

PARTNERS

Gazette

Residents' Newsletter: Spring 2009

The New Residents Forum

A big thank you to the 17 residents who have nominated themselves to represent YOU on Partners Residents Forum.

We received statements from 12 existing members and 4 new members; one person nominated themselves without making a statement. All of the statements, about why residents wanted to join the Forum, are printed on pages 1-3. These show that the Forum members are experienced, passionate, energetic and committed to representing you and improving Partners services.

As there were less than 30 nominations in total, everyone automatically becomes a member of the Forum and there is no need for an election.

The outgoing Forum met for the last time on Thursday 21 May 2009. The new Forum members were invited to attend this meeting. The new Forum has its first official meeting on the 16 July 2009.

If you would like to contact your Resident Representative you can do so by emailing them at forum@partnersislington.net or leaving a message on 0207 288 8317.

Partners would like to wish the new Forum every success.

Resident Forum nomination statements

Saeed Abdulrahim

I am a man from the ethnic minority both of whom are underrepresented in the Residents Forum. I want to make my contribution in making your services more user friendly and user centric.



management and community infrastructure on Partners Forum. I feel representative of a diversity of identities, men, older people, currently part time working and in a street property close to owners and leaseholders.

C Cavendish

As a lifelong Clerkenwell resident and Londoner, I would like to have an opportunity to voice opinions and give observations on the way our money is being spent and on the quality of services we all receive. I think it is important that local people are able to influence decisions about the way their local areas develop.

Rose-Marie McDonald

As a tenant I wish to participate in decisions that impact on my life, as an active TRA member and a FITA Director, I wish to be a vehicle for other TRA members to have a voice and diverse representation on the Residents Board.

To be able to disseminate information from Residents Board to TRA.

Mr C Nickerson

Offer advice!

Tim Clark

I have lived in the local area (Amwell Tri-Angel) for 25 years and was a founding member of an Islington registered Housing Co-op. I am now a council tenant and am interested to use my knowledge of liaison, housing



Shirley Bryant

I have been on the PFI2 from the very beginning and have since been part of the Forum when it was formed, so 6 years in all and I am keen to continue to represent and serve the tenants of Islington.



I do think the Forum is a good thing and gives both tenants and Partners the opportunity to have a say.

Lisa Crowley

I am a resident in PFI2 and was previously a resident of PFI1. I worked for the team that carried out PFI1 refurbishment works and as a member of the works team feel I have "inside knowledge" of the works to be carried out.



I have been a member of the PFI forum for the past two years and I would like to continue as a member of this forum.

Susanne Lamido

A PFI2 resident Susanne is seeking re-election to the Residents Forum. As a founder member of the Forum, she is keen to continue representing residents' views in all aspects of Partners' services, particularly the refurbishment programme, day-to-day repairs/maintenance and housing management.



Susanne holds strong views about promoting the empowerment of residents' rights and improving their housing conditions. She brings to the forum sound business management experience and building skills - useful for helping PFI residents sort out some of their problems. At times it's can be stressful all-round but to see a successful result and smiles on peoples faces afterwards - no words can express ones feelings.

A listening ear and a problem solver, as a Forum member she is always available to PFI residents in need of advice or assistance and if re-elected will continue. Anybody interested in further information about Susanne please phone 02076078039 or email: susanne.lamido@gmail.com

Michael Adedeji

I would appreciate re-election to the PFI Resident Forum. As a professional with over 20 years technology, customer services and social skills and experience, I enjoy resolving and offering guidance to resident and leaseholder housing issues

through to completion. Outside work, amongst other things, I volunteer time with elderly people in the community. Over the years, my time on the Resident Forum, has been of great value and, if re-elected this year, will be pushing (collectively with other colleagues who have shown leadership) to achieve more deliverables that add to the quality of our residents lives, in the coming year.

In summary, besides the extra workload, I think an increase in the quality of our residents lives, is an increase in the quality of my resident life.

Chris Graham

I have been a secure tenant since 1975 and a member of the Forum since my flat was transferred to Pfl for phase II. After 25 years in architect's offices I worked as an independent tenants' advisor. I facilitate the London Leaseholders' Network representing it at meetings of the London Tenant Federation and on occasion representing the London Region in meetings with the other regional tenant organisations.

I am keen to continue our work on the Forum at increasing both our accountability and that of Pfl, shifting our focus onto the issues of concern to all of us residents and away from blindly ticking the landlord's "consultation" box. Of particular concern is the quality of repairs, the accuracy of the reporting of Pfl's performance and openness of our own meetings. The Forum's role should be to scrutinise Pfl, empower residents and reinforce our connection with the wider tenant body.

Richard Best

I have been a member of the forum for some years now and have involved myself from conception to its current state. I have with the other members of the forum encouraged many necessary changes to ensure that the end users have received a full and comprehensive picture of the forum's functions.

As we near the end of the refurbishment schedule we must ensure that the follow up systems are in place for a smooth and comfortable conclusion of the PFI process. I look forward to my application being successful and to working in complete harmony with my fellow forum members.

Susanne Bryant

I would like to be considered for re-election to the Resident Forum as I have enjoyed the meetings and sometimes lively debates and feel that it is important for the residents of street properties to have a voice. I have lived in Islington all my life and I have the residents of Islington's best interests at heart. It has been a good way of learning about things happening in the borough and I have been able to report back to various neighbours with issues that may have an impact on them.



Chris Matthews

I am standing for the Forum because I think it's vital that the views of street property residents are taken into account whether they are about repairs, refurbishment or sorting out other kinds of problems. Unlike Estates, street properties are spread out and it's harder to find strength in numbers or common experiences. The Forum is a way for residents to make their opinions and preferences clear and I am glad to be able to be part of making that happen.

I've been a Forum member for the past two years and before that I was involved in the residents' consultation group for the PFI2 contract. I'd like to continue to help the Forum support residents of street properties.

Georgina Galliers

If I get the backing of the Forum and they want me to stay as the chair I will do so. I've chaired the Forum but we work as a team. I'm happy to stay on.



Richard Bunting

I have been an Islington resident and council leaseholder (PFI2) for the past 10 years. I am a long standing community activist, a NHS foundation trust governor and a trustee of a community forum.



I work in the financial services industry as a programme manager and, if elected, I would bring senior financial and managerial competence and experience to the forum.

I want to ensure that PFI delivers both value for money and that the programme of repairs are of a high quality. As a leaseholder, I want to ensure that leaseholders are given easy payment terms and options for service charges.

Overall, I will ensure that both tenant and fellow leaseholders are truly represented and are given a fair hearing.

Muriel Duncan

I have been a member of the Forum since 2003 and have been Vice Chair for most of that time. I would like to continue as I enjoy it and I find it interesting.



GAS SAFE REGISTER™

Launched On 1 APRIL 2009

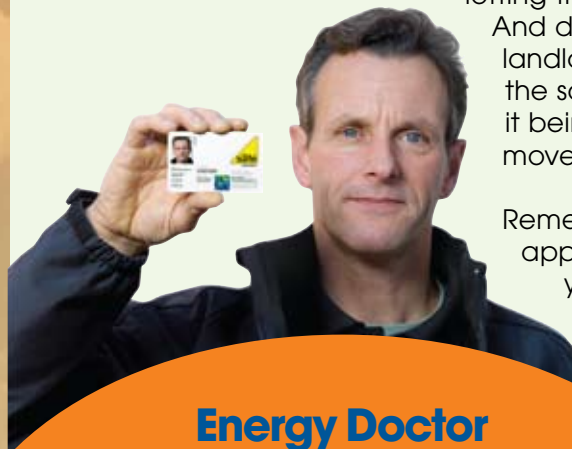
Gas Safe Register replaced CORGI gas registration in Great Britain on 1 April 2009. It is the official industry stamp for gas safety. The Health and Safety Executive, which is responsible for regulating gas safety in Great Britain, will oversee Gas Safe Register.

The new register will provide enhanced levels of service and clearly written rules of registration. There will also be new services and benefits designed to improve the registration scheme and promote gas safety.

As a tenant, it is important to always check the ID of any gas engineer that comes to do work at your property. From 1 April 2009, the engineer must be a Gas Safe registered engineer.

It's in your best interest to co-operate with the landlord whenever a gas safety check or maintenance needs to be carried out by letting the engineer in to do the work.

And don't forget to make sure your landlord supplies you with a copy of the safety check within 28 days of it being carried out or before you move in.



Remember, if you think a gas appliance is faulty turn it off and let your landlord know immediately.

In an emergency: If you smell gas or think there might be a gas leak: turn off the gas at the meter, extinguish naked flames, open windows and leave the area. Seek medical advice if you feel unwell.

Energy Doctor Surgery - Late Service

You can visit the Energy Doctor for personalised information on how you can save energy to save money at home. Free. No need to book, just drop in.

**Green Living Centre, 222 Upper Street, N1 1XR
Thursday 25 June, 5-7pm**

**Call the Gas
Emergency
Freephone Number
0800 111 999**

Recycling Q and A

Ever wondered what happens to your recycling? Come and learn about the council's recycling policies and have all your questions answered.

A presentation will be given at the start of the session. Refreshments will be available. Free. Booking essential.

To book a place, please call **0207 527 4462** or email greenliving@islington.gov.uk
Green Living Centre,
222 Upper Street, N1 1XR

Wednesday 3 June, 6.30-8.30pm



Partners has reviewed its mission, vision and values as part of the 2009 service planning process. The mission statement is unchanged and here are our new vision and values:

Our Mission Statement

To improve homes and provide excellent services through partnership and innovation

Our Vision

To be considered excellent by our tenants and leaseholders

Our Values

Excellence, Partnership, Innovation, Respect, Loyalty, Trust

Partners Performance

As we say goodbye to the cold winter and hello to the sunshine and longer days, it's a good time to review Partners performance and look forward to the coming year's targets.

Partners has performed well during 2008/2009 and some highlights include:

- Partners successfully completed the PF11 refurbishment programme which was marked with a commemorative book and a plaque.
- Partners collected over 100% rent from PF11 and PF12
- There was an improvement in the speed your calls were answered by our Customer Service Team
- Partners achieved the Investors in Excellence award.
- Partners residents reported the highest levels yet of satisfaction with the refurbishment works to their homes.
- Partners recorded the highest number of compliments to date from Partners residents.

- Partners Housing Management Team has been successful in working with the community and local agencies to tackle Anti Social Behaviour. Highlights include two recent crack house closures. Team members recently received a letter of appreciation for their work from a police Safer Neighbourhood Team: "I cannot emphasise enough the positive impact their work has had at all levels of the community."

Partners has an Annual Service Plan which sets out our aims for 2009/2010. You can read the plan on our website or we can send you a copy. Some of our aims for this year are:

- Improve satisfaction ratings by 5%
- Improve communication with our tenants and leaseholders
- Get to know our customers better
- Improve tree referrals with Greenspace

You can keep up with our progress by checking www.partnersislington.net

Are you covered?

Did you know that you are responsible for your own contents insurance?

Partners does not insure your possessions, and it is your responsibility to take out contents insurance.

Islington Council and Norwich Union run a special insurance scheme which is only available to Islington Council tenants and right to buy leaseholders. For an application form and more information about this scheme please contact Islington Council on 020 7527 2000. Alternatively you can arrange your own contents insurance.

As your landlord we can't force you to take out contents insurance, but ask yourself whether you can afford not to?

Insuring your Home contents

You are responsible for insuring your home contents, and we strongly advise you to take out a policy with a reputable provider. In the event of theft, fire or flood, your belongings could be stolen or badly damaged. If they

weren't insured, you would have to pay to replace them. Neither we nor the Council would be liable to contribute towards this cost. This could prove very expensive.

Shop around first

There are many good insurance companies, and we advise you to look at a variety of policies. It is worth shopping around to find the best deal. You may want to contact the British Insurance Association for advice.

Third-party cover

Make sure the insurance policy you choose includes third-party cover. This covers you if you or a member of your household accidentally damages your neighbours' belongings. If your neighbours claim against you for the cost of replacing their damaged items, you can claim under your policy.

Special insurance service for Council tenants

The Council and Norwich Union run a special insurance scheme that is only available to tenants and Right To Buy Leaseholders. You can pay the insurance by standing order or PayPoint when you pay your rent.

Contact 020 7527 2000 for more details.



Tackling Anti Social Behaviour

Tackling Anti Social Behaviour (ASB) remains one of Partners main priorities for the coming year. Over the past year we've been working hard to combat ASB and reinforce the message that such behaviour will not be tolerated. Where appropriate we took legal action against the perpetrators of ASB and obtained four Possession Orders, five Injunctions, and successfully carried out three evictions.

There are many tools and powers available to us and we will always try and address an individual's behaviour directly before we take Possession action. This can be in the form of legal (Injunctions, Undertakings) or non-legal action (ABC's; Acceptable Behaviour Contracts), however all put boundaries in place and are clear about which behaviours are unacceptable.

When investigating ASB cases we often find perpetrators of ASB have other underlying issues; these can be alcohol or drug related issues or mental health. Mental health can be a major taboo and this is where we need to heavily rely on the relevant partner agencies to assist us in taking the most appropriate action.

Recently we were successful in obtaining an Injunction against one of our residents, he had both drug and alcohol and mental health issues and was known to social services and Police and had historically spent short spells under section at hospital. Over a time period of 3 months his neighbours had started to notice his increasing erratic behaviour, he played music loudly, he continuously slammed his doors and he had lots of visitors at unsocial hours. There had also been a few reports of objects been thrown from his window and windows in his property being smashed. Unfortunately his behaviour resulted in a serious incident for which he was arrested and subsequently sectioned under the Mental Health Act, and he was subsequently given bail conditions not to return to his address.

During this time we started to issue Possession proceedings, we also worked very closely with the Police and his support team. After several months of treatment his support team felt he was well enough to leave the hospital however they felt he needed to be housed in supported accommodation and it would not benefit him or his neighbours for him to return to his property where he currently held his tenancy.

A problem arose when the resident's bail conditions were lifted and he felt well and wished to return to his property. At this point we made an application for an Injunction to address his behaviour directly and which would exclude him from the immediate area. Our priority was for the safety of his neighbours and it was vital for us to put the relevant protection in place for them. Due to the residents' mental health issues we had to liaise with his support team to ascertain whether he had capacity to understand any action taken against him. When they confirmed he did we were able to make our application to the courts which was successful. The outcome was that his neighbours had peace of mind and felt protected and with partnership working we were able to get the resident the support and accommodation that he needed.

If you are experiencing ASB please report it to your tenancy/leasehold officer. All reports are confidential; We will not disclose any information without your prior permission.

We take these complaints extremely seriously and wherever possible action will be taken against those responsible.

Partners Garden and window box competitions are finally here!

To enter the competition, please return the enclosed feedback form stating why your garden or window box should win the competition. Please can you attach a photograph of your garden to the feedback form.

You can also e-mail your entry and photograph to forum@partnersislinton.net If you cannot get a photograph to us, contact the Quality Team at Partners and we will work out a way for you to enter the competition.

Judges will visit finalists in July/ August 2009, and Partners will publish photos of the winning gardens and their gardeners in Partners Gazette by September 2009. The competition is open to any Partners resident and the size of your garden does not matter. There are two £50 prizes for the top two entries of both competitions!

The criteria the judges will use will be:

- **Originality**
- **Attractiveness**
- **Use of colour**
- **Tidiness**

(how well kept the garden or window box is)

- **Overall impression**

If you have any questions about the gardening competition, please call the Quality Team on 0800 587 3595.



Large Print

Repairs Satisfaction Cards

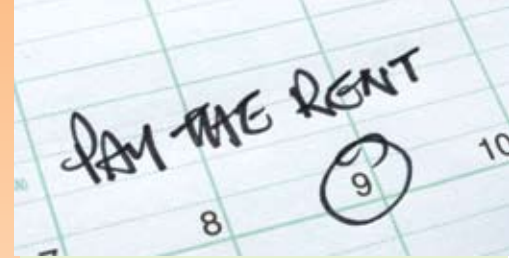
When a Partners Repairs Operative comes to your home you are asked to complete a satisfaction card. By completing the card and returning it to us your feedback is helping us to improve our services.

If you would prefer your satisfaction card to be in large print, Braille, an alternative language or if you would prefer to complete a telephone survey please tell the Repairs Operative, who will arrange this for you.

Calling all leaseholders

Partners is undertaking a satisfaction survey of all of its leaseholders – the survey will arrive with your Leaseholders Handbook. Please can you take a few minutes to complete and return the survey to us in the freepost envelope provided. This is a real opportunity for you to give feedback to Partners and for us to improve our services to you.

If you have any questions about the survey or need any help to complete the survey, please call the Quality Team on 0800 587 3595.



Collecting Rent

Did you know that Partners collected over 100% of PFI1 and PFI2 rent during 2008/2009?

You are breaking the terms of your tenancy agreement if you do not pay your rent. This means that you are putting your tenancy at risk. Last year Partners evicted 21 residents for failing to pay their rent.

If you are having difficulty paying your rent you can contact your Income Officer on 0800 587 3595 who is trained to help you.

Where to find us

We have two offices:

Our main office is at **4-6 Colebrooke Place, London N1 8HZ.**

All post should be sent to this address. Our opening hours are 8.30-5.00 Monday to Friday.

We have a second office, to help serve residents in the north of the borough, at **Level 01, Omnibus Business Centre, North Road, London N7 9DP.** Please do not send your letters to this address.

Both offices are now open from 8.30 until 5pm, Monday to Friday (closed Bank Holidays).

- You can tell us what you think of our services by calling our Customer Service team on **0800 587 3595**, e-mail us at enquiries@partnersislington.net, write to us or pop in at one of the addresses above.
- You can contact Partners Customer Services team for all services provided by Partners on **0800 587 3595**.
- You can report repairs to our Repairs Helpline on freephone **0800 587 3595**.
- You can report out-of-hours repairs on freephone **0800 195 5255** or by email allfirstpoint@downland.org.uk
- This is also available at www.partnersislington.net or email forum@partnersislington.net

If you would like a translation of this leaflet please phone 0800 587 3595

Si desea una traducción del folleto, llame al 0800 587 3595

Nëse ju nevojitet një kopje e përkthyer e kësaj fletushke, ju lutemi telefononi numrin

যদি আপুনি এই লিফলেটের অনুবাদ চান, তাহলে অনুগ্রহ করে ফোন করুন

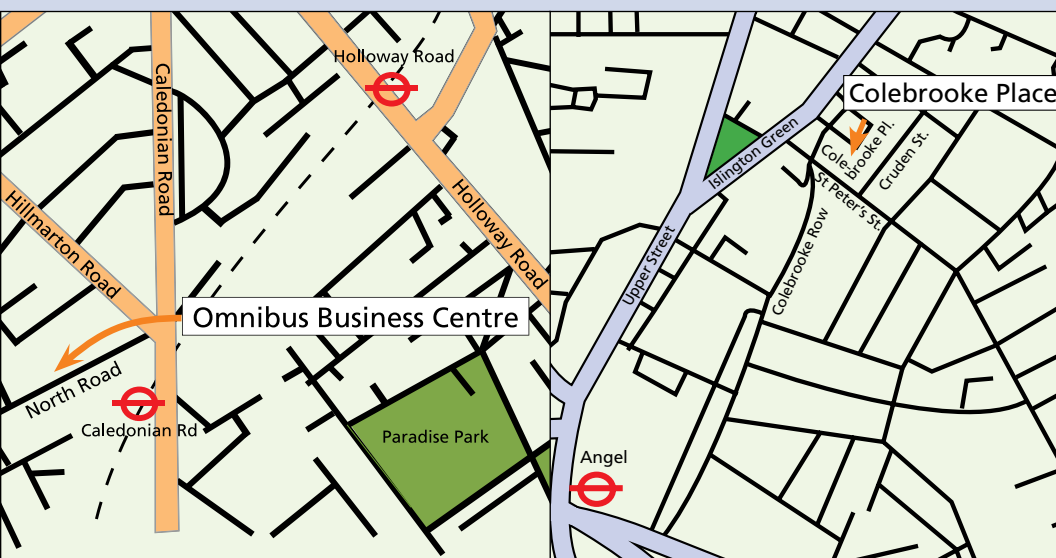
如果您想要本宣傳單的翻譯版本，請致電

Εάν χρειάζεστε μετάφραση του φυλλαδίου αυτού, καλέστε στο

Haddii aad dooneyso in lagu tarjumo buugan yar, fadlan wac Taleefon

Bu broşürün çevirisini isterseniz, şu numarayı arayın:

0800 587 3595



Tell us what you think! We want to know ...

Partners wants to receive your comments, complaints and compliments. You can tell us what you think about our services or your experience of our services in a number of ways:

- Comments, Complaints, and Compliments Form
- Letter
- Over the telephone
- E-mail
- In person
- Website