

Partners Residents Open Forum Meeting 17 May 2018

Partners' staff: Tom Irvine, Katrina Dalby

Islington Council staff: None

9 Resident attendees

Discussion Item	Response if applicable	Actions
<p>Service Interval Timers</p> <p>Service Interval Timers were discussed at our March 2018 meeting. Partners Gas Team have responded to the feedback that residents gave.</p> <p>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"> • Have Partners analysed why some people delay booking their CP12? Partners Gas Team analyse the reasons why residents delay or miss their CP12 appointments. Some factors include that some residents are at work or they're busy and don't recognise the importance of the test or even the weather - if it's a nice day more appointments are missed. • Would the timer be removed if the property became void? The timer exists within the boiler. It is not something that needs to be added or removed. • Is midday a good time of day for the boiler to emit a sound as residents could be at work? The beeper can be set for a time that is 	

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	<p>deemed appropriate.</p> <ul style="list-style-type: none"> • Would the beeper sound at night? Start and stop times can be set as required. • Can you consider out of hours appointments to make booking a CP12 easier for residents who work? We can consider this although this would incur extra costs. Our out of hours engineer has a list of outstanding CP12's to call on during their shift. • Can you include an article in the next gazette about how important gas safety checks are? This will be included in our next Gazette. • Could this be unsettling for older residents? We don't generally have an issue with overdue CP12s for our older residents. 	
<p>Roof Repairs/Scaffolding A resident raised concerns about the number of times her roof has been repaired and how we communicate with residents during the process. The resident noted that she isn't told when work is finished and what work has been completed. When multiple jobs have been carried out it can be difficult to marry up the relevant final accounts and work completed. The resident also said that she</p>	<ul style="list-style-type: none"> • We recognise the importance of good communication and making sure that we provide joined up services when different teams and individuals are involved. We will review the experience of this resident and her constructive suggestions about 	<ul style="list-style-type: none"> • Partners to investigate specific issues relating to resident's roof. • Partners to consider general communication

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<p>felt unsupported during the process and that it was difficult to speak to the same person about an issue.</p>	<p>how we could do better in the future.</p>	<p>issues raised and how our service can be improved.</p>
<p>Heating Pipes A resident asked whether there'd been a change in the law and pipes to radiators could no longer be run along the surface of the floor.</p>	<ul style="list-style-type: none"> Partners Gas Manager has confirmed that there have been no changes relating to running pipes along the surface of the floor. 	
<p>Resident Engagement Strategy Consultation The Open Forum were asked for their feedback as part of a review of our resident engagement strategy.</p> <p>Resident engagement includes involving residents in service development and improvement to ensure that any changes we make have a positive impact for all residents. In 2015 via Partners Gazette, Partners website and Residents Forum we consulted residents on our new Resident Engagement Strategy.</p> <p>We asked: What do you want our Resident Engagement Strategy to deliver? What's important to you? What do you think residents will expect from resident engagement? Examples could include: openness, different opportunities to get involved, regular feedback, information about changes that are planned, different methods of communication, confidential, informal, and formal.</p>	<p>Resident Feedback included:</p> <ul style="list-style-type: none"> Provide information on legislative changes relating to social housing. Provide regular service updates. Include options to monitor work that's being completed. Repairs/DIY workshops to help with repairs that residents are responsible for. Resident events Residents supporting other residents Repair helpline to ask simple questions relating repairs the resident is carrying out. Consider social media Clearer information on what to expect in relation to issues that have been raised. Resident engagement before works happen. 	<ul style="list-style-type: none"> Partners to consider comments as part of consultation.
<p>Security Grills A resident asked whether Partners would install grills on the</p>	<ul style="list-style-type: none"> Partners would not give permission or install security grills on the outside of a 	<ul style="list-style-type: none"> Resident to feedback to

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<p>outside of a resident's internal front door, as she had heard that we had done this in the past.</p>	<p>resident's internal front door. This is because when open they could create a hazard in the communal area. They could also delay access to or exit from the property in the event of an emergency.</p>	<p>Partners specifics of case for further investigation.</p>
<p>ASB A resident raised concerns about children on bikes and motorbikes in a local communal park and asked whether gates could be installed.</p>	<ul style="list-style-type: none"> Islington Council's Parks Team are responsible for managing Islington's parks and green spaces. To raise an issue or make a request for gates etc. contact them: www.islington.gov.uk/sports-parks-and-trees/parks-and-green-space/managing-parks-and-green-space/tell-us-about-a-problem-in-a-park or 020 7527 2000 	<ul style="list-style-type: none">
<p>Tidy Gardens A resident raised concerns about the condition of a neighbour's garden and pathway.</p>	<ul style="list-style-type: none"> It is a condition of resident's tenancy to keep their home and garden clean and tidy. Where gardens are communal (shared), residents must come to an arrangement about who maintains the garden. Whether a garden is communal or just for an individual's own use, it is your responsibility to ensure that it is maintained and not allowed to become overgrown. If residents are concerned about a neighbour's garden they should contact our Housing Services Team on 0800 587 3595 or enquiries@partnersislington.net. 	<ul style="list-style-type: none">
<p>Resident Scrutiny A resident previously requested an update on Partners resident</p>		



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scrutiny activity. Please see appendix 1 for full details. If you have any questions please contact Katrina Dalby on 020 7288 7733 or enquiries@partnersislington.net		

Date of next meeting – Thursday 19 July 2018 – Islington Town Hall, committee room 1

Appendix 1: Partners Resident Scrutiny Review May 2018

Housing Scrutiny Committee

Partners' services have been scrutinised by Islington Council's Housing Scrutiny Committee at their February 2018 and October 2017 meetings.

In October 2017 Partners' approach to fire safety and resident communication were scrutinised. Actions identified were:

- Partners' staff to feedback any concerns about vulnerable residents to their manager.
- Partners to consider printing fire safety notices in a variety of languages.

In February 2018 Partners' performance was scrutinised. Actions identified were:

- Partners to brief Councillors on internal performance management processes.
- Partners to attend Islington's monthly Housing and Adult services team meetings.

Leasehold Scrutiny

We advertised the opportunity for leaseholders to join a leasehold reference group in August 2017 via our Gazette and website. We also advertised the opportunity to our Engagement register.

Four residents expressed an interest in joining. All four preferred to be involved via e-mail rather than via meetings or the telephone.

Partners Home Ownership Managers identified commonly used standard letters/packs which they felt would be beneficial to review. The volunteers were also asked for their suggestions. Five letters were selected. These were:

- Subletting
- Leaseholder welcome pack – sent when someone buys a Partners property
- Section 20 documentation/FAQs - sent to a leaseholder when works costing more than £250 are planned
- Service charge estimate letters
- Alterations letters - sent when a resident wants to alter their home.

Since September 2017 reviews have been completed on all letters/information except for the alterations letters which will be reviewed this month.

Numerous improvements were suggested which made the letters clearer, consistent and more streamlined. The suggestions were accepted and implemented by the Home Ownership Team. Additional items such as adding a key to explain the quantities used on the S20 notice were also implemented. Once the alterations letters have been reviewed an evaluation of the improvements and process will be completed.

