

Notes from Partners' Open Forum – Thursday 20 November – 1800-1900

Staff Attendees: Katrina Dalby – Service Improvement and Engagement Manager, Peter Newbold, Housing Manager

Council Attendee: Helen McNeill

Resident Attendees: 4

Subject	Record of Discussion	Action Points	Key
Action updates from September's meeting.	<ul style="list-style-type: none"> The case brought by freeholders against the Government's change to leasehold law concluded last week, finding in the Government's favour, but the Freeholders have appealed the decision. The appeal process could take 18 months to complete. Details are available here: Freeholder appeal threatens to delay leasehold reform: What does it mean for flat owners? This is Money 		Changes to legislation relating to leaseholders: Freeholders begin High Court challenge over reforms - BBC News
Information from Partners	<ul style="list-style-type: none"> Awaab's law came into effect on 27 October 2025. We have adapted our service to meet the requirements of the law. We're monitoring our performance against the requirements to gauge the demand. The Council are also checking we're meeting the requirements of the law. Partners Cyclical plan for 2026 is available on Partners website Partners Provisional Cyclical Decoration Cycle 2026 and there's an article in the next Gazette. Residents asked whether the decoration would start in January. One resident noted that the writing on the section 20 they'd received was very small and they couldn't read the information on it. They noted that charges had gone up by about a third since the last 	<p>Paula Redpath who is responsible for the cyclical decorations will attend out January meeting to answer any questions about the programme.</p> <p>Katrina to contact resident</p>	

	<p>round of decorations. Residents asked whether tenants get the same information as leaseholders before decorations start.</p> <ul style="list-style-type: none"> Partners noted that leaseholders' charges are capped at £10k in a 5-year rolling period. All residents (tenants and leaseholders) are allocated a Resident Liaison Officer whose job is to communicate with them about the decorations work. Partners' Christmas party has 57 people booked in to attend. Looking forward to seeing everyone there. One resident said they'd be happy to talk about resident engagement at the party. 	to discuss speaking at resident party about benefits of engagement.	
PEEPS – Personal Emergency Evacuation Plans	<p>Partners Housing Manager explained that new legislation is coming into effect from 6 April 2026 because of changes to Fire Safety regulations following the Grenfell Tower tragedy.</p> <p>PEEPs – Personal Emergency Evacuation Plans need to be in place for all residents (tenants and leaseholders), in 11m+ buildings, whose ability to evacuate the building without assistance in the event of a fire is compromised because of a cognitive or physical impairment or condition.</p> <p>To achieve this, reasonable endeavours must be used to identify such residents and, subsequently, a person-centred fire risk assessment (PCFRA) then carried out for each of these residents (unless they decline the offer).</p> <p>Partners are deemed 'the responsible person' to carry out PEEPS because we manage properties on behalf of Islington Council and we are responsible for fire safety in the buildings. PEEPS only apply to buildings over 11 meters (5 storeys) with a simultaneous evacuation order in place.</p>	Partners Housing Manager to review feedback from residents and progress PEEPs for relevant residents.	

	<p>152 blocks – 407 flats that Partners manage fall into this category, and Partners need to identify any residents who are relevant to this legislation within these flats. Once identified we must carry out a person-centred fire risk assessment if the resident agrees.</p> <p>Partners Housing Team are working on identifying these residents. We already maintain a 'risk and vulnerable register' which records details about vulnerabilities that we are aware of. We have staff knowledge across all teams which can also help identify who these residents are, but we need to take action to ensure we have identified everyone who is affected by this legislation.</p> <p>Attendees at the meeting were asked for their ideas on how we could identify residents with a cognitive or physical impairment or condition in blocks over 11 meters high. Residents provided the following suggestions:</p> <ul style="list-style-type: none"> • Partners should approach every household and explain the facts in an easy-to-read format. We should state the facts and explain that they live in property that is affected by the legislation and that it is required by law that we do this. • It can be difficult to effectively communicate if residents have cognitive impairments, so we need to get other people involved – friends, family etc. • Maybe hand deliver letters and try to talk face to face and not rely on a letter to communicate information • When we are carrying out a gas safety inspection could we talk to residents then. 		
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	<ul style="list-style-type: none"> • Can we work with local doctors' surgeries to promote the new legislation and encourage residents to contact their landlord to arrange a PEEP. Maybe create a poster they can put up in libraries, doctors etc. • One resident noted that buildings should have a red box on the outside of them with details of the residents who are at risk for the fire brigade. • Impairments need to be regularly checked as residents needs change over time. • We need a catchy slogan – 'Are you PEEP ready', 'Be Peep Ready', 'Help us be PEEP ready' <p>Partners Housing Manager noted that the PEEP should be resident led and therefore if a resident falls into the relevant category, they do not have to have a PEEP if they don't want one.</p> <p>The Fire Brigade decide how they want to receive the information about PEEPs. They can choose to have the information provided electronically or in a safe box outside an address.</p> <p>Partners Housing Manager went through a draft PEEP form that had been supplied by the Council. All agreed it was detailed and needed expert guidance to complete as it was very personal.</p> <p>Once the form is complete Partners and the resident need to agree a risk rating and an evacuation plan. The means of escape in all our buildings is through the front door. We are working with the Council to agree what a PEEP should look like.</p> <p>One resident noted that she had seen that some medicated skin ointments pose a fire risk as even after clothes had</p>		
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	been washed, residue remains and can result in clothes being more flammable.		
Water Meter	<p>A resident raised an issue she has experienced with Thames Water. She requested a water meter, but when they attended, they were unable to locate her stop cock and therefore could not fit one. The resident is concerned as her water bills are high, and she wants to reduce them.</p> <p>Partners Feedback: If Thames Water can't fit a water meter, they bill customers using an 'Assessed Household Charge'. Full details are available here: Assessed household charges Account and billing Help Thames Water If a resident has questions about fitting a water meter they should contact Thames Water via Contact us Thames Water Customer service contact</p>	Partners to contact resident to help try to locate stop cock.	
Next Meeting – 15 January 2026 – Via Zoom – Partners Repairs Team are due to attend			