



Partners Residents Open Forum Meeting 19 July 2018

Partners' staff: Amanda Tayler, Katrina Dalby

Islington Council staff: None

9 Resident attendees

Discussion Item	Response if applicable	Actions
<p>Home Ownership Services A resident raised questions about Partners Home Ownership services:</p> <ol style="list-style-type: none"> 1. Why did we change from a leasehold team in patches to a generic team? The resident feels that because he doesn't deal with a dedicated officer he has to explain things multiple times which he finds time consuming. 2. What systems are in place to monitor work and ensure that it is completed, especially when it transfers between teams? 3. Can we include before and after photographs with S20/Final accounts to illustrate what work is needed/completed? 4. One resident asked whether we can include more information about what's the leaseholder's responsibility and what's Partners relating to major works/cyclical. They gave the example of us painting the top half of her windows but not the windowsill as we said that this was her responsibility which if she'd have known she would have been happy with, but no one told her. 5. A resident asked why a representative from Partners doesn't attend the Islington Leasehold Group meetings. 	<ul style="list-style-type: none"> • All work is received into a generic inbox and is allocated to the current case handler. If that's not possible due to annual leave then it's allocated to the next available officer. All work is tracked through a Customer Relationship Management (CRM) system which should mean that any member of the team can pick up at case and understand what is required from the customer at the point of contact. • Clarification may be sought from the customer for the nature of their enquiry, but this is to ensure that we can provide the correct response as soon as possible. • We don't operate on a patch basis. This means that there are more people available to provide a seamless service regardless of leave, absence or other staff availability issues. • If a resident feels that there is a lack of consistency or that they have to repeat 	<ul style="list-style-type: none"> • Partners Home Ownership staff to attend meeting on 20 September. Any questions to be submitted to Katrina.dalby@partnersislington.net in advance of 7 September.

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	<p>themselves then this is something that we'd like to be aware of so we can check where the system has failed. Please contact leasehold@partnersislinton.net to report any concerns.</p> <ul style="list-style-type: none"> • The information needed to issue a section 20 notice is achieved via a ground level survey and we have to make provision and contingencies for things we cannot see. The administrative burden of taking, transferring and issuing photos would not be practical. We do take general before and after photos, but these photos wouldn't mean much without interpretation, and are used for resolving challenges only. If a resident would like to know more about the planned work we recommend that they make an appointment with the responsible surveyor who will be able to provide full details. Please contact us on 0800 587 3595 or enquiries@partnersislinton.net to arrange this. • Information is available on our website setting out leaseholder/freeholder responsibilities. Sometimes responsibilities can be complicated, especially with windows, because ownership arrangements can vary. We always try to ensure that leaseholders 	

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	<p>are properly informed when work is planned and ask residents to contact us if they have any queries.</p> <ul style="list-style-type: none"> If the Islington Leaseholders Association has any questions they'd like Partners to answer they can contact us on enquiries@partnersislington.net or 0800 587 3595. 	
<p>Scaffolding Residents raised concerns about the quality of Partners communication when scaffolding is installed. Residents felt that adequate notice isn't always provided, and updates on the progress of the work could be more timely. Residents asked why scaffolding appears to be left up without any work seeming to take place.</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 are currently reviewing the scaffolding process and associated communications and will feedback to the Open Forum at the next meeting. We know that scaffolding is an inconvenience for residents and it's a priority for us to minimise the length of time that it is in place. Once we've erected scaffolding we can investigate the problem and identify the repair that's needed. If the repair is going to cost more than £250 and if any leaseholders live within the block, we can't start work until we've issued a 	<ul style="list-style-type: none"> Partners to include an article in the next Gazette explaining the scaffolding process. Present update on scaffolding review at next Open Forum meeting.

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	<p>statutory consultation notice which advises leaseholders of their proposed costs and gives them a 30 day timeframe to ask any questions. Therefore work cannot begin until after this period has elapsed. During this period it may appear as though we aren't carrying out any work. Once the consultation period has elapsed we can begin work.</p>	
<p>Decorating of Communal Areas A resident asked whether they can decorate their communal hallway as it wasn't included in their cyclical decorations.</p>	<ul style="list-style-type: none"> • Partners has two contracts with Islington Council. PF11 which lasts for 30 years and PF12 which lasts for 16 years. Residents whose homes are within the PF11 contract will have their communal areas decorated as part of their cyclical decorations. Communal areas within the PF12 contract were decorated during the refurbishment programme and will not be decorated as part of the cyclical work. • Residents can decorate their own communal areas at their own cost if all residents within the block agree. Before starting any decoration please share your plans with our Housing Services Team on 0800 587 3595 or enquiries@partnersislington.net along with evidence showing that all parties have agreed to the plans. • Further details can be found on our 	<ul style="list-style-type: none"> • Include articles in Partners Gazette to show when areas will be expected to receive cyclical decorations.

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	website: <ul style="list-style-type: none"> • www.partnersislington.net/tenants/improving-your-home/ 	
<p>Subsidence Communication A resident enquired about the communication they should receive when their home is being monitored for subsidence.</p>	<ul style="list-style-type: none"> • Initially a member of our Responsive Repair Team will inspect and if they diagnose possible subsidence they will refer repair to our Major Repairs Team. • Our Major Repairs Team will arrange for a specialist contractor to survey the property. They will contact the residents and book an appointment which will be confirmed in writing. • On receipt of the structural survey, Major Repairs will contact residents to tell them what work is planned. • Usually properties will be inspected every few months over a period of around 12 months. The contractor will review the findings and recommend the remedial action needed. • Our Major Repairs Team will be the point of contact for residents throughout the process. They can be contacted on 0800 587 3595 or enquiries@partnersislington.net. 	
<p>Smoking A resident asked whether others experience issues with neighbours smoking in their garden and smoke coming into their</p>	<ul style="list-style-type: none"> • We understand that this situation is especially difficult during hot weather as more people have their windows open. 	

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<p>home through open windows. They also enquired about what they should do if people are smoking cannabis in the garden.</p>	<p>We always ask residents to be considerate to others and suggest raising any issues you're experiencing direct with your neighbours as we are unable to take any action.</p> <ul style="list-style-type: none"> • Read our tips on how to approach a neighbour here: www.partnersislington.net/keeping-you-safe/anti-social-behaviour/resolving-problems-with-neighbours/ • If you suspect that drugs are being smoked you should report this to the Police. You should also contact our Anti-Social Behaviour Team so that they can take appropriate action. • You can find more details on our website: • www.partnersislington.net/keeping-you-safe/anti-social-behaviour/ASB-Main-Image-Grid • www.partnersislington.net/leaseholders/anti-social-behaviour-case-studies/ 	
<p>Partners Website We are reviewing the content, design and usability of our website and asked residents for their feedback.</p>	<ul style="list-style-type: none"> • If you'd like to get involved in the review please contact Amanda Tayler on: amanda.tayler@partnersislington.net or 0800 587 3595. 	

Date of next meeting – Thursday 20 September 2018 – Islington Town Hall, committee room 1

