

Partners' Residents Open Forum Meeting 20 January 2022

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Amanda Tayler, Service Improvement and Engagement Advisor, Peter Newbold, Housing Manager

Islington Council staff: Eileen Abbott, Clienting Team, Dionne Seymour, Resident Participation Manager

Guest speakers: Mike Bingham from Thames Water.

8 resident attendees

Discussion Item	Response if applicable	Actions
<p>Thames Water Presentation Mike Bingham -Affordability Lead - presented: Introduced Thames Water's Extra Care Services and video on the 'priority services register'</p> <p>Resident asked, 'what kind of support is available for customers with high energy costs, especially with the expected utility rises in the pipeline?'</p> <p>Resident asked about water meter installation. Stating Thames have previously advised they could not fit a meter, but resident was given a discount. How can they tell if they are still getting the discount?</p> <p>How do they get on the Priority services register?</p> <p>Resident asked If there are any plans to update Thames Water's telephone account services? They had found it frustrating and hard to use.</p>	<p>More info at www.thameswater.co.uk/helptopay or call 0800 009 3652</p> <p>Mike advised them to check their bills for details of existing discounts; they can also call Thames and have a chat to the team.</p> <p>Mike advised you can call 0800 009 3652 or log on to Thames website to register. Thames Water will request your consent to share your info with other services securely such as gas and electricity providers and the Fire Brigade.</p> <p>Mike was sorry to hear about the resident's frustrating experience. He explained that extra security questions can be frustrating, but the additional security was due to customer feedback. There have been a lot of enhancements to the service recently and hopefully residents will</p>	<p>Slides sent to group following meeting.</p> <p>Residents would like information in gazette and on Partners website</p>

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	<p>have a better service in future. Mike will use feedback to inform services</p>	
<p>Partners Events: Review of Partners Resident Christmas Party:</p> <p>Cinema Clubs: Rescheduled to Thursday 3 March 2022</p>	<p>Amanda reviewed the party. She thanked everyone for attending and contributing to its success. The food went down well as did Mayors' attendance. Partners received some lovely feedback from residents. Photos and information will feature in the next Gazette.</p> <p>Partners' Cinema club on 21 December was postponed due to COVID concerns and has been rescheduled for 3 March. The film showing is TBC and Amanda asked the Forum to forward suggestions to her. If anyone has any queries about the events, please contact Amanda Tayler on 0800 587 3595. Full details will be in the Gazette and on our website.</p>	
<p>Outstanding Repair A resident raised concerns regarding their roof repair which they believe could have been delayed due to the handover. They advised that the roof is leaking, and they are worried about what will happen once contract is handed back to Islington Council.</p>	<p>Partners Repairs Team are meeting regularly with Islington Council to ensure that there is a smooth transition of any open repairs at the end of the contract. Islington's Repairs Team will contact residents with outstanding repairs after 4 April to progress completion. Partners will continue to deliver a full repairs service until the end of the contract. The Council are monitoring all open repairs to ensure that where possible work is completed before the hand back.</p>	<p>KD will contact resident outside of the meeting for specific details.</p>
<p>Questions about PFI1 & remaining residents A resident suggested that Partners include the names of staff who are leaving and those who are staying in the Gazette.</p>	<p>Partners cannot include details of staff transferring to the council and those staying at Partners in the February Gazette because these decisions have not been finalised. We will share details of the teams delivering the PFI1 services in future editions of the Gazette.</p>	<p>February edition of the Gazette will direct residents to the relevant sources of information, as will information on Partners and Islington Council websites</p>
<p>PFI2 Contacts post April 22 A resident asked who they should talk to once the contract returns to Islington Council. Will there be a point of contact? A resident suggested including details in the FAQs and in the gazette article.</p>	<p>Islington Council are including an article in Partners February Gazette and letters will be posted to all PFI2 residents in March which will include contact information.</p> <p>Eileen Abbott confirmed that the FAQs will be added to Islington Council's website at the end of the month. If these do not cover residents' concerns you can email the general inbox and answers will be provided. The FAQs will be updated regularly.</p>	



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<p>A resident asked how will PFI2 tenants going back to the Council access TRA services?</p>	<p>Response from Dionne Seymour:</p> <p>Initially the Council plans for resident engagement to remain as it is. The Council will engage with this group and get feedback from other existing involved residents to establish how residents would like engagement to look i.e. TRA involvement or separate group.</p> <p>Engagement will evolve over time with regular discussions and feedback. There will be a slow transition over to the Council at a pace that is comfortable for residents. Activity with PFI 2 residents has already taken place and feedback from these meetings will be used to inform future engagement and information.</p>	<p>DS to provide feedback on this once they have spoken to their colleagues about the results of the focus group.</p>
<p>Communal areas in PFI2 A resident asked whether PFI2 communal areas will be decorated as part of the Council's programme?</p>	<p>PFI2 properties will be added to the council's future cyclical plans which have different timescales; according to when they last took place in each property. PFI2 properties will be included in the council's future maintenance programmes and these programmes will include the internal communal areas as required.</p>	
<p>Islington Council Fire safety work A resident asked when their works will start?</p>	<p>Update from Islington Council received on 26 January 2022 The update is below:</p> <ol style="list-style-type: none"> 1. Fire Safety Works to Street Properties in the North of Borough: A total of approx.1309 blocks, 367 blocks have works carried out on site, we are currently doing snagging on these blocks and approving practical completion. The rest of 942 the blocks are currently being programmed in to receive the works, majority of these blocks having works being programmed shall have works commencing from March 2022. 2. Fire Safety Works to Street Properties in the South Of Borough: A total of approx. 1210 blocks, currently 13 blocks on Tranche 1 - high risk tranche are selected for pilot scheme, and are on site for surveys at the moment, site works for these pilot blocks are expected to start in April 2022 and completion expected August 2022. 	<p>EA to provide update to resident</p>