

Partners' Residents Open Forum Meeting 17 March 2022

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

Islington Council staff: Ross Treseder –Client Commissioning Team, Sandra Barbara and Rosamund Harris –Environmental Enforcement & ASB, Dionne Seymour, Resident Participation Manager

10 resident attendees

Discussion Item	Response if applicable	Actions
<p><i>Open Virtual Forum Introduction</i></p> <p>Updates from Partners.</p> <ul style="list-style-type: none"> • We hosted a cinema club last Thursday at the Everyman cinema. It had been re-arranged from December. We had positive feedback from everyone who attended. The attendees were down on previous cinema clubs, which we understand due to COVID. We'll be looking at hosting another cinema club • Plans for the PFI2 hand back are progressing well. The second extract of data from our systems was sent to the Council at the end of February and they are carrying out testing before transferring it to their systems. We'll have a final transfer of data on the 4 April. • We've agreed scripts and contact details that we can share with residents etc for enquiries received by Partners from PFI2 residents after the 4 April. • Weekly meetings are happening between us and our counterparts in the Council to hand over open case work. 	<p>Future events will be advertised on Partners website and newsletters</p>	

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<ul style="list-style-type: none"> • We're planning an event to agree our PFI1 annual service plan at the end of April. We will bring a draft to a future meeting for residents to review and provide feedback. • Our Roman Way office will close from the 4 April and all staff will be based at Colebrooke Place. • This is the final Open Forum meeting for our PFI2 residents. We would like to thank you on behalf of everyone at Partners for attending the Open Forum, for being involved in resident scrutiny, for providing feedback and suggestions on our letters, website content, processes and plans. We really appreciate your time and the positive contribution you've made in helping us to improve our services. I am very grateful for your help and am going to really miss you. I shared an email from Dionne with you a few weeks ago about joining the Council's engagement register. If you'd like to join the register and haven't already done so, please contact Dionne. I know that she is very much looking forward to working with you in the future. • For our PFI1 residents just to let you know that I plan to continue with the current Open Forum format for the next few months and will be in touch with you to talk about developing our resident engagement plans for the next few years in the next couple of months. 		

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<p>Islington Council’s ASB and Community Safety Team Q&A</p> <p>Resident Questions:</p> <ol style="list-style-type: none"> 1. What happens if the anti social line is called for noise complaint, the cut off time for response may be earlier than the noise complaint. i.e. tenant playing loud music in small block of flats at 2am in the morning, the neighbour cannot be approached due to aggressive nature. How can we resolve this problem? 2. How are anti-social behaviour complaints dealt with where there is an underlying issue of race hate or gay issue with violence 3. When you receive a report how to initiate and investigation and what if the report has been made maliciously? 4. Do Partners & the Council mirror each other in procedures for anti social behaviour? 5. I reported ASB and didn’t receive a response from the council? 	<ol style="list-style-type: none"> 1. There is a 24-hour reporting line. Current hours Sun-Thurs 4pm-2am, Fri & Sat 5pm-4am. Officers are available between these hours to attend reports in person. The team recommended that residents make reports of ASB, even in their non-reactive times as all reports are passed to partner agencies i.e. Partners ASB Team. The relevant team will then pick this up and if necessary, work with Islington Council’s teams. 2. Attached are flyers which explain how to report a hate crime. Essentially, the victim is supported by various support agencies. i.e. homophobia, we would encourage residents to report the crime to the police and then organisations can provide immediate and ongoing support. These agencies can explain your rights and the law. i.e. vulnerable residents can be referred to the community MARAC (multi-agency) meetings to ensure the case is handled correctly and effectively. i.e. if someone is in danger, we would look at how we can safeguard them. There are various measures which can be used and various services which can help and support. Each case would be assessed, and each case may have its own complex needs 3. When reports are received, it is the housing provider who carries out the investigation. Islington Council’s team deal with it at a multi-agency level and any initial report is passed to the housing provider. Police will and should investigate criminal offences. We have tools such as block letters, noise apps, witness requests, interviews. Evidence is gathered in order to substantiate any reports. We work together in partnership and share information in order to gather evidence and take the appropriate action and find resolution. We take a problem solving approach, it’s very much a multi-agency response. Regarding malicious complaints, we recommend that residents initially raise it with their housing provider. If a resident feels that there is a criminal element such as a hate crime, they should speak to their ASB Officer who will be able to assist. Officers remain unbiased and will always try to gather evidence. The service is reactive and can attend live reports. Malicious reports may be picked up in the repeat caller process analysis or monthly trends and this can be shared with Partners. We have an excellent working relationship with Partners. There are processes in place to ensure reports do not in turn become harassment; most ASB processes do take a long time but they are effective 4. Yes, Partners have adapted the Council’s ASB policy and procedures. Daytime reports are sent to Partners to provide a response and action 	<p>Partners to share Sandra’s contact details with resident.</p>

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<p>A Leaseholder asked the following questions:</p> <ol style="list-style-type: none"> 1. I would appreciate it if Partners could clarify whether they need to ask for a written permission to erect scaffolding to do a repair which has been requested by a leaseholder? 2. Can Partners erect scaffolding without sending section 20 notice? 3. What are your service standards? How long should it take to Partners to send S20 Notice and then to make a repair? 4. Are phone calls from leaseholders and requests logged at Partners? 5. Which is PFI1 and which PFI2? Is PFI2 the one that is about to finish? 	<p>We've got lots of useful information on our website. You can find answers to commonly asked queries here: https://www.partnersislinton.net/leaseholders/</p> <ol style="list-style-type: none"> 1. When we are scheduling planned works a section 20 notice will be sent to leaseholders outlining the work and costs before any work starts. There follows a 30-day consultation period to allow residents to ask questions about the planned work before it begins. When any questions have been responded and the consultation period has expired our Home Ownership Team will issue a 'certificate to commence' instructing our Repairs Team to begin the work. 2. We would only erect a scaffold without issuing a section 20 first if emergency works are required. For example, if a resident reports a roof leak and damage is being caused to the building. This would be classified as an emergency and we would take immediate action to carry out a temporary repair. Our Repairs team will always try to notify residents when an emergency scaffold is required either by knocking on their door or hand delivering a letter. Once a temporary repair has been completed, a retrospective S20 notice for this will be issued along with the normal section 20 process for the permanent repair. Residents will have the opportunity to comment on the planned repair during the observation period. Once this has elapsed work will begin on the permanent repair. 3. We have an internal target to issue a section 20 notice within 7 working days of the work being specified. We aim to complete major repairs within 12 weeks, but this target can be affected by the weather, access, materials etc. If residents have any queries on the progress of a repair they should contact Partners on enquiries@partnersislinton.net or 0800 587 3595 for an update. If residents do not agree with the costs associated with a repair, they can challenge their final account through our service charge challenge process. Full details can be found here: https://www.partnersislinton.net/publications/major-works-and-service-charge-challenges-leaflet/ 4. Partners Home Ownership Team log enquiries received either by email or telephone. We also log everything that is sent via enquiries@partnersislinton.net. All items are given a unique reference number and responded to within 10 working days. 	<p>Resident to contact Partners outside of the meeting with individual concerns.</p>

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	<p>5. Properties in the PFI2 contract are returning to Islington Council's direct management on 4 April 2022. PFI1 properties remain with Partners until 2033.</p>	
<p>A resident raised a question about communication:</p> <p>There are multiple email addresses used by Partners; who is ultimately responsible for Repairs within Partners?</p> <p>You talk to one department i.e. scaffold. Then get passed to another team Why do teams not coordinate with each other to reduce impact on residents. There should be project manager to make sure the impact of works is minimal and don't require multiple call outs</p>	<p>Partners has one central email address enquiries@partnersislington.net All emails received in this inbox are logged with a unique reference number and monitored until a response is sent to the resident. Our target response time is 10 working days. Copies of our responses and the initial enquiry are saved centrally.</p> <p>If residents receive emails from individual staff members, we recommend copying in our central address to the reply to ensure that the enquiry is logged and responded to within our target response time. This means that if individuals are on leave etc, we can ensure that enquiries are still responded to.</p> <p>We always aim to work in a joined-up way as 'Partners' and not as individual contractors. We are grateful for residents' feedback and will think about what we can do to improve these processes. We will include improvement actions around communication in our next annual service plan. Any residents who would like an input into improvements to processes can get in touch with Katrina</p>	<p>Resident advised to contact Partners outside of the email to speak about any specific concerns.</p>
<p>Listed building query</p> <p>A resident asked how they can apply for listed building consent to enable work to be carried out on their external stairs which are leaking.</p>	<p>Partners are responsible for completing repairs to the building and work with the Council's relevant teams where appropriate.</p>	<p>Partners to contact resident to progress the repair.</p>
<p>Garden Maintenance</p> <p>A resident asked whether someone not looking after garden is considered an ASB issue?</p>	<p>Garden maintenance is not considered Anti-Social Behaviour. Issues with gardens are dealt with by our Housing Team. Tenants and leaseholders are expected to adhere to the terms of their lease or tenancy which set out individual responsibilities. If these are not being met Partners will work with residents to try and resolve matters.</p> <p>Residents should raise any concerns relating to gardens and communal areas with Partners Housing Team who will investigate and try to resolve.</p> <p>There are some garden support schemes with eligibility criteria or paid for services which people can try to access such as the handypersons scheme: https://www.islington.gov.uk/housing/repairs-and-estate-management/repairs/handypersons-scheme</p>	
<p>PFI2 Resident Engagement</p> <p>A resident asked whether PFI2 residents will have their own engagement group?</p>	<p>Dionne advised that a new group will be set up and that she will be in contact with those who wish to take part. Residents can contact Dionne via Dionne.Seymour@islington.gov.uk.</p>	

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Alterations A leaseholder asked whether they need consent to change a boiler and install an external pipe?	Any changes to the outside of the building will require the landlord's permission. Leaseholders can complete an alteration request here: https://www.partnersislinton.net/leaseholders/alterations-and-improvements-to-your-home/	Partners to update leaseholder

Date of next meeting – Thursday 19 May 2022– via Zoom