

Partners' Residents Open Forum Meeting 18 May 2023





Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Ibrahim Awad, Home Ownership Team Leader, Michelle O'Toole, Complaints and Communications Manager

Islington Council staff: Eileen Abbott 5 online attendees

Discussion Item	Response if applicable	Actions
<p>Partners Update: Partners Gazette: We are working on the new edition of Partners Gazette. If residents have any suggestions for articles, please let us know. Following on from our last meeting we will include leaseholder information on the new front door fire checks.</p> <p>Open Forum attendees: Our website has been updated to show which teams are attending which meetings so residents can see in advance who will be there. Our 20 July meeting will be an in-person meeting at Colebrooke Place. Residents can still join online if they prefer. Details are available here: www.partnersislington.net/get-involved/open-forums/</p> <p>Residents' Christmas Party: We recently visited 'The Lift' as a potential venue for this year's party. It was a lovely room, but on the third floor. There is a lift. Residents were asked whether they thought that this would be a concern for attendees. No concerns were shared.</p> <p>£250 Grants from Islington Council: One-off grants of £250 are still available to renters in Islington to help them cover essential living costs. It doesn't matter who you rent your home from – a private landlord, a housing association or the council – you could be eligible claim one of the £250 payments. You will need to act fast as the money is being given away on a first-come, first-served basis by Islington Council. The grants are intended to help people who are struggling to cover all their bills, so conditions apply – you must be renting your home and there are limits on total household income and savings.</p>		<p>Residents to share Gazette ideas</p>

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<p>You can find all the information and instructions on how to apply at islington.gov.uk/help250 and please only apply if you meet all the criteria.</p>		
<p>Road Sweepers A resident raised concerns about the standard of pavement/road cleaning in her area. Another attendee had recently complained to the Council about her road cleaning and offered to share the contact details of the team.</p>		Resident to share contact details of road sweeper team with Partners
<p>Freeholder Damp Concern A resident had recently visited a freeholder who had damp in their bathroom which appeared to be coming from the neighbouring property which is a Partners' property. The freeholder wasn't sure what they needed to do to get the issue resolved.</p>	<p>If a non-Partners resident is concerned about a repair issue which they believe is being caused by a Partners property or resident they should contact us on enquiries@partnersislington.net or 0800 587 3595 with as many details as possible so that we can investigate.</p>	Resident to share Partners' contact details with the freeholder.
<p>Big Birthday A resident mentioned that she believed that a local resident was due to turn 107 this year. She suggested that the Council might like to do something to celebrate the special birthday. The resident offered to provide contact details if needed.</p>		Council to investigate options
<p>Incorrect Leaseholder Address A leaseholder noted that she never receives section 20 or final account notices. She has outstanding bills which she didn't know were due.</p>		HOT team to check address details and confirm the work that the bills relate to
<p>Alterations The leaseholders at the meeting asked about the alterations process and associated costs.</p>	<p>Under the terms of your lease, written permission is required before making any alterations or additions to your home. Once we have received details of what you propose to do, we will process your application against a criteria agreed with Islington Council and advise if consent can be granted. Written permission is also required for any work that will alter the structure or layout of your home; even if the work will not affect the main structure of the property, such as removing an internal wall.</p>	

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	<p>More details and the associated costs can be found on our website: https://www.partnersisington.net/leaseholders/alterations-and-improvements-to-your-home/</p>	
<p><u>Enfranchisement – Buying the Freehold</u></p> <p>The leaseholders at the meeting asked about the enfranchisement process and associated costs.</p>	<div data-bbox="1039 496 1272 847" data-label="Image"> </div> <p>The attached Enfranchisement Booklet that explains more in relation to purchasing the freehold. Please note that should you wish to purchase the freehold that the Initial Notice should be served on: The Mayor and Burgesses London Borough of Islington, c/o Home Ownership Services, 222 Upper Street London N1 1XR You can also visit https://www.islington.gov.uk/housing/council-homeowner-services/your-lease/buying-the-freehold for further information on enfranchisement.</p>	
<p><u>Lease Extension</u></p>	<p>Two booklets inserted below provide relevant information. In order to extend your lease please use the following link here which will</p>	

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<p>The leaseholders at the meeting asked about the lease extension-process and associated costs.</p>	<p>take you to the Islington Council website. Further information that can assist you with this matter can found on the www.lease-advice.org. Please note that you need to have owned the property for a minimum of two years in order to qualify to extend your lease. The Initial Notice for Lease Extension should be served on:</p> <p>Legal Services 7 Newington Barrow Way N7 7EP</p>  <p><small>COMMONHOLD AND LEASEHOLD REFORM ACT 2002</small> LEASE EXTENSION <i>Getting Started</i></p>   <p><small>COMMONHOLD AND LEASEHOLD REFORM ACT 2002</small> VALUATION FOR LEASE EXTENSION <i>Valuation issues for lease extension for flats</i></p> 	

Date of next meeting – Thursday 20 July 2023 – In person and online