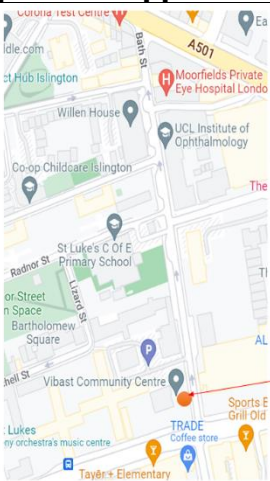


Partners' Residents Open Forum Meeting 17 November 2022

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Michelle O'Toole, Complaints and Communications Manager, Riaan Marescia, Housing Team Leader

Islington Council staff: Ross Treseder

3 in person resident attendees and 1 online attendee

Discussion Item	Response if applicable	Actions
<p>Partners' Update</p> <ul style="list-style-type: none"> Partners Residents' Christmas party has been booked for the 8 December between 1200-1400 at the Vibast Community Centre, 147 Old Street. Invites have been sent and all interested parties have been phoned and emailed. We'll be offering a two course Christmas lunch, bingo and a raffle. The mayor will be attending. Please can residents encourage others to join the party. Anyone wanting to attend needs to contact Katrina Dalby on 020 7288 7733 ASAP. The latest Gazette was sent in October and thank you to the Forum for their help with the articles. Volunteering hours – Partners staff employed by Hyde Housing can spend up to 15 hours a year volunteering. The Forum were previously asked for project ideas. Michelle and Katrina met with the Big Alliance a few weeks ago and they are going suggest some projects we could help with. Further updates to follow. Partners website now has a 'How are we doing section?'. The information is updated every month with our latest performance results. If residents would like to see different information here, please let us know. Partners Cyclical team will be trying to ensure all current work is completed by Christmas and all scaffolding has been removed. No new openings will start until 2023. 	 <div data-bbox="1323 576 1886 1058"> <p>Partners Residents' Christmas Party</p> <p>When: Thursday 8 December from 1200-1400</p> <p>What: Celebrate Christmas with Partners residents and staff.</p> <ul style="list-style-type: none"> Enjoy a few games of bingo hosted by our regular expert caller, Allen. Prizes for a line and full house. Raffle with lots of exciting prizes A traditional Christmas lunch with all the trimmings Hot drinks <p>Where: Vibast Community Centre, 167 Old Street, EC1V 9NH</p> <p>You can find the Vibast Centre on corner of the junction between Bath Street and Old Street, near Moorfields Eye Hospital.</p> <p>Nearest Tube: Old Street</p> <p>Buses from Angel – 214, 43, 205</p> <p>Contact Katrina Dalby on 08005873595 or enquiries@partnersislington.net for info</p> </div>	<ul style="list-style-type: none">
<p>Presentation by Riaan Marescia:</p>	<ul style="list-style-type: none"> A resident suggested we include an ASB case study in our next Gazette to explain what the service can and can't do and what the outcomes of an investigation can be. 	<ul style="list-style-type: none"> Include case study in next Gazette

Discussion Item	Response if applicable	Actions
<p>Following the end of the PFI2 contract the Housing Team is much smaller than it previously was. The team are focusing on engaging with residents, managing relationships, and delivering a good service.</p> <p>The team understand that by engaging more, they will better understand residents' needs and achieve positive outcomes and increased customer satisfaction. They team appreciate that they can't do everything that residents ask for, but we have process in place to explain what we can and can't do to help manage residents' expectations.</p> <p>We must respond to all correspondence within 10 working days, which we do. When needed we invite residents to meet with us in the office or we can meet with them in their homes.</p> <p>Noise transmission is a challenging area for residents and Partners' staff. None of the properties we manage are soundproofed. Although most residents should have carpets which should minimise noise transmission, it is very difficult to manage day to day noise. If people have young children, it is impossible to ask them to stop their children from running around and playing. We try to manage people's expectations and explain realistically what we can do to help. When the noise that is being experienced is considered day to day noise it is not classified as anti-social behaviour. If residents are experiencing noise issues, we have information on our website which helps explain whether the noise would be considered ASB and what we may be able to do to help. Full details are available here:</p> <p>www.partnersislinton.net/keeping-you-safe/anti-social-behaviour/ASB-Main-Image-Grid</p> <p>We also have a noise leaflet with useful information which you can read here:</p>	<ul style="list-style-type: none"> One resident cited their experience with their neighbour. Their neighbour had told them that they could hear their music from inside their flat. The residents worked together to test out different music volumes to establish at what point the noise was audible from the neighbour's flat, and then agreed what was an acceptable level where the music couldn't be heard. The resident could only play music above this level when they knew their neighbour was out. <p>This is a great example of neighbours working together to find an amicable and workable solution to noise problems.</p>	

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<p data-bbox="107 288 898 347">www.partnersislington.net/publications/noise-information-leaflets/</p> <p data-bbox="107 384 965 671">Every resident has signed a tenancy or lease. These are legal contracts which explain what Partners are responsible for and what you, as the tenant or leaseholder are responsible for. The responsibilities include looking after your home and behaving in an appropriate way. When neighbours are experiencing noise issues, in the first instance we always encourage residents to talk to each other as sometimes this is all that is needed. If residents can agree what is acceptable and work together, this is the best outcome.</p> <p data-bbox="107 708 954 868">We are encouraging more mediation. It is a tool that wasn't used as much in the past, but recently with a lot of our cases we're using mediation as we have found it beneficial. We don't expect residents to be friends, but they do have to have mutual respect.</p> <p data-bbox="107 904 949 1160">When staff are visiting residents' homes, they are being asked to display our safe spaces poster in the communal areas to remind residents of our 'clear and safe' policy. We are also including the poster with letters we send residents when there are issues with how the communal areas are being used. Residents can report items in the communal areas to us via enquiries@partnersislington.net or 0800 587 3595. Photographic evidence is useful if it can be included.</p> <p data-bbox="107 1228 963 1449">Residents are reminded that our reception and phone lines are open Monday-Friday 8.30-17.00, and someone is always available to talk to you. You can call us on 0800 587 3595 or 020 7288 8310 or email us on enquiries@partnersislington.net. Communicating is important as it enables us to build a good rapport and positive relationships, and these help us to resolve problems more easily when they occur.</p>		

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Safeguarding Conference	<ul style="list-style-type: none"> An Open Forum attendee wanted to advertise a safeguarding conference taking place during the week of the 21 November. Details are available here: www.healthwatchkingston.org.uk/news/2022-11-15/london-safeguarding-adult-board-conference-21-25-november 	

Date of next meeting – Thursday 19 January 2023 – Zoom