

## Partners Residents Open Forum Meeting 15 March 2018

Partners' staff: Tom Irvine, Katrina Dalby

Islington Council staff: Eileen Abbott

6 Resident attendees

Discussion Item	Response if applicable	Actions
<p><b>Printed Leaflets</b> A resident asked whether Partners provides printed copies of the Tenants Handbook and other leaflets.</p>	<ul style="list-style-type: none"> <li>All Partners leaflets and handbooks are available on our website.</li> <li>We can print and post these to residents. If anyone would like a paper copy of any leaflets please contact us on 0800 587 3595 or <a href="mailto:enquiries@partnersislington.net">enquiries@partnersislington.net</a>.</li> <li>We also have a range of printed leaflets in our reception areas.</li> </ul>	<ul style="list-style-type: none"> <li>Partners to print and post Tenant's Handbook to resident.</li> </ul>
<p><b>Infrared Thermometer</b> A resident wanted to make other residents aware of 'Infrared Thermometers'. These allow you to test the temperature of an area using an infrared light. The resident felt that this tool would enable residents to identify any colder areas in their homes.</p>	<ul style="list-style-type: none"> <li>If residents are concerned about cold areas in their homes they can make an appointment with our Repairs or Heating Teams who will investigate. Contact us on 0800 587 3595 or book an appointment via our website <a href="http://www.partnersislington.net">www.partnersislington.net</a>.</li> <li>Partners Housing Services team can refer residents to SHINE or residents can contact them direct. The team offer practical advice on a wide range of subjects including health and wellbeing, energy efficiency, befriending, fire safety checks, handyperson services and much more. Full details of all their services can be found at <a href="http://www.islington.gov.uk">www.islington.gov.uk</a> or</li> </ul>	<ul style="list-style-type: none"> <li>Partners to refer resident to SHINE.</li> </ul>

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	<p>contact them via shine@islington.gov.uk or 020 7527 2121.</p>	
<p><b>Fitness for Habitation Bill</b>  A resident raised the 'The Fitness for Habitation bill' which seeks to amend the Landlord and Tenant Act 1985 to require that residential rented accommodation is provided and maintained in a state of fitness for human habitation; to amend the Building Act 1984 to make provision about the liability for works on residential accommodation that do not comply with Building Regulations; and for connected purposes.</p>	<ul style="list-style-type: none"> <li>Islington Council and Partners are considering the implications of this bill.</li> </ul>	
<p><b>Integrated Fire Detection/Communal Lighting Measures</b>  A resident asked for clarification on the measures that going to be introduced and when they can expect work to start.</p>	<ul style="list-style-type: none"> <li>Islington Council will be starting a programme in June 2018 to install fire detection systems in the internal communal areas of all their street properties including those managed by Partners. The programme is expected to take 2-3 years to deliver and the Council will be writing to residents within the next six months with more details on the fire detections systems and when their property is likely to be completed.</li> <li>Flats will be fitted with heat sensors which will be linked to a integrated fire detection system in the communal areas. Residents' individual smoke alarms will not be linked to the integrated fire detection system.</li> <li>Emergency lighting in the communal areas is included in the programme.</li> </ul>	<ul style="list-style-type: none"> <li>Partners to investigate specific issue regarding resident's communal lights.</li> </ul>
<p><b>Smoke Alarms</b>  A resident asked for information about how to maintain their smoke alarm, especially as their flat has very high ceilings, and an explanation regarding how we decide where to position them.</p>	<ul style="list-style-type: none"> <li>Hard wired smoke alarms form part of the Landlord's responsibility.</li> <li>They are fitted within the circulation areas on each floor of a property.</li> <li>They are checked every 5 years as part</li> </ul>	<ul style="list-style-type: none"> <li>Gazette article explaining how to look after your smoke alarm.</li> </ul>

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	<p>of your home's electrical safety test.</p> <ul style="list-style-type: none"> <li>If you are experiencing issues with your smoke alarm, please report them to our Repairs Team on 0800 587 3595 or <a href="http://www.partnersislington.net">www.partnersislington.net</a>.</li> </ul>	
<p><b>Scrutiny</b> A resident requested an update on resident scrutiny at the next Open Forum.</p>	<ul style="list-style-type: none"> <li>Partners services have been scrutinised by Islington Council's Housing Scrutiny committee in October 2017 and February 2018. Full details of the discussions can be found here: <a href="http://democracy.islington.gov.uk/ieListMeetings.aspx?CID=267&amp;Year=0">http://democracy.islington.gov.uk/ieListMeetings.aspx?CID=267&amp;Year=0</a></li> <li>A group of Partners leaseholders are reviewing and improving our commonly used standard leasehold letters.</li> </ul>	<ul style="list-style-type: none"> <li>Partners to provide update at May's meeting.</li> </ul>
<p><b>Permitted Development</b> A resident asked for Partners Repairs procedure for dealing with repairs/replacements in conservation areas.</p>	<ul style="list-style-type: none"> <li>If Partners replaces a window (glazing and frame), the replacement should meet current building regulations. Therefore a double glazed window should be fitted in place of a single glazed window.</li> </ul>	<ul style="list-style-type: none"> <li>Resident to raise specific concerns with Partners.</li> </ul>
<p><b>Trees</b> A resident wanted to know how to arrange for work to be carried out on two trees near their home.</p>	<ul style="list-style-type: none"> <li>Islington Council retains responsible for their trees and their tree policy is available on their website:</li> <li><a href="https://www.islington.gov.uk/planning/trees_and_landscape/tree_guidance">https://www.islington.gov.uk/planning/trees_and_landscape/tree_guidance</a></li> <li>Where a tree is within a communal garden Islington Council are responsible for it. If residents think a tree in a communal garden needs attention they should contact us and we will refer the tree to Islington Council's Greenspace.</li> <li>Greenspace will contact residents and aim to inspect the tree within 16 weeks.</li> <li>Leaseholders are responsible for trees in</li> </ul>	<ul style="list-style-type: none"> <li>Partners to refer 2 residents' tree issues to Greenspace.</li> </ul>

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	<p>their own gardens.</p> <ul style="list-style-type: none"> <li>• Where tenants have sole responsibility for a garden, they are expected to maintain it. If a tree in a tenant’s garden becomes too large to maintain, tenants should contact Partners on 0800 587 3595 or <a href="mailto:enquiries@partnersislington.net">enquiries@partnersislington.net</a> so that we can refer the tree to Islington Council.</li> <li>• Partners do not carry out any works to trees.</li> </ul>	
<p><b>Garden Clearances</b>  A resident enquired about garden clearances when properties become void as they had previously investigated this through a voids scrutiny exercise.  Residents also wanted to know what action Partners can take if a garden is not being maintained.</p>	<ul style="list-style-type: none"> <li>• Partners voids standard sets out the standards a tenant can expect when they move into their new home.</li> <li>• It states that: <i>We will clear gardens of refuse and all hazardous materials / objects. We will ensure that grass is cut to a manageable length and we will make fences safe and secure.</i></li> <li>• <i>Garden maintenance will only be carried out where the garden is severely overgrown and the circumstances of the incoming tenant mean they could not reasonably be expected to manage this (i.e. where the tenant is aged over 70, registered disabled or in receipt of a recognised disability allowance and where there is no other person living with them that could reasonably be expected to carry out the work).</i></li> <li>• When we become aware that a resident is not maintaining their garden we contact them to establish whether there are any issues that are impacting on their ability to manage their garden. We may be able to give them information or refer them to</li> </ul>	

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	<p>other agencies for help and support.</p> <ul style="list-style-type: none"> <li>Depending on the outcome of this contact our next step would be to remind residents that it is a condition of their tenancy or lease that they maintain their garden.</li> </ul>	
<p><b>Partners Resident Events</b> Residents noted that it can be difficult for people living in street properties to get to know their neighbours. Attendees wanted to know whether Partners were planning any events. Attendees also noted that residents can take responsibility for getting to know their neighbours themselves by talking to them and making plans together.</p>	<ul style="list-style-type: none"> <li>Partners runs various resident events throughout the year.</li> <li>We host a regular free cinema club which all residents are invited to. The next club is on Thursday 26 April. Please contact <a href="mailto:events@partnersislington.net">events@partnersislington.net</a> or call 0800 5873595 to book your place. Full details are here: <a href="http://www.partnersislington.net/news/partners-cinema-club-thursday-26-april/">www.partnersislington.net/news/partners-cinema-club-thursday-26-april/</a></li> <li>We also host an annual Christmas party. Full details will be available nearer the time.</li> </ul>	<ul style="list-style-type: none"> <li>Partners to include an article in the next Gazette asking residents to tell us if there's an event they'd like us to run.</li> <li>Partners to investigate running a DIY skills session.</li> </ul>
<p><b>Homeswapper</b> A resident wanted to know where they could get help to complete an online Homeswapper application.</p>	<ul style="list-style-type: none"> <li>Homeswapper is an online tool to help residents find a mutual exchange. Their website is: <a href="http://www.homeswapper.co.uk">www.homeswapper.co.uk</a>.</li> <li>Residents can make an appointment with their Housing Services Officer on 0800 587 3595 or via our website <a href="http://www.partnersislington.net">www.partnersislington.net</a>. Officers can help residents complete an online application and also discuss their moving options.</li> <li>Residents can also call Islington Council on 020 7527 2000 and ask to be put through to extension 4140 and then select option 3. Staff there can give</li> </ul>	

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	advice about moving home and using Homeswapper. They can also make an appointment if needed.	
<p><b>ASB</b> A resident was concerned about the use of the term 'perpetrator' in relation to ASB where an individual has mental health distress.</p>	<ul style="list-style-type: none"> <li>• Partners Head of Housing, Doug Pope, has previously apologised for causing any offence whilst using this term.</li> <li>• Where ASB is reported, staff will carry out a full multi agency investigation and will be clear on any additional needs a resident may have and consider these when taking any action. We always use the term 'alleged perpetrator' until the facts of the case are known.</li> </ul>	
<p><b>Service Interval Timers</b> Partners are considering ways to improve response times when residents receive their invitation to make an appointment for their annual gas safety check (CP12). One action we're considering is to activate a device called a 'service interval timer' on boilers of residents who've previously allowed their CP12 to lapse.</p> <p>Once activated, 28 days before a gas safety check is due, the boiler will make a daily beeping noise which lasts for 30 seconds at 12 noon. A visual display would also show on the boiler screen. If the CP12 expires the beeping noise will sound for the first minute of every hour and heating and hot water will only be available for 15 minutes of every hour. Once the CP12 is renewed the alerts will be switched off.</p> <p>Partners believes that safety concerns outweigh any inconvenience the change would bring and invited residents to provide feedback on the proposal.</p>	<p>Feedback from residents included:</p> <ul style="list-style-type: none"> <li>• Have Partners analysed why some people delay booking their CP12?</li> <li>• Would the timer be removed if the property became void?</li> <li>• Is midday a good time of day for the boiler to emit a sound as residents could be at work?</li> <li>• Would the beeper sound at night?</li> <li>• Can you consider out of hours appointments to make booking a CP12 easier for residents who work?</li> <li>• Can you include an article in the next gazette about how important gas safety checks are?</li> <li>• Could this be unsettling for older residents?</li> </ul>	<ul style="list-style-type: none"> <li>• Include an article in Partners Gazette explaining the importance of gas safety checks.</li> </ul>

**Date of next meeting – Thursday 17 May 2018 – 222 Upper Street**

