assistance
- **Share relevant information** with local Fire and Rescue Services to support emergency response—only with the resident's consent.

These changes follow recommendations from the Grenfell Tower Inquiry and aim to ensure that all residents, regardless of ability, have clear and effective support in place during emergencies.

To help meet these new legal duties, our Building Safety Team and Housing Management Team will be working together to contact residents and gather the necessary information.



It is important that we have up-to-date information about your household. Please **scan the QR code** to inform us of any changes. For support, please contact us on **020 8080 6587**.



Supporting our communities through social value funding from our contractors

Over the past 12 months, our contractors have delivered meaningful investment into our resident communities through a wide range of initiatives, as well as supporting the voluntary sector and local charities that provide services to our community.

Our contractors are dedicated in giving back to the Barnet Community where they work. Here are some of the key highlights of the past 12 months:

F.U.S.E. Fest – Funded by Vallectric and hosted by youth group F.U.S.E. the evening event attracted young people from all backgrounds, providing a safe and inclusive space for them to come together. The event included live performances from local artists and DJs, games, food and entertainment.



£1,000 shopping vouchers – Vouchers were kindly donated by Masher Brothers to help individuals and families over the festive season with essentials. All of the recipients received support through our PA Choices, Floating Support and Domestic Abuse services.

Christmas Parties at Sheltered Schemes – RGE Services sponsored Christmas parties at 14 Barnet Homes sheltered schemes. It was a great opportunity to bring residents together to socialise, help combat loneliness and isolation. The residents enjoyed lots of festive food and drink.



Minerva House Women and Children's Refuge - The team at WG Wigginton purchased two leather sofas from The Barnet Furniture Centre and delivered them to the refuge after discussions with the team at Minerva House. The staff said that this had made such a difference to the communal space where families can spend time together.



Prospect Ring and Gracie House community garden – The community garden was not only sponsored by Lux Property Services but the management team provided the plants, tools and labour to get the planters ready for planting and helped out on the day. The day was a great success and involved residents of Barnet Homes and Opendoor Homes. Lux Property Services staff and our own community engagement team planted fruit, vegetables, herbs and flowers.



Change, Grow Live brunch club – Masher Brothers sponsored an initiative with the local charity Change Grow Live. The brunch club encourages individuals going through addiction recovery to engage, socialise and gain crucial support. Mashers have sponsored the initiative, enabling it to run for 6 months.

Barnet Mencap Sound Hub Project – Sound Hub is a music and digital creativity project supporting adults with learning disabilities and autism in Barnet. Learners developed music, videos, gaming content, and production skills. A graduation concert to showcase their work and celebrate their progress was held, this was a great event supporting inclusion, improving wellbeing and growing confidence. WG Wigginton were happy to support such a great initiative.



Unitas summer holidays workshop – Quinn London spent 2 days working with the children at the centre and transformed a blank wall into a show-stopping mural and a bold, beautiful celebration of community and creativity. Working with local artists and children in Barnet, encouraging kids to tap into their creativity. The mural was designed by all things the kids found joy in which ties into everything that makes Unitas a special place for them.



To read more good news stories and the support received from our contractors, visit our website and download our Social Value Report for 2024/25.

Scan me →



Community Chest Fund 2025

The Barnet Group Community Chest Fund continues to provide much-needed support to local communities, providing them with the opportunity to deliver innovative projects that benefit our residents. The fund is sponsored by our contractors as part of their investment into Barnet based community projects.

We welcome ideas from residents, local groups and charities that would benefit from up to £250 towards their own community project or social event. To apply for funding, simply scan the QR code from your mobile device or visit our Community Chest Fund pages on our Barnet Homes website.



Our Community Chest Fund sponsors



Community Chest Fund project

This summer the Community Chest Fund sponsored the VE Day 80th Anniversary to mark the end of World War II, honouring a generation that fought for our freedom.

Celebrations were held across our sheltered

housing schemes, care homes and Your Choice Barnet services. Residents, service users, their families and staff shared memories and stories, learnt about the history of the war, listened to music from that era and had lots of lovely food and refreshments.



REPORTING HATE CRIME

What is a hate crime?

A hate crime is a crime committed against someone because of their disability, gender identity, sexual orientation, race, religion, ethnicity or nationality.

Hate crimes can include

- Threatening behaviour
- Verbal abuse
- Physical assault
- Damage to property
- Inciting others to commit hate crimes
- Harassment
- Online abuse

If you experience or witness a hate crime—whether it's verbal abuse, threats, physical attacks, or online harassment, please report it.

Support available:

Victim Support –
victimsupport.org.uk
Specialist help for anti-Muslim, antisemitic, LGBTQ+ and other hate crimes is also available.

What to include:

What happened, when, and where
Description of the offender
Any evidence (photos, videos, witnesses)



In an emergency:
Call 999



Non-emergency:
Call 101



Report online:
report-it.org.uk

Our Finest Flowers winners!

This year, our green-fingered residents braved the scorching sun and brought their best for the finest flowers competition. Judges spent the day visiting residents all over the borough, judging gardeners for their use of space, colour and creativity. Well done to all the winners and runners up!

Best front or back garden

John and Pauline Davies



Best sheltered garden

Paul Smith, Vale Court



Best communal garden

Norman Ardener, Upper Alexandra Road



Best balcony/pots

Carla Vaz



Geoff Beddingfield Award

Raju Maharjan



Keep an eye out on our website, social media and atHome for news about our 2026 Finest Flowers Competition, and how you can join in!

Runners up

Front or back gardens

Lesley Reynard, Ron Hill, John Barret



Sheltered garden

Little Larkins Garden Club



Gardening Clubs

At the core of our gardening clubs is a shared vision: To help build healthy and vibrant communities where people can thrive. Through the act of gardening, the clubs not only nurture the soil and plants but also foster a sense of belonging and well-being among their members.

We have recently introduced virtual focus groups meetings for gardening club members to provide feedback on our caretaking and estates services.

If you are interested in setting up a gardening club where you live, please register your interest by scanning the QR code below or emailing getinvolved@barnethomes.org

Scan me





Employment and skills service BOOST marks 10 years of supporting residents into work

BOOST, the award-winning employment, skills and digital inclusion service, celebrates its tenth birthday, and a decade of helping thousands of Barnet residents into work and training.

Launched in 2015 as a pilot project to test a new, holistic approach to employment support, BOOST is run in partnership between The Barnet Group and Barnet Council. Over the past decade, the service has grown into a key community resource, supporting more than **6,200** residents and helping over **3,300** people into work – equating to roughly one person finding work every day for the past decade.

In the last financial year alone, BOOST helped 388 residents into employment with 85% staying in work for at least

three months. More than half of those who registered for support last year transitioned into work.

For assistance with employment, financial or digital services visit BOOST at boostbarnet.org, email: Boost@Barnet.gov.uk or drop into Burnt Oak Library.

Alongside job support, the service also plays an important role in tackling digital exclusion through the Barnet Council Digital Inclusion Programme, offering weekly digital workshops, managing a network of Digital Champion volunteers and leading low-cost device and sim card schemes for residents in need.

BOOST also provides welfare benefits advice as well as weekly homelessness and housing advice drop-in sessions in partnership with Barnet Homes.

BOOST's ten year timeline

2015

- Soft launch of BOOST Burnt Oak in May. Official launch July
- Services offered include Job Centre staff, mental health employment coaches, youth employment support

2016

- Taskforce work with DWP on support plans for UC roll out
- Taskforce join the Domestic Violence One Stop Shop
- BOOST win Team of the year Award

2018

- Outreach at Probation service
- Welfare Barnet Advisor Liaison group set up

2017

- Launch of BOOST Childs Hill
- Opening of BOOST one stop shop at 184 Crickle wood Lane
- Universal Credit rolls out in Barnet

2019

- BOOST begin outreach at South Friern Library
- Begin Make it Click Online Training courses
- Boost service integrated into Rough sleeper support programme

2020

- COVID lockdown drives services online. www.boostbarnet.org website created
- take on Barnet Group Apprenticeship programme

2021

- Digital inclusion Coordinator recruited.
- Recruitment partnership with NHS Work with Public Health and Future Path to develop Sort Your Life Out training

2022

- Financial inclusion team set up in BOOST
- Agree to co-fund CAB Advisor with Notting Hill Genesis

2023

- Friday Jobs Club set up
- Fund CAB Advisor full time from Household Support Fund
- 5106 construction jobs brokerage service begins

2024

- Outreach weekly at The Skills Centre Edgware
- Mondays Jobs Club with Barnet Mencap

2025

- Implement new team structure
- Co locate with Shaw Trust for new Connect to Work and Work Well provisions

Interested in moving to the countryside?

Are you interested in living somewhere like Lincolnshire, Devon, Cornwall and Essex?

The Seaside & Country home scheme could be for you. The scheme helps council and housing association tenants to move out of London. You may qualify for the scheme if you are

- A single person aged 55 or over. Or,
- A two-person household where at least one of you is over 55.

For further information, please visit our website and also the seaside and country homes website by scanning the QR Codes:



Barnet Homes website



Seaside and Country Homes website

Mutual Exchange

If you are a council tenant and the idea of swapping your home with another council tenant is of interest to you, a mutual exchange may be for you.

Register on Homeswapper to get started. Once you have found someone to swap with, fill out the mutual exchange form.

For more information, please visit barnethomes.org or call our Housing Management team on 020 8080 6587.



Home swapping

Homefinder

You may wish to consider a home outside London. The Homefinder service can provide help with finding a home.

Homefinder is a national housing mobility scheme helping individuals and households who want or need to move. The scheme is available to anyone willing to move nationwide including, but not limited to:

- Homeless households
- Applicants living in temporary accommodation
- Private sector tenants threatened with homelessness

If you are interested, please contact Homefinder UK directly and create an account:

- Telephone: 020 7619 9705
- Email: enquiries@homefinderuk.org
- Website: <https://homefinderuk.org/>



Home finder

The Barnet Group Community Awards 2025 – Voting now open!

Every year, The Barnet Group hosts its Community Awards ceremony to recognise and celebrate the hard work and contributions of our residents and local groups that go above and beyond in making Barnet a great place to live.

It's that time of year when we ask you to nominate worthy winners for the individual or group awards. The Community Awards categories are;

Good Neighbour (Barnet Homes or Opendoor Homes residents only) - A neighbour that goes the extra mile in helping others or improving their local community.

Community Group/Resident Association (Barnet Homes or Opendoor Homes residents only) - Encourages you to get involved, dazzles you with their activities, fun days, community events or advocates on your behalf or the community.

Voluntary Group or Registered Charity - Deserving of an award for their contribution to local people across Barnet

Volunteer over 25 - Someone who selflessly gives up their time to help other people or their community.

Volunteer under 25 - Someone who selflessly gives up their time to help other people or their community.

Community Project - An innovative and outcome focused community project delivered during 2025 by a local community group or charity

To submit your nominations, scan the QR code:



We pay London Living Wage - £13.85 per hour

Care companion service recruiting now!

Join PA Choices for a job that works around you

From a couple of hours a week to full time, we have personal assistant roles that can work around your commitments.

Our personal assistants support people to live independently. They support people with daily tasks like washing and getting dressed, help with managing bills, or just to be accompanied when going to the shops.

If this sounds like the kind of role for you, please contact us on the details below.

"Being a PA lets me help others while adding meaning to my own life. The flexibility makes it even better!"

"It's the pleasure of knowing you make a difference to someone's life which allows them to be in their own familiar surroundings, an individual not a number"



Call us on
020 8359 4621

Email us at
pa@yourchoicebarnet.org

PA Choices
Person Centred Support