

Partners' Residents Open Forum Meeting 3 July 2024

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager

Islington Council Representative: Ross Treseder – PFI Contract Manager

2 resident attendees

Discussion Item	Response if applicable	Actions
Action points from last meeting <ul style="list-style-type: none">Fire safety team to invite resident to view completed work to demonstrate what’s includedFire safety team to review resident’s s20 for reference to paintingResident to share ideas for alternative fire works with Council	<ul style="list-style-type: none">Updates requested but not yet received. <p>A resident at the meeting asked where they can find the PFI contract. It is available on Islington Council’s website here:</p> <p>www.islington.gov.uk/housing/repairs-and-estate-management/repairs/partners-for-improvement-tmo-and-tmc-repairs</p>	
Text Message Satisfaction Surveys <p>At the last meeting we shared details about a new text message satisfaction survey we started in April.</p> <p>The current performance was shared with residents at the meeting.</p>	<div><div><div>443</div><div>TOTAL RECORDS</div></div><div><div>382</div><div>INVITES SENT</div></div><div><div>13.1%</div><div>RESPONSE RATE</div></div><div><div>100.0%</div><div>LISTENED & RESPECTED</div></div><div><div>95.8%</div><div>HELPFUL INFORMATION</div></div><div><div>95.9%</div><div>SATISFIED OVERALL</div></div></div>	
Partners’ Updates <ul style="list-style-type: none">The attendees were thanked for being flexible regarding the meeting date.		

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<ul style="list-style-type: none"> • The latest Gazette is with the designer, and it should be with residents in a couple of weeks. • Partners Residents' Christmas party – 19 residents booked in so far. • The first test letter to check whether mail sent via our 3rd party provider is received. 3 out of 5 residents have so far confirmed receipt. • The cyclical decorations and kitchen replacement programmes are going well – currently 85% resident satisfaction for both. • 429 repairs satisfaction surveys were completed last month, and we achieved 97% satisfaction 		
<p>Flat Front Door Checks</p> <p>An attendee asked for more information about the fire regulations which came into force in 23 January 2023 relating to flat door checks.</p>	<p>The Fire Safety Act 2021 amended, the Regulatory Reform (Fire Safety) Order 2005, and the new Fire Safety (England) Regulations 2022 came into force on 23 January 2023.</p> <p>Partners already carry out regular communal area risk assessments which include ensuring the areas are clear and safe, the communal lights are working, whether any repairs are required, and that the fire safety guidance is displayed on the walls.</p> <p>Under the new legislation where a block is 5 storeys or higher and a flat entrance door leads onto a communal area, we now must inspect individual flat entrance doors to ensure that they comply with the new regulations. This includes tenant and leasehold properties. If a block is less than 5 storeys high or a flat entrance door does not lead into a communal area, we will not be inspecting flat doors.</p>	

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	<p>Residents need to provide access for these inspections as we must check both sides of the door. The door inspection will check that:</p> <ul style="list-style-type: none"> ➤ The door frame is in good condition ➤ The door is in good condition and fits the frame ➤ If door closers are in place whether work well ➤ Door latches are working <p>Full details of the legislation are available on the Government's website:</p> <p>www.gov.uk/government/news/new-fire-safety-regulations-come-into-force-in-england</p> <p>www.gov.uk/government/publications/fire-safety-england-regulations-2022/fact-sheet-fire-doors-regulation-10</p>	
<p>Fly tipping in Milner Sq</p> <p>There is an ongoing issue with fly tipping in a void area between two properties on Milner Square.</p> <p>Our Head of Asset Management along with the Council have met onsite to look at the area and consider solutions.</p> <p>Residents at the meeting were shown photographs of the area and asked for their ideas for preventing fly tipping.</p>	<ul style="list-style-type: none"> • It was suggested that planters be installed, and residents invited to maintain them. All agreed that this was a good idea but that it would require residents to remain engaged with looking after the planters so that they didn't become an eyesore. • Another suggestion was to install horizontal railings with space for planters at the front. A gate would need to be included to facilitate cleaning of the area. • A resident noted that the Council's 'Clean Streets' app is a good way to report fly tipping. 	
<p>Extending the freehold</p> <p>Attendees discussed whether the law had been passed which makes it easier for leaseholders to extend their lease.</p>	<p>The leasehold and freehold reform act has been passed into law and will come into force on 24 July 2024, but not all provisions in the act will not be implemented immediately.</p>	

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	<p>Extending your freehold is dealt with by Islington Council. Full details are available on their website:</p> <p>https://www.islington.gov.uk/housing/council-homeowner-services/your-lease/extending-your-lease</p> <p>Partners Home Ownership Team are also on hand if you have any questions about extending your lease and you can contact them via enquiries@partnersislington.net or 0800 587 3595.</p> <p>The Leasehold advisory Service are also a good source of information regarding extending the freehold: www.lease-advice.org/</p>	
<p>Green waste collections</p> <p>Residents at the meeting noted changes to the Council's green waste collections. Since Tuesday 2 April 2024 residents need a new permit with a £75 annual fee for green garden waste collections. There are discounts available for residents in receipt of benefits.</p>	<p>Full details of the changes are on the Council's website:</p> <p>www.islington.gov.uk/recycling-and-rubbish/recycling/garden-waste-recycling</p> <p>An article on the new scheme is included in Partners next Gazette.</p>	
<p>Overgrown Ivy</p> <p>A resident raised concerns about an ivy which is growing up the side of a Partners' property and into the guttering.</p>		<p>Resident to share pictures with Partners to action.</p>
<p>Tenancy Succession</p> <p>A resident asked how tenancy succession worked.</p>	<p>Residents with a secure tenancy have several legal rights. One of these is the right to one succession. This right does not apply to introductory tenants.</p>	

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	<p>If you are a secure tenant, the law gives certain people the right to succeed (take over) your tenancy when you die:</p> <ul style="list-style-type: none"> • If you are a joint tenant, then the other joint tenant will automatically succeed to the tenancy; • If your spouse or civil partner is living with you when you die, they have the right to succeed to your tenancy. <p>For tenancies which commenced before 1 April 2012, a partner or another family member, such as a son or daughter, can also succeed to the tenancy provided certain qualifying criteria are met. By law, a tenancy can only be succeeded to once.</p> <p>If residents have any questions about succession they should contact Partners Housing Team on 0800 587 3595 or enquiries@partnersislinton.net.</p>	

Date of next meeting –19 September via Zoom