

## Partners' Residents Open Forum Meeting 19 January 2023

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

Islington Council staff: Eileen Abbott

4 online attendees and 2 apologies

Discussion Item	Response if applicable	Actions
<ul style="list-style-type: none"> <li>• Partners' Update</li> <li>• Partners Gazette - We're working on the new edition of the Gazette which should be with residents in February. We're planning to include an ASB article as was suggested at the last Open Forum. Currently we've included articles on support during the cost-of-living crisis, energy saving tips, engagement register/open forum/chance to chat reminders. Are there any other topics residents would like to see included?</li> <li>• Communal area letters - In September's meeting an attendee made a suggestion regarding the letters we send residents when we're aware of items in the communal areas. They suggested we add something to show that the letter was being sent because of one of our inspections rather than a neighbour notifying us of a problem. They suggested this would help minimise any potential neighbour issues. Our Housing Management Team have agreed to add something like 'Our regular communal area inspection has found items in the communal areas...'</li> <li>• Open Forum Attendees - Partners managers will be asked to book into one of this year's open forums and their attendance will be published for the year ahead. The Forum were asked whether there were any other non-Partners representatives they would be interested in hearing from?</li> <li>• Conferencing Equipment - We have installed new conferencing equipment in our Board room which will enable hybrid meetings. In person and online delegates will be able to meet. This will be great for our in-person meetings if some residents would rather attend online.</li> </ul>	<ul style="list-style-type: none"> <li>• Residents suggested information for the Gazette on keeping warm in your home and fuel poverty. Advocacy services for residents experiencing ASB.</li> <li>• Residents asked if a member of the Council's roads department could attend a future meeting to discuss the changes to permit system. Community groups such as ageUK and Let's talk were also suggested.</li> <li>• We plan to have a mixture of in person and online Open Forum meetings this year. We anticipate that the in-person meetings will be during the summer and dates will be checked with attendees in advance to ensure that there is enough interest in attending.</li> <li>• Christmas party feedback included: everyone enjoyed the event, the venue could have been warmer, parking was difficult, the size of the room was good as it created atmosphere, more savoury food/fruit for older people rather than heavy puddings.</li> </ul>	<ul style="list-style-type: none"> <li>• Partners to email resident with advocacy information.</li> </ul>

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<ul style="list-style-type: none"> <li>Residents' Christmas party - 27 residents attended the party on the 8 December. The food was really good, and everyone seemed to enjoy it. We've had lots of positive feedback from attendees. There'll be an article in the next Gazette asking for feedback. Residents at the meeting were asked for their feedback.</li> <li>Staff changes - Colleen Lewis, a long-standing member of the Housing Management team has taken a year's sabbatical and Janis Gomez has been recruited to cover her position.</li> <li>Hyde have re-organised where the Partners sits in their internal structure and the service is now overseen by Sharon Pearce who was previously our Managing Director. Sharon left Partners about 4 years ago to take on a role in Hyde. She is now Hyde's Commercial Director.</li> </ul>		
<p><b>Fire brigade smoke alarm checks</b> A resident asked whether the fire brigade, who installed her smoke alarm would come and change the batteries.</p>	<p>The London Fire Brigade offer home visits to provide personalised fire safety advice and fit smoke alarms where needed. To arrange a free visit contact them via their website: <a href="https://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/">https://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/</a>  or  call them for free on 0800 028 4428 email: <a href="mailto:smokealarms@london-fire.gov.uk">smokealarms@london-fire.gov.uk</a> text/SMS: 07860 021 319</p>	<ul style="list-style-type: none"> <li>Resident to contact Fire Brigade</li> </ul>
<p><b>Road closures/Bike Hangers</b> A resident wanted to raise concerns about changes to the roads in Islington, the impact the changes have had on journey times and the cost of hiring a bike hanger. The resident understood the reasons for the changes but felt that signage showing which roads are no longer accessible is poor, main roads are</p>	<ul style="list-style-type: none"> <li>Bike parking information is available on Islington Council's website: <a href="https://www.islington.gov.uk/roads/cycling/cycleparking">https://www.islington.gov.uk/roads/cycling/cycleparking</a></li> <li>If a family needs to store multiple bikes it may be worth considering hiring a garage instead of a bike hanger space: <a href="https://www.islington.gov.uk/parking/parking-permits/estate-parking/renting-a-garage">https://www.islington.gov.uk/parking/parking-permits/estate-parking/renting-a-garage</a></li> </ul>	<ul style="list-style-type: none"> <li>Partners to ask the Transport team to attend a future Open Forum meeting.</li> </ul>

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<p>much busier and journeys take much longer than before the changes. The resident was shocked at the cost of hiring a bike hanger space and felt that this was prohibitive especially when the council are trying to encourage cycling. The resident asked whether there was any dispensation for residents to access closed streets with cameras.</p>		
<p><b>PFI2 Handback</b> A resident enquired how the PFI2 properties were getting on since the handback.</p>	<ul style="list-style-type: none"> <li>• Eileen Abbott agreed to report back to the next meeting.</li> </ul>	<ul style="list-style-type: none"> <li>• Update next meeting.</li> </ul>
<p><b>Community centre Hire</b> A resident asked whether Partners residents can receive a discount if they book a Council community centre.</p>	<ul style="list-style-type: none"> <li>• Partners to investigate and update Forum.</li> </ul>	<ul style="list-style-type: none"> <li>• Check whether discount is available.</li> </ul>
<p><b>Damp Leaflets</b> Partners are reviewing the information we provide residents regarding damp and condensation. We're revising our leaflets and shared examples with the Forum for feedback.</p>	<ul style="list-style-type: none"> <li>• One resident liked the water bottle images used to illustrate the volume of water given out during various household activities.</li> <li>• One resident felt that Partners current leaflet was very informative and didn't want this lost if the leaflet was changed.</li> </ul>	<ul style="list-style-type: none"> <li>• Partners to share revised leaflet once complete.</li> </ul>

**Date of next meeting** – Thursday 16 March 2023 – Zoom