

Partners Colebrooke Place reception will be closed to visitors Friday 27 December 2024.

PARTNERS

gazette

Residents'
Newsletter
Dec 2024
Issue 73

Christmas Party Fun

Season's Greetings to Partners residents and their friends and families!

We had a great time at celebrating at the Partners Residents' Christmas party on the 4 December at the Lift, White Lion Street. We all enjoyed a festive meal along with bingo and a raffle with the winning tickets being pulled by the Mayor of Islington, Cllr Anjna Khurana. Thank you to everyone who came along to the party, we hope you enjoyed it as much as we did.

It's never too early to register for the 2025 party! Email Katrina.Dalby@partnersislington.net to reserve your place.



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How to dispose of your Christmas Tree

A real Christmas tree in your home is always a beautiful thing to see and smell, but once the new year arrives you see many discarded trees littering the streets reminding us that the holidays are over.

Here are a variety of locations where you can dispose of your tree appropriately:

- **Reuse and Recycling Centre**

The Hornsey Street Reuse and Recycling Centre accepts Christmas trees and green waste all year. It's open daily from 8 AM–8 PM, except on Sundays when it's open from 8:30 AM–8 PM.

- **Drop-off points**

There are drop-off points in parks after Christmas. There are 8 drop off points in the borough:

Elthorne Park, King's Square Gardens, Rosemary Gardens, Wray Crescent, Spa Fields, Tufnell Park, Highbury Crescent, Paradise Park) between 2-14 January 2025

- **Christmas tree retailers**

Some garden centres, like Camden Garden Centre and Boma Garden Centre, accept old trees for free in their car parks.



Kitchen Replacement Programme

Sometimes residents ask whether they can provide their own choice of sink and taps when we are replacing their kitchens.

We are sorry but we are unable to do this because we are responsible for the ongoing maintenance of sinks and taps and therefore, we only install the sinks and taps that will last and that we can maintain, rather than bespoke items which may not adhere to Partners' requirements.

The only variation to the replacement service that we can accept is for residents to supply their own tiles or paint for walls.

If you have any questions about the kitchen replacement programme, please contact us on 0800 587 3595 or email enquiries@partnersislington.net.

8 Partners staff received recognition this Christmas for receiving multiple customer compliments throughout 2024. Thank you to everyone who took the time to tell us that one of our team had done a good job. Compliments are shared with staff and at the end of the year we recognise those colleagues who've done exceptionally well. Tell us when someone does a good job via enquiries@partnersislington.net

Keep Your Home Safe from Fire this Christmas

During the last 12 months there have been 4 fires in Partners' properties. Two were caused by smoking, one was caused by a faulty electric cooker, and one was caused by a candle.

Fortunately there were no fatalities, but the experience was terrifying for the residents and the damage caused to the buildings and residents' possessions was huge.

Following a fire in September in a Partners property on Elizabeth Avenue, the Fire Brigade issued the following statement and advice:

Half of a flat on the first floor of a converted mid-terraced house was damaged by fire. Firefighters wearing breathing apparatus rescued a man who was taken to hospital by London Ambulance Service crews. A further eight people left the building before the Brigade arrived.

The fire is believed to have been accidental and caused by the unsafe disposal of smoking materials.

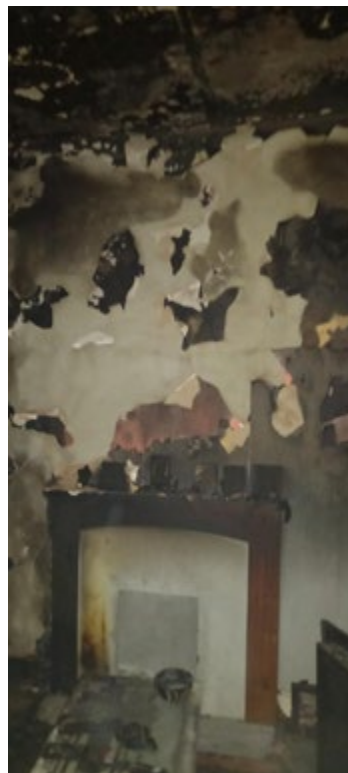
A London Fire Brigade spokesperson said: "If you're a smoker, it's absolutely vital you ensure your cigarette is completely out when you've finished smoking it. If you don't, you risk causing a fire which could not only destroy your home, but also cost you your life.

"Firefighters recommend that you have a look at our online Home Fire Safety Checker www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/ to make sure there are no hidden hazards in your home.

"The online tool will ask you a series of questions that will help us work out the level of risk in your home, or the home of someone you care for. It only takes a few minutes to get tailored advice to keep yourself and loved ones safe from fire."

The Brigade was called at 20:18 and the fire was under control by 20:57. Fire crews from Islington, Shoreditch, Euston, Stoke Newington, Whitechapel and Hornsey fire stations attended the scene.

Damage caused by fire at Elizabeth Avenue



Smoking safety top tips

- It's safer to smoke outside, but make sure cigarettes are put right out and disposed of properly.
- Never smoke in bed and avoid smoking on armchairs and sofas – especially if you think you might fall asleep.
- Take extra care when you're tired, taking prescription drugs or if you've been drinking alcohol.
- Use proper ashtrays, which can't tip over and stub cigarettes out properly

Christmas is a time when extra fire hazards are in the home, including:

- candles
- portable heaters - make sure they're in good working order and keep them away from soft furnishings and Christmas decorations
- open fires that haven't been lit for a long time - get someone suitably trained to service your chimney before you light it to make sure it's not blocked
- Christmas tree lights
- overloaded sockets



Fires can start easily. To reduce the risk of fire over the festive period, you should:

- check that your Christmas lights conform to the British Standard
- never use lights with worn or frayed cables
- turn off lights and unplug sockets at night or when you are leaving the house
- never overload electrical sockets - some signs of overloaded sockets include scorch marks or blackness around the socket or plug, sparks coming from a plug or appliance, and the smell of hot plastic near the plug or socket
- plug high-powered electrical appliances such as electric heaters directly into a wall socket
- keep heaters away from soft furnishings and decorations
- never place candles near your Christmas tree, decorations, wrapping paper, or furnishings
- put candles in a purpose-made holder and on a heat-resistant surface
- never put candles under shelves
- never leave burning candles unattended and make sure they are out of reach from children and pets
- keep lighters and matches out of the reach of children
- never attach decorations to lights or heaters
- never leave a cooker unattended and switch off cooking appliances after use
- keep flammable items such as oven mitts, tea towels, and cables away from the cooker top
- make sure cigarettes are completely stubbed out and never smoke in bed

You should make a fire escape plan, discuss it with your family, and keep your escape routes clear.

Make sure any visitors are aware of the fire escape plan and tell them where you keep door keys.



If you suddenly don't have electricity check your fuse box as you may have a tripped switch. Also check with your electricity provider to see if the problem is with them.

Repair Costs

If you arrange for a repair to be completed which is Partners' responsibility, we will not reimburse you for your costs.

If you are unsure whether Partners is responsible for a repair in your home, please contact our Repairs Team on 0800 587 3595 or email enquiries@partnersislinton.net to check.

Repairs you are responsible for include:

- internal doors;
- internal fittings including skirting boards, architraves around doors and windows, bath panels, toilet seats, plugs and chains in sinks and baths, curtain rails and pelmets;
- internal decoration;
- repairing doors and drawers of kitchen units;
- letterboxes;
- replacing light bulbs and fuses;
- replacing tap washers and plumbing installed for washing machines and dishwashers;
- any repair relating to an improvement you have made yourself, for example if you have fitted a new kitchen that now needs repairing;
- changing locks if you have lost the keys.

You can report a repair:

- By telephone – Monday-Friday 8.30-1700 - 0800 587 3595.
- If you need an emergency repair outside these hours, you can ring our out-of-hours emergency number, 0800 587 3595. This service is for emergency repairs only, which cannot wait until normal working hours, in most circumstances we will only make the problem safe out of hours and will return to carry out a permanent repair during working hours
- Online – www.partnersislinton.net
- In person – you can call into our office between 8.30am and 5pm, Monday to Friday
- By letter (non-emergencies only) – you can write to us at our Colebrooke Place office
- Repairs are booked for an AM appointment between 8:30-1pm or a PM appointment between 12-5:30

Damp, what type is it?

The effect of water on your home can result in different types of damage, each with a different name to describe it.

Here are some of the commonly used words and what they mean, to help you understand what might be happening in your home:

- **Rising damp** – this predominantly affects basement properties that are below ground level, this cannot affect top floor properties or properties above ground level.

Rising damp rises from the ground up the wall and will be commonly seen around the skirting in the property.

If you think you have rising damp, please book a Repairs appointment by calling 0800 587 3595 or emailing islington@rydon.co.uk.

If the issue is identified as rising damp, the repairs will be referred to our Major Repairs Team to complete damp proofing works.

Following damp proofing works, only certain types of paints can be used on the walls. We will tell you about these once we complete the work.

- **Water Ingress/Penetration** – if you are noticing damp spots at a high level in your home this is not rising damp but water ingress. It could be caused by a variety of

reasons such as a roof leak if the flat is at the top of the property, defective external rendering or a leak from a stack pipe etc.

If you have noticed damp spots at a high level, please contact us to make a Repairs appointment by calling 0800 587 3595 or emailing islington@rydon.co.uk.

- **Black Pin Mould** - this is usually an indicator of condensation. Condensation can occur when there is a lack of ventilation within the property.

You can improve ventilation in your home by opening your windows, opening window vents if you have them and using the extractor fans in your kitchen and bathroom.

Please avoid drying wet clothes on hot radiators as this causes a build-up of moisture in the air. Try to keep a gap of at least 50mm between large furniture and external walls to improve airflow and prevent moisture build-up and condensation on the surface of the wall.

If you have noticed mould or have any concerns about dampness in your home, please contact us and make a Repairs appointment by calling 0800 587 3595 or emailing islington@rydon.co.uk



Access Islington Hubs

Many residents are experiencing challenging times – the Access Islington Hubs, provided by Islington Council are available to offer help and support in person at one of three local hubs.

Access Islington Hubs offer a combination of drop in advice and support surgeries, as well as booked advice and guidance sessions.

If you need extra help with something, you can speak to one of the Council's friendly advisors and they will take some time to talk to you and understand what you need help with before making sure you get the service or support you need.

How they can help:

- **Money:** Advice about your budget, finance and debt.
- **Food:** Food banks locations, food bank vouchers and longer-term support through our community partners.
- **Wellbeing:** Connect you to the right support through a range of local services, whatever your wellbeing needs.
- **Housing:** Answer your housing queries and put you in touch with services such as Housing Needs, housing repairs and the Citizen's Advice Bureau.
- **Family:** Send you towards services for information and advice about childcare, activities and services for parents and carers, children and young people.

- **Community safety:** Help if you're affected by crime or anti-social behaviour.
- **Work:** Support if you are looking for your first job or a new job.

Visiting the hubs

You can make an appointment or drop in for a chat with one of the friendly team.

Book an appointment

To book an appointment, email HereToHelp@islington.gov.uk or call 020 7527 8222 and the team will contact you to arrange a date, time and location that works for you.

Drop in

You can drop in to any of the three hubs.

Central Hub

222 Upper Street, N1 1XR

North Hub

6-9 Manor Gardens, N7 6LA

South Hub

Finsbury Library, 245 St John's Street, EC1V 4NB

Opening times

Monday to Friday, 9am to 5pm
(10am to 5pm on Wednesdays)



Getting past the guilt with the Cost of Living

Getting past the guilt with the Cost of Living Minds Matter Islington @ The Peel

A huge weight on parents' minds these days is the cost of living. Food, fuel and rents have all spiralled up in the past few years, while wages and benefits have not kept up. It gets harder and harder to cover just the basics to say nothing of the 'extras'. Meanwhile our kids are bombarded on TV and online with clever adverts for toys, processed food, shoes, clothing etc. which are calculated to make them want stuff they don't need, and which are often 'not all that' in reality.

However, the guilt which many parents feel about not being able to provide all that their children say they want can feel overwhelming.

Minds Matter Islington has developed a workshop to help parents and carers navigate this situation. A few tips from the workshop:

1) Remember that it is okay to be honest with your children. Be honest and direct. Explain your situation, and if you can't afford something, it's important not to give into pester power and risk getting into debt, which can multiply the cost of things by many times before you pay it off.

It's a good idea to keep your language simple and straightforward, and state the reasons why you can't buy everything they want. With older kids, you can do a family budget with them to show how your income has to cover living costs.

2) Teach your kids to save up. Even if you can only afford a small amount each week, your children will benefit from seeing it build up and the sense of responsibility of managing their own money. It will help them understand the difference between 'want' and 'need' - and the manipulation by advertising. Even better if they have to earn it by doing small chores around the home. If you can't afford this, you can also use beans, buttons or stickers swapped for a treat in the future as a way for kids to learn about earning, saving and spending without you worrying about the money. If they've paid for something themselves, it will strike home about whether it was really worth it or not!

3) Have them make a wish list - this shows that you're interested in what they want, but also sends a message that they simply can't have everything straight away. This also helps you know what should be a gift and what you can help them save for, or what you can plan for as a family.

4) Don't compare yourself to what you see on social media, or even to what people claim about their lives in person - it's so easy to compare ourselves to others and assume their lives are sunnier, happier and better. Remember that people usually only share the positive moments. This isn't reality!

In general, try to help your children prioritise new experiences over new stuff. Most parents have had that sinking feeling when an expensive toy bought for a birthday or Christmas ends up in the back of the cupboard a few days later. A trip somewhere new, going camping, or just visiting a different part of town or a park will be a source of stories and conversation long after that toy is forgotten.

Talking about money can be tricky, but starting these conversations with your children and teaching them good money habits early can have long-term benefits and can set them up with valuable life skills. You can see a more detailed list of suggestions on the StepChange website - [stepchange.org](https://www.stepchange.org)

Minds Matter Islington @ The Peel: contact mindsmatter.isl@peelinstitute.org.uk

Minds Matter Islington runs informal workshops and creative programmes including spoken and written word with young people and carers, both family and professional, to raise awareness about mental health and provide tools people can use themselves to improve it. The project also delivers bespoke mental health awareness training in schools and community groups. Their work is funded by Public Health Islington and is free to partner organisations. If you're interested in their workshops, resource booklet or other information, please get in touch with them: mindsmatter.isl@peelinstitute.org.uk

Winter Fuel Payment

The Winter Fuel Payment is an annual payment to help you with heating costs during the colder months. The Government announced in July 2024 that, from this year onwards, to be eligible you must have reached State Pension age and receive a qualifying means-tested benefit.

Am I eligible for Winter Fuel Payment?

You may be eligible for the Winter Fuel Payment in the winter of 2024-2025 if you meet all the following criteria:

- you were born on or before 22 September 1958
- you receive Pension Credit, Universal Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance, or an award of Child Tax Credit or Working Tax Credit of at least £26 for the tax year 2024-25
- you were living in England or Wales for the qualifying week.

The qualifying week is the week beginning from the third Monday in September. This is 16 to 22 September 2024.

How to claim Winter Fuel Payment

If you or your partner claims Pension Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance, the payment should go to the main claimant of the benefit automatically.

If you've never received a Winter Fuel Payment before, or if you claim Universal Credit, you might need to make a claim. And if you receive Child Tax Credit or Working Tax Credit, you must make a claim.

You should receive your payment between mid-November and Christmas. Call the Winter Fuel Payment helpline on 0800 731 0160 if you have any enquiries or you don't receive your payment.

If you're not sure whether you're receiving all the benefits you're entitled to, you can contact Islington Council's Income Maximisation Team and ask for their help. You can contact them 9.30am to 4.30pm Monday to Friday via:

Telephone: 020 7527 8600

E-mail: Claimit@islington.gov.uk

Website: www.islington.gov.uk/moneyadvice

Islington's Good Neighbourhood Policy

In consultation with Islington's residents, Islington Council has launched a 'Good Neighbourhood Policy'.

The policy is an innovative initiative that aims to set clear standards of neighbourly behaviour, to promote positive behaviours, and build resilient communities in the borough.

The neighbourhood policy not only sets clear standards of neighbourly behaviour but also provides guidance on how to handle situations that do not fall under the umbrella of anti-social behaviour. This policy aims to enhance the quality of life for residents, foster a sense of community, and promote a more amicable living environment for all.

You can read more about the new policy on Islington council's website: www.islington.gov.uk.



Good Neighbours

If you usually see a neighbour regularly and are worried because you haven't seen them for a few days, please contact us on 0800 587 3595 so that we can check on them.

Your Feedback is Important

After every repair, kitchen replacement and cyclical decorations we ask for your feedback. It's vital we know how the experience was for you so that we can make changes if needed to ensure our service is meeting your needs.

Here is a selection of comments from our recent telephone satisfaction surveys about our Repairs Service. Thank you to everyone who contributed.

Don't forget that every quarter there's a repairs satisfaction prize draw and if you've submitted feedback, you could win £100 Love to Shop Vouchers. Last quarter's were won by a resident in Elizabeth Road.

"The guy was very considerate. I suffer with mental health issues, and I'm not comfortable with people coming into my property. I explained that previously, and he was considerate and polite."

"The job was done perfectly."

"They were very nice and polite. They were very professional."

"It was the easiest and most efficient service that I have ever received in my entire life. I phoned up and within an hour, the job was completed. I couldn't expect anything more from the plumber; I was absolutely flabbergasted."

This particular person has come before to do various repairs, and he has always been great."

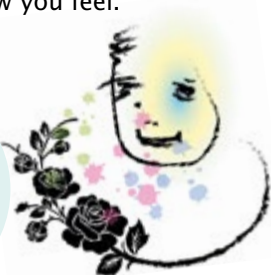


Five ways to wellbeing

Any or all of these actions you can take yourself have been proven to help how you feel.

1

Take notice:
how do I feel?
What is going
on around
me?



2

Be physically active: take time to walk, dance, stretch or wiggle



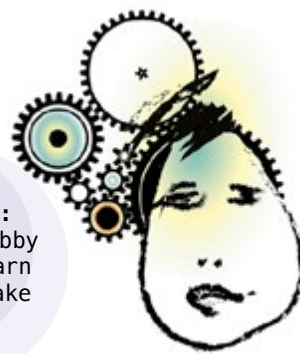
3

Connect with other people: talk with someone you trust, ask for help if you need it



4

Learn new skills:
find a new hobby you like, learn to cook or make something



5

Give to others: say thanks, listen to others, share your skills



Wellbeing

Christmas Party Photos







HERE TO SUPPORT ISLINGTON RESIDENTS



Help on Your
Doorstep



WE CAN SUPPORT YOU WITH

- **Advice, Information and Guidance**
On housing, money matters, welfare benefits, health and well-being, employment, legal issues and more
- **Support for the cost of living rises**
- **Community-led groups**

CONTACT US

Monday- Friday
10am - 4pm



020 3931 6080



connect@helponyourdoorstep.com





HOW CAN WE HELP ?

WE CAN HELP

- Advice appointments on money management and debt
- Support navigating your welfare benefit entitlements
- Advice appointments on money management, debt and energy
- Guidance about mental health support in the borough
- Advice on employment opportunities and training
- Grants support for residents experiencing financial hardship
- Referrals into Macmillan for specialist cancer support, counselling, grants & more



All our support is free and confidential
Contact us on 020 3931 6080
Monday to Friday 10am-4pm

When we call you, we will always give you our name and say we're calling from Partners.

If you are concerned that a caller who says they're from Partners isn't from Partners, please end the call and call us back on **0800 587 3595** or **020 7288 8310** so we can investigate.



Please treat Partners staff with respect. When you call, we must ask you for information to make sure that we understand your query and can transfer you to the right team. **Please be patient, we want to help. Staff will end a call if a resident continues to be rude or offensive.**

Christmas Anagram Fun!

Find the answers at the bottom of the page.

1. VANDAL DECANTER (6, 8)
2. MERRIEST CHATS (9,4)
3. SLIME TOTE (9)
4. DANCEY - CANS (5,5)
5. SNOG STICK (10)
6. ENCASES TART (6,5)
7. DISARMS SCRATCH (9, 5)
8. YETI DUEL (8)
9. SCRATCH ORALISMS (9,6)
10. STARFISH REMATCH (6,9)



How to contact us

You can contact any of our teams by email at enquiries@partnersislington.net or by phone on 0800 587 3595 or 020 7288 8310

You can also reach us through our website at www.partnersislington.net/contact-us

If you want to contact us by post, our postal address is 4-6 Colebrooke Place, N1 8HZ and our Freepost address is Partners for improvement in Islington, FREEPOST NATE 1235, London N1 8BR.

Where to find us

Our Main reception is at 4-6 Colebrooke Place, N1 8HZ and is open between 8.30am and 5pm, Monday to Friday (closed Bank Holidays)



PARTNERS

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:

- Correspondence • Letter
- Over the telephone
- E-mail • In person • Website