

Partners' Residents Open Forum Meeting 21 July 2022

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Michelle O'Toole – Communication and Complaints Manager

Islington Council staff: Helen McNeill – Contract Improvement Manager

4 resident attendees & 2 apologies

| Discussion Item | Response if applicable | Actions |
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| <p>Partners update</p> <ul style="list-style-type: none"> Following on from the suggestion at the last Open Forum, when In-House, (the company who make our Repairs' satisfaction calls) contact a resident, and the resident can't remember the repair in question, they can now arrange for a call back to give them time to recall the details of the repair and complete the satisfaction survey. If residents have provided an email address, we are now emailing them inviting them to complete the repairs' satisfaction survey via our website. We are interviewing our oldest resident who is 102 for an article in the next Partners Gazette. If anyone has questions that they would like us to use, please send them to Katrina Dalby by Friday 29 July. | | |
| <p>Fly Tipping A resident raised concerns about fly tipping in an open area on Shepperton Road. Every time the area is cleared, new rubbish is dumped. The resident asked whether the Council could fence off the area or had ideas on how the problem could be solved.</p> | <ul style="list-style-type: none"> The Council are responsible for waste collection. Ideas such as having a regular day in the month where a skip is available in a specific location for residents to deposit rubbish was discussed as it had been successful in areas outside Islington. Residents cited an increase in fly tipping since a cost for collecting bulky waste was introduced. | <ul style="list-style-type: none"> Resident to send a picture of the area to Partners. Helen McNeill to raise with Public Realm and see what action can be taken. |
| <p>New North Road Traffic Concerns A resident raised concerns about traffic at the junction between New North Road and Baring Street. The resident has seen</p> | | <ul style="list-style-type: none"> Resident to share communication |



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| <p>many accidents on the road, and it is very difficult to cross. Since the implementation of traffic reduction measures in Islington the traffic on this street has increased. The resident has previously been in contact with various public officials but has not had a response.</p> | | <p>with councillors etc and Helen McNeill to raise within the Council.</p> |
| <p>Service Charges A leaseholder raised concerns about the increase in service charges this year.</p> | <ul style="list-style-type: none"> • When the service charge estimates were sent earlier this year, we included information explaining the increase in costs because we understood that the increase was significant. The biggest contributing factor is the increase in insurance costs. The following was included in the estimates to explain the situation: <p>'To ensure value for money we completed a competitive tender and obtained two quotations from insurance brokers. Through this exercise we established that due to the current climate insurers are not offering policies of more than 12 months. Therefore, as we are entering into an agreement for no more than 12 months, in accordance with the legislation, we are not required to carry out or complete the Section 20 consultation we started. Following the tender exercise, we have appointed Liberty, Aviva, and QBE to provide buildings insurance cover from March 2022-February 2023. Unfortunately, the cost of buildings insurance has increased by 28% and this has resulted in higher premiums. The increase is due to:</p> <ol style="list-style-type: none"> 1. Increased construction costs. 2. Uncertainty due to Covid and Brexit 3. Fire safety risks 4. The end of a 3-year insurance agreement that was tendered in 2018 which had protected us against increasing costs that have occurred across the sector.' | <ul style="list-style-type: none"> • |
| <p>Cyclical Decorations A resident explained that they had recently had their cyclical decorations completed. They were initially anxious but found that the experience was better than she expected. When she</p> | <ul style="list-style-type: none"> • We were very pleased to hear about the resident's experience and asked whether she would be happy to feature in an article in our next Partners Gazette. | <ul style="list-style-type: none"> • Partners to interview resident for newsletter article. |

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| <p>asked questions, the work was explained and when problems arose, they were dealt with positively.</p> | | |
| <p>Partners' Annual Service Plan At the last Open Forum we asked residents what they thought our priorities for the Annual Service plan should be. A draft was shared with residents. The plan is a live document and will be updated throughout the year. We will share updates with the Forum on a regular basis. The Forum were happy with the draft and did not have any changes.</p> | <p>Draft noted</p> | <ul style="list-style-type: none"> • Residents to share any feedback |
| <p>Performance Monitoring Information</p> <p>The regulator for social housing is looking at services provided by social landlords. They want to ensure that landlords are listening to residents and are looking to introduce new Tenant Satisfaction Measures from April 2023.</p> <p>The Council will have to provide performance information on:</p> <ul style="list-style-type: none"> • Satisfaction with your landlord • Satisfaction with repairs • Satisfaction with safety • Satisfaction with complaint handling • Satisfaction with being listened to and acting on residents' views • Keeping you informed • Being treated fairly and with respect • Satisfaction with your neighbourhood <p>As part of the measures we need to publicise performance information for residents and plan to do this via our website and Partners Gazette.</p> <p>Examples of performance information were shared with residents to give a flavour of the kind of performance information we already provide. Residents were asked what</p> | <p>Residents noted the information.</p> <p>One resident said that they would be interested in information about voids.</p> | <ul style="list-style-type: none"> • Residents to tell Partners if there is any performance information, they'd be interested in seeing regularly |

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| <p>they thought about the layout and how they would prefer to see this type of information? We have around 15 KPIs which we have to report on to Islington Council each month. These include:</p> <ul style="list-style-type: none"> • Rent collection • Telephone answering • Responding to enquiries within 10 working days • Gas safety inspections • Electrical safety testing • Communal area checks • Compliance with the ASB process • How quickly we prepare void properties • Repairs satisfaction <p>We could easily share this information with residents, but we wanted to know whether this was the type of information residents want to see or whether is there anything else they would prefer. Are there any other areas of our service residents be interested in knowing about? Were there any of the KPIs that residents would be particularly interested in knowing about?</p> | | |
| <p>Complaint Panel Our complaints process mirror’s Islington Council’s process. Residents can submit a complaint via the telephone, website, letter, email, in person. We telephone the resident to understand their complaint better, carry out an investigation and respond. Part of the process is to determine whether the complaint is upheld/partly upheld/not upheld. This means were Partners at fault and did we make any mistakes. Every month our Complaints Manager reviews all complaints received with the relevant service areas to try to learn lessons</p> | <ul style="list-style-type: none"> • Residents felt that a separate meeting to review complaints would be better. | <ul style="list-style-type: none"> • Katrina Dalby to contact Engagement Register and ask for volunteers |

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| <p>and make improvements to our service to minimise the chance of us repeating mistakes.</p> <p>We want start including residents in this process. Twice a year we plan to review upheld complaints with a selection of residents because we think that this will give us a different perspective and ensure that we are learning everything we can from complaints.</p> <p>The Forum were asked whether they wanted to do this at the meeting or outside of the Open Forum meetings.</p> | | |

Date of next meeting – Thursday 15 September 2022– via Zoom