



Partners' Residents Open Forum Meeting 16 March January 2023

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Joe Keeling, Contracts Manager, Kitchen Replacement Project

Islington Council staff: Helen McNeill

3 online attendees

Discussion Item	Response if applicable	Actions
<p>Update from Partners: Damp and Mould: At the last meeting we shared a couple of damp leaflets and asked for resident feedback. Following the feedback we've adopted the Council's leaflet which will be branded with Partners' logo and contact details. We've also been reviewing our processes and have made a few changes which we hope will ensure that we deal with damp effectively. One of the improvements we've made is to focus on where there is a 'no access' where there's been a report of damp or mould. We have developed a suite of letters which we will send to residents who don't complete appointments reminding them of the importance of allowing us access to deal with damp and inserting our damp leaflet. If they don't rebook, then the case will be reviewed by managers across the service areas to ensure that we understand all the issues that could be affecting the occupants and work collaboratively to make an appointment to treat any damp at the address. The letters have been shared with the Open Forum for feedback.</p> <p>Fire Safety Checks: New legislation around fire safety came into force in January. Where a building is over 11 meters high, we have to check the doors which lead onto communal areas meet the new regulations. This applies to tenants and leaseholders. An appointment letter has been drafted and was circulated to the Forum for comment. It is for leaseholders. It explains the new process and when we plan to be in the area carrying out checks. Leaseholders are offered the option of booking a specific appointment or just being around on the</p>	<ul style="list-style-type: none"> • No feedback to damp letter received as we ran out of time. <p>Feedback from residents and Partners' response in blue:</p> <ol style="list-style-type: none"> 1. The letters need to explain that the checks are for tenants and leaseholders – usually these types of inspections don't apply to leaseholders so they may automatically ignore the letter. This is a really good suggestion. We can look at including an insert or an introductory letter to explain this. We did include an article in February's Gazette which explained the new requirements which some residents may have seen. 	<ul style="list-style-type: none"> • Residents to feedback on letters • Partners to confirm dates of cyclical decorations for their road

Discussion Item	Response if applicable	Actions
<p>days we've suggested. We are planning to complete tenant's front doors when we complete the gas safety inspections.</p> <p>Complaints Panel: The first review has been completed by the Panel and the feedback has been constructive and positive. We are waiting for any further feedback then the results will be shared with the Complaints Team. We will also write a short report which will be shared with the Forum and Council and will be included in Partners Gazette.</p>	<p>Letters 1 -3 are part of a formal access process, and we don't want to make them too long. We want the focus to be on access for the inspection.</p> <ol style="list-style-type: none"> 2. Provide details about where residents can go for more information about the legislation. As per above 3. Include pictures to show where the 11m starts and finishes when measuring a building – ground level/basement? Top of roof/start of roof? As per above 4. Provide some example costs and examples of what type of remedial works have been identified so far. <p>The Council are delivering the programme of fire detection systems, rather than Partners. We can ask the Council to provide details on this including costs/leasehold service charges. There's an information leaflet on Partners' website which we can include a link to in our information: https://www.partnersislington.net/keeping-you-safe/islington-councils-programme-to-install-fire-detection-systems-to-internal-communal-areas/</p> <ol style="list-style-type: none"> 5. What are the options for completing any work required? Will Partners do the work or leaseholders? How much will it cost? Will we force leaseholders to do it? <p>Any upgrade works will be delivered by the Council. They will lead on the leaseholder legal obligation to upgrade the doors, and options for leaseholders i.e. carrying out the work themselves or opting into the Council's programme and leasehold service charges queries. Any repairs will be the responsibility of the leaseholder.</p> <ol style="list-style-type: none"> 6. What happens if a door is so bad it needs replacing now? 	

Discussion Item	Response if applicable	Actions
	Leaseholders will be responsible for any immediate repairs but not upgrading doors. Any replacements will be dealt with on a case-by-case basis.	
<p>Planters: A resident explained that they have contacted the Council to ask whether they can put plants in planters located near their home but has not had a response.</p>		<ul style="list-style-type: none"> Resident to send email sent to the Council to Partners to investigate further.
<p>Kitchen Replacement Programme: Partners' Works Team are delivering the kitchen replacement programme with a dedicated team to tenanted properties. Using the dates from the original refurbishment they are replacing the oldest kitchens first and planning to do around 250 properties per year. Contractually we are required to replace 80% of the kitchens, therefore depending on how many residents choose not to accept a new kitchen not everyone will necessarily be offered a replacement. We are not delivering a bathroom replacement programme.</p>	<p>Resident questions with Partners' response in blue</p> <ol style="list-style-type: none"> Can you share dates of the programme? <i>We give residents between 6-12 months' notice before their kitchen replacement is due. We can look at putting a schedule on Partners website, but any schedules are subject to change.</i> What happens if a resident refuses a kitchen replacement but then changes their mind? <i>Partners' contract is until 2033 and if a resident initially refuses a kitchen, they can change their mind up until near the end of the contract. Currently we have around a 31% no response/decline rate.</i> Where are the kitchens from? <i>The kitchens are from Benchmarx which is part of the Travis Perkins group. www.benchmarxkitchens.co.uk/ Residents can easily purchase replacement or additional parts.</i> Do residents have to move out? <i>Residents do not need to move out during the replacement. We complete the work over a 10-working day window. We meet with residents in advance and talk through the process and answer their questions. They are given cardboard boxes to pack up their</i> 	<ul style="list-style-type: none"> Give resident dates of their neighbour's kitchen replacement date. Share details of cupboard door composition with resident

Discussion Item	Response if applicable	Actions
	<p>kitchens and are loaned an electric oven with hob rings to facilitate cooking. By the end of day 3 residents will usually have their kitchen replaced and the remaining days are taken to paint the walls (not woodwork), re-tile and lay the flooring.</p> <p>5. Do residents need to be in for the duration of the work?</p> <p>We ask residents to provide access for 10 consecutive days. They do not need to stay home during the day once they have let us in. We offer the option of using a key safe where a key can be kept during the work so that they don't have to be in to provide access.</p> <p>6. Is lighting included?</p> <p>Lighting is not included. We exchange the kitchen on a 'like for like' basis. If the kitchen is no longer right for the needs of the resident, we can discuss changing it.</p> <p>7. Some residents thought that the door quality of the kitchens used in the refurbishment was poor. What are these doors made from?</p> <p>One of the reasons we chose to go with a main supplier for this programme is so that it will be much easier if residents need to get replacement parts. To date there have been no complaints about the quality of the new kitchens.</p> <p>Information from Benchmarx on the kitchen cupboards:</p> <p>Our kitchen units are manufactured to BS6222 - parts 2 & 3 level H and have been awarded Fira Gold certification.</p> <p>Units are manufactured in 18mm MFC and rigid base and wall cabinets fixed with cam & dowel fixings. In addition the</p>	

Discussion Item	Response if applicable	Actions
	<p>units consist of an upgraded ASB front edging, centre support rail on wider cabinets, 2 wall shelves supplied as standard and a solid 12mm chipboard back panel to base and wall cabinets.</p> <p>Fixings and supports consist of adjustable wall hanging brackets with a cover cap in nickel. Base units feature upgraded legs and double cabinets to include a fifth leg. Highest quality BLUM hinges and metabox drawer systems.</p> <p>Dimensions of the units are 735mm cabinet height, 570mm deep base units (+fascia) 307mm deep wall unit(+fascia). Full height back panels on all base units - a concealed cover cap system allows easy wall fixing. The fixtures and fittings have been designed to assist ease of fitting such as the solid back panel and fully adjustable wall brackets. Additional benefits of 2 wall shelves 18mm and ABS edging to the carcass enhance the product to the resident by creating a non-split edge. The deeper wall units allow for a full size dinner plate to be housed with the fascia fully closed. The shelves will be supported by nylon covered steel pegs. MFC Clad on décor base and wall panels where required only – returned plinth elsewhere.</p> <p>Highline, drawer line, drawer cabinets as required. Colour matching plinth is supplied for all finishes.</p> <p>FASCIAS 18mm MFC slab style door with 2mm ABS edging on all four sides. Pebble Grey, Grey Oak, White, Cream, Oak and Walnut Fascia Colours are available for our standard ranges. There are also several upgrade options from our Eton, Oxford & Soho ranges for a small increase in price.</p>	

Discussion Item	Response if applicable	Actions
	<p>WORKTOPS</p> <p>Worktop specification of BS6222-3 & BS EN 438. They have dimensions of 38mm thick and 600mm deep, standard lengths of 3 metres long and have a postformed bullnose front with a seal beneath the front edge. We are also introducing cut worktops in lengths of 1 & 2 metre in a selection of 5 colours to reduce wastage. Worktops are provided with matching laminate edging strips and metal edging strips can also be provided separately. They are supported by MFC matching coloured end panels.</p> <p>MFC stands for “Melamine Faced Chipboards”</p> <p>ABS edging means: <i>What Is ABS Edging For Kitchen Worktops? Essentially, ABS (Acrylonitrile Butadiene Styrene) is a highly resistant laminate banding which is abrasion resistant, impact resistant, mechanically, and thermally resilient and ecologically sound to boot.</i></p>	

Date of next meeting – Thursday 18 May 2023 – Zoom