

Partners' Residents Open Forum Meeting 15 September 2022

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, John Venning – Head of Asset Management

Islington Council staff: Stacey Payne - Housing Services Delivery and Contracts Manager

5 resident attendees & 1 apology

Discussion Item	Response if applicable	Actions
<p>Partners update</p> <ul style="list-style-type: none"> Partners offices will be closed on Monday 19 September to allow staff to mourn The Queen and watch the funeral. Our emergency repairs service will be in operation, and we will re-open as usual on Tuesday. We're finalising the next Gazette which should be with residents in the next couple of weeks. Resident's Christmas party – In the next Gazette we're asking people to register their interest in a Christmas party by the 24 October. We're asking people to register in advance of booking a venue. This is because we have a smaller budget this year, as we only have PFI1, and last year due to covid we had a lot of people who didn't come to the party. We want to ensure that we're spending the budget as wisely as possible, so want to gauge interest before we book something. Volunteering hours – Hyde employees are encouraged to use up to 14 hours a year for volunteering projects. We want to do something as a team and wondered whether residents knew of any projects that we could volunteer at. Residents were asked whether they would like to meet in person for our next meeting in November. The meeting could include a pre-Christmas celebration. 	<ul style="list-style-type: none"> An attendee suggested their neighbour's garden as a volunteering project because they have been through a difficult time and their garden has become unmanageable. An attendee suggested we volunteer at one of the community kitchens that we advertise on Partners website. 	<ul style="list-style-type: none"> Residents to share volunteering project ideas. Partners to survey Engagement Register to see whether they'd like an in-person meeting in November
<p>Coal Hole/Party Wall</p>		<ul style="list-style-type: none"> Partners to arrange

Discussion Item	Response if applicable	Actions
<p>A resident enquired about their coal hole which had possessions left in it from a previous owner. They thought that they were causing damp. They need to look at the party wall but couldn't get access.</p>		<p>inspection with our surveyor.</p>
<p>Communal Area Risk Assessments A resident asked for clarification on the process for communal area risk assessments and any subsequent action taken if items are found in the hallways. They thought there was scope for improving the letter we send asking residents to remove possessions from the hallways as they felt that it was not clear that it was being sent because of an inspection by Partners, rather than a complaint by a resident. It could also be made to sound more friendly.</p>	<ul style="list-style-type: none"> • Depending on the number of flats in a block we inspect the communal areas once or twice a year. We check that the hallways are clear and safe, the communal lights are working, whether any repairs are required and ensure that the fire safety guidance is displayed on the wall. • We hold 444 communal front door keys, and so for these properties we can complete the checks without residents providing access. • If we don't hold a copy of the communal front door key, then we rely on residents providing access. • If we identify items in the communal areas our Housing Team will send a letter to all residents in the building asking them to remove their possessions and give notice that if this is not done, we will dispose of them. The letter must include some legal wording, but we can review the letters to see whether we can make them clearer. 	<ul style="list-style-type: none"> • Partners to review letter sent to residents where items are found in the communal areas. • Partners to arrange inspection of communal lights at resident's home.
<p>Fire Safety Act Partners Head of Asset Management, John Venning gave an overview of the Fire Safety Act: The Fire Safety Act 2021 amended the Regulatory Reform (Fire Safety) Order 2005 and the new Fire Safety (England) Regulations 2022 will come into force on 23 January 2023. The Regulations apply to all residential buildings with two or more dwellings with internal and/or external common parts and the fire risk assessments need to include the building's structure and external walls (including windows, balconies, and cladding) in</p>	<ul style="list-style-type: none"> • Where leaseholders need to upgrade their internal front door to meet the requirements of the Act, they will be able to opt in or out of the Council's programme. If they opt in the Council will replace their door and door set and will arrange sign off with Building Control. If they choose to do the work themselves then they will need to arrange sign off with Building Control. • The Council are prioritising taller buildings and they plan to deliver works required to properties over 11m by October 2024. • External doors are not considered a fire door as they lead straight to the outside and therefore, they will not be upgraded. • Where there is no internal communal area, the property will be a lower priority, but will still receive integrated fire detection systems in the future. 	<ul style="list-style-type: none"> • Article in Partners Gazette

Discussion Item	Response if applicable	Actions
<p>addition to the internal common parts and flat doors between dwellings and the internal common parts.</p> <p>The requirements vary depending on the height of the building and the Regulations categorise residential buildings into three types:</p> <ul style="list-style-type: none"> • Residential buildings with two or more domestic premises with internal and/or external common parts • Residential buildings between 11m and 17.9m in height • Residential buildings 18m (or 7 storeys) and above in height <p>There are 976 PFI1 blocks and 774 of these have two or more dwellings. The remaining 202 blocks have just one dwelling and fall outside the scope of the Regulations.</p> <p>Of the 774 blocks with two or more dwellings, 444 have internal common parts and the remaining 333 only have external common parts. Just 142 of the 774 blocks are between 11m – 17.9m high and all have internal common parts. The remaining 632 blocks are under 11m. No blocks exceed 18m.</p> <p>The requirements for the 632 blocks under 11m are to:</p>	<ul style="list-style-type: none"> • A resident suggested that an article in Partners Gazette about the Fire Safety Act and what work will be done would be useful. • Residents can contact Islington Council’s Resident Liaison Officer if they want to find out when their home is scheduled for work: Kim Farrelly on 020 7527 7430 or email kim.farrelly@islington.gov.uk • Details about the Council’s programme are available on our website: Partners for Improvement in Islington (partnersislington.net) 	

Discussion Item	Response if applicable	Actions
<ul style="list-style-type: none"> • Use the Fire Risk Assessment Prioritisation Tool which is an online method for prioritising the FRA programme. The use of the tool is non mandatory but demonstrates diligence • Provide relevant fire safety instructions to residents on how to report a fire and what a resident must do in the event of a fire • Provide residents with information relating to the importance of fire doors in fire safety <p>The requirements for the 142 blocks between 11m–17.9m are:</p> <ul style="list-style-type: none"> • All the requirements for buildings under 11m • Undertake best endeavours to carry out annual checks of flat entrance doors leading onto the internal common parts. <p>We will be meeting with both the Council and Safetyboss (our Health and Safety consultants) to agree what changes are required to the existing fire risk assessment forms and how to comply with the requirement to inspect flat doors annually.</p> <p>The PFI1 street properties are currently outside the scope of the Building Safety Act because none exceed 18 metres as defined by the Act.</p>		
<p>Performance Monitoring Information</p>	<p>Residents noted the information.</p>	<ul style="list-style-type: none"> • Partners to email document for residents to

Discussion Item	Response if applicable	Actions
<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>Further to the last meeting a draft document was shared with residents for their feedback.</p>		<p>provide feedback</p>

Date of next meeting – Thursday 17 September 2022 – venue to be decided