

Tenant satisfaction survey results

Each year the Council carries out a telephone satisfaction survey of its tenants and leaseholders, including Partners tenants and leaseholders, to understand how well it is doing. Between August and November 2025, 2,513 telephone interviews were completed.

The results of the satisfactory survey along with other performance information are used to produce the Council's 'Tenant satisfaction measures' (TSMs) which help show how well the Council and Partners are doing at providing good quality homes and services. The results of the TSMs help keep us focused on what we're doing well and where we need to improve.

Summary of tenant satisfaction results for 2024/5

- Overall tenant satisfaction is higher than last year.
- In all but one area, the Council is performing at or above the London median (the middle result from all boroughs in London).

What we asked tenants about	How many were satisfied in 2024/25	How many were satisfied in 2023/24	London median 2024/25
Overall satisfaction	66.5%	64.3%	62%
Repairs satisfaction	69.9%	65.7%	65%
Time it took to finish most recent repair	68.1%	63.5%	60%
Maintenance of your home	68.3%	66%	63%
Safety of your home	71.3%	69.4%	69%
If we listen to you and do something about it	59.3%	56.7%	53%
If we keep you informed about things that matter	72.5%	71.7%	70%
If we treat you fairly and with respect	74.8%	75.5%	72%
Our approach to complaints	25.3%	25.6%	26%
If we keep communal areas clean and maintain them	67.3%	64.3%	63%
If we make a positive contribution to the neighbourhood	70.8%	69.9%	65%
Our approach to handling anti-social behaviour	60.6%	59.5%	59%

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Open Forum – Helping us to improve



Partners Open Forum is an informal meeting for Partners tenants and leaseholders. You don't need to be a member to join a meeting and there are no formal structures.

Meetings are generally online and are chaired by Partners and a representative from Islington Council also usually attends. Managers from different Partners teams attend to answer your questions and ask for your feedback on changes they are considering.

Here are the meeting dates and teams attending for the rest of the year:

16 July 2026 - Gas/Kitchen Replacement Team

17 September 2026 - Asset Management (Party walls, insurance, health and safety, Gas and Repairs service)

19 November 2026 - Partners Housing Team (ASB, Rent Collection, Housing Management)

The feedback we receive from residents at the meetings is vital in helping us to improve our service for all residents. Here are some recent examples of improvements residents have helped us to make:

- Vulnerability form – we asked the Open Forum to review a form we'd designed which we were going to send residents to ask for details of any vulnerabilities they may have. The Forum's feedback helped us to reduce the form from 15 pages down to 4 pages and make it much easier to understand and complete.

- A leaseholder queried why their annual service charge had gone up and down over the last 15 years. Partners had recently recruited a new Service Charge Manager, and she took the opportunity to review the last 15 years of service charge information to chart the service charges and reasons for any fluctuations. Doing this enabled her to identify some overall improvement opportunities for the service including:
 1. We have agreed a new process with Islington Council to streamline and standardise the annual service charge agreement process.
 2. To help with budgeting, we will notify leaseholders if we become aware of a large, unexpected charge that is due to be added to their actual bill that year, rather than only including it in the actual bill when it is sent.
 3. We will consult internal budget holders regularly to understand any unusual expenditure that is expected in the future so that we can give leaseholders advance warning.

If you want to know more about the Open Forum, please contact Katrina.dalby@partnersislington.net or **020 7288 7733**.

We look forward to welcoming more residents to the meetings.

Communal Electricity Meter Replacement

Islington Council have commissioned npower to replace the communal electricity meters for the electrical supplies in the communal areas. If you have a communal area with its own electricity meter npower will write to you to arrange an inspection. The new meters will be smart meters which will make providing meter readings much easier.

If you have any questions about the programme please contact the Council's dedicated team on energy.services@islington.gov.uk.





Get free family meal boxes this summer

We're offering Islington residents the chance to get free meal boxes between June and August. Each box contains the ingredients and an easy-to-cook recipe for a delicious meal, which will feed 4-6 people.

Just scan the code to sign up to our list, then we'll email you when boxes are ready for collection from the Priory Green Estate. We're looking forward to sharing them with you.



COOK
FOR GOOD

www.cookforgood.uk

Scan this code to go to our website to tell us if you have a vulnerability that you'd like us to know about so that we can adapt our services to better meet your needs.



Partners Annual Service Plan

Partners Officers, Islington Council and Partners Open Forum have agreed this year's annual service plan. The plan sets out what we want to achieve during 2026-2027 in addition to our Key Performance Indicators which are included in our contract with Islington Council.

The plan includes actions relating to many areas including reducing complaints, planning for the PF11 handback, agreeing a code of conduct for our operatives and achieving high levels of satisfaction for our Kitchen, Cyclical and Boiler replacement programmes.

If you would like to know more about the Annual Service Plan, please contact Katrina.dalby@partnersislington.net.



Fire Safety Door Checks

The Fire Safety Act 2021 amended, the Regulatory Reform (Fire Safety) Order 2005, and the new Fire Safety (England) Regulations 2022 came into force on 23 January 2023.

It is an annual requirement that we inspect the front entrance door to homes where a block is 5 storeys or higher and a flat entrance door leads onto a communal area to check:

- The door frame is in good condition
- The door is in good condition and fits the frame
- If door closers are in place check they work well
- Door latches are working

Residents will need to provide access for these inspections as we must check both sides of the door.

If we find that any repairs are needed, we will arrange these with you.

We have completed the door checks for 2024/2025 and would like to thank residents for their co-operation with these. We will soon be in touch to arrange this year's inspections.

If a block is less than 5 storeys high or a flat entrance door does not lead into a communal area, we will not be inspecting your flat doors.

If you are a tenant or leaseholder, you live in a block that is over 5 storeys and you have an entrance door that leads into a communal area we will write to you to arrange your inspection. If you have any questions about the new door inspections, please contact us on **0800 587 3595** or enquiries@partnersislington.net.

Fire Door Safety

A fire door is a specially designed door that helps stop fire and smoke spreading through a building. It protects escape routes such as corridors and stairwells and gives residents and firefighters valuable time in an emergency. Make sure you follow this fire door advice:

- Do keep fire doors closed — never wedge them open.
- Do check the door closer pulls the door shut firmly into the frame.
- Do report damage (cracks, holes, loose hinges) or a broken latch/handle.
- Don't tamper with or remove self-closing devices, seals, or door furniture.
- Don't fit extra locks, letterboxes, or cat flaps without permission — changes can affect fire performance.
- Keep communal areas clear so fire doors can close properly, and escape routes stay usable.

If you notice a fire door not closing properly, or has any damage, please let us know as soon as possible so we can arrange the necessary repairs by calling **0800 587 3595** or enquiries@partnersisington.net.

Clear and Safe

Please help keep your building's communal areas clear and safe.

Don't leave personal items in the communal areas as they could slow your escape from the building if there's an emergency.

All residents are responsible for keeping communal areas and communal gardens clean, tidy and well maintained. Please ensure that you share this responsibility with your neighbours so that your shared spaces are welcoming and safe which will reduce the risk of pests and accidents.



Pet Etiquette

If you own a dog, do not let it relieve itself in the communal areas of the property. If an accident occurs, clean it up immediately and disinfect the area thoroughly.

BBQ safely

It's lovely to cook outdoors when the sun is shining but remember to take care and ensure you extinguish BBQ's, fire pits etc fully when you've finished using them.

The Fire Brigade were recently called out to a garden rubbish fire at a Partners property on Southgate Road. Please remember that it is a breach of your tenancy to burn rubbish in your garden and it is dangerous.





Home Ownership Administration Fees 2026-27

Partners manages leasehold properties on behalf of Islington Council. Some aspects of your Home Ownership services are managed by Partners and some by Islington Council.

Following price increases on the 1 April 2026, below is a summary of the current fees leaseholders may incur and which team are responsible:

Buying, selling, subletting or remortgaging

Fee	Responsible Team	Amount
Sell-on pack - Your solicitor should contact Partners to us ask for a pack. They can pay over the phone with a debit or credit card or via BACS	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	£240
Sell on pack - freehold		£104
Re-mortgage pack - Your solicitor should contact Partners to us ask for a pack. They can pay over the phone with a debit or credit card or via BACS	Partners 0800 587 3595/020 7288 8310 pfihot@partnersislington.net	£171
Sublet registration - please contact the Home Ownership Team by phone on 0207 288 8310 or 0800 587 3595 to make a debit or credit card payment.	Partners 0800 587 3595/020 7288 8310 pfihot@partnersislington.net	£53
Notice of assignment Fee and serving of legal notice	Islington Council 020 7527 2000 www.islington.gov.uk	£84
Notice of charge (fee to register change of mortgage lender or a secured loan)	Islington Council 020 7527 2000 www.islington.gov.uk	£84
Combined notice of assignment and charge	Islington Council 020 7527 2000 www.islington.gov.uk	£168
Removal of Land Registry charge (for repayment of right to buy discount)	Islington Council 020 7527 2000 www.islington.gov.uk	£182

Requests for documents/information

Fee	Responsible Team	Amount
Copy of lease/transfer document	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislinton.net	N/A
Copy of invoice for a previous year	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislinton.net	N/A
Breakdown of charges for a previous year	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislinton.net	N/A
Details of planned major work (for your block/estate in the next 5 years)	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislinton.net	N/A
Letter of satisfaction council (to confirm a county court judgment debt has been paid)	Islington Council 020 7527 2000 www.islington.gov.uk	£69

Home improvements/alterations

If you have a query regarding the alterations process or associated fees please contact Partners. You can make an alteration request via our website www.partnersislinton.net.

Description	Partners Home Ownership Team	Islington Legal/Technical/Home Ownership fees
Minor alterations (e.g. flues, extractor fans)	£112.00 (letter of consent)	n/a
Deed of Variation for windows		£310 + £21 sealing
Varying of deed for windows.		£422
Minor alterations (e.g. changing a load bearing wall)	£112 + £243 per technical inspection	£675 licence to alter
Major alterations (e.g. conservatories)	£134.00 + £243 per technical inspection.	£1168 (Deed of variation and Licence for alteration)
Retrospective consent	£388 + £495 per technical inspection + appropriate fee from above for alterations	£1152 (Deed of variation £675 and Letter of consent £477)
Re-drawing lease plans	Advice provided by Partners but fees paid to the Council	£675 for a Deed of variation
Purchase of land / space e.g. garden/loft/basement	Advice provided by Partners but fees paid to the Council	£742 and any additional inspections at £74 per hour, £653 valuation fee £1168 (Deed of variation and Licence for alteration) £986 for a "supplemental lease"

Cyclical Decorations

This year's round of cyclical decorations are progressing well with us moving to Morton Road and Northchurch Road this month. You can see details of the year's provisional programme on our website: www.partnersislington.net.

Here are a few pictures of Rotherfield Street looking beautiful following completion of the decorations.





If you have any questions about the cyclical decorations programme, please contact us via enquiries@partnersisington.net or 0800 587 3595.

Housing Regulator Inspection Outcome

The Housing Regulator completed their inspection of Islington Council's services in April, and details of their findings are now available on Islington's website:
www.islington.gov.uk/housing/council-landlord-performance/regulatory-judgments.

The Council has been graded a 'C3' which means that despite meeting several of the required standards, the council is not fully meeting all standards and needs to make some improvements.

One of the areas for improvement, which the council has already begun work on prior to the regulator's inspection, is having up to date stock condition surveys.

You may remember that in the last edition of the Gazette we told you that the Council were starting surveys of Partners properties. The stock condition surveys will apply to tenanted properties and communal areas and Ridge who are completing the surveys on behalf of the Council will be in touch with you to make an appointment. If the surveyors identify any repairs needed, they will pass these to Partners to complete.

Mould washes

If you have mould in your home, please report it to us via **0800 587 3593** or enquiries@partnersislington.net so that we can treat it.

The treatment will most likely include a mould wash of the affected area. A mould wash is a 4-stage process and it is important that all 4 stages are completed, to stop the mould returning.

Stage 1:

Chemical wash to area which kills the head of the mould

Stage 2:

Chemical wash which kills the root of the mould

Stage 3 & 4:

Application of an anti mould paint to "seal in" stages 1&2

At completion of every stage of the process our Operative will book an appointment for the next stage with you. We appreciate that managing multiple appointments can be challenging, but it is important that all 4 stages of the process are completed to stop mould returning.

Advice about leaks through ceilings

A leak can significantly increase the risk of a ceiling collapse and it is important that you act quickly to reduce the likelihood of damage to you and your possessions.

If you suspect a leak from above, do not use the room below it until a repairs operative has repaired the leak and made the ceiling safe.

Look out for sagging ceilings, cracks or dripping water and if you spot any of these, contact our **Repairs Team** immediately on **0800 587 3595**. We will then arrange for one of our Repairs Team to visit within 24 hours.

If you have a leak, and there are flats below your property, please let your neighbours know to

take care and consider moving their possessions away from the leak until the repair is complete.

Please remember, contents insurance is your responsibility, and Partners will not cover the cost of replacing items damaged by a leak. Islington Council offers a low cost insurance scheme run by Aviva which is available to Partners tenants and right-to-buy leaseholders.

Full details are available on their website www.islington.gov.uk or call the Tenants and Leaseholders Home Contents Insurance Scheme team to request an application form, on **020 7527 2000**.



Legionella - What to do if you're going away

Legionella is a type of bacteria that lives in water, such as rivers and ponds. It's most often found in stagnant water, so it's not usually a risk in your home.

If you go away on holiday or stay away from home for a while, legionella bacteria can sometimes grow in your water system if you have a water tank. This is because the water doesn't move through the system like usual when you're not flushing the toilet or running taps regularly.

Not everyone who comes into contact with legionella becomes ill, but the bacteria can cause a lung infection called legionnaires' disease.

If you have a water tank, when you come back home after being on holiday or being away for more than a week, flush your toilets and run all taps and showers continuously for about two minutes to flush out any bacteria. Keep the lid down when you flush the toilet and run the taps slowly for the first few seconds to avoid being sprayed by any bacteria in the water.

Resident's corner



Thank you to Ishpa and Kadeen of Mitchison Road for sharing their upcycling project following the upcycling article in the last Gazette.

It's impressive what can be achieved with time and effort. Saving furniture from the dump and turning it into items you want to keep is both good for the environment and your budget.

If you'd like to share your upcycling success, please email details to enquiries@partnersislington.net.

Congratulations!

Congratulations to Mr A of Hallford Street who was this quarter's winner of £100 for returning his repairs satisfaction card.

When we call you, we will always give you our name and say we're calling from Partners.

If you are concerned that a caller who says they're from Partners isn't from Partners, please end the call and call us back on **0800 587 3595** or **020 7288 8310** so we can investigate.



Gas Team Success

Partners Gas Team recently won Bronze at the Considerate Constructors Scheme (CCS) Site Awards.

The team received a consistently high score of 45 out of 50 on their last 3 Considerate Constructors Scheme audits which is classed as 'excellent' performance.



Please treat Partners staff with respect. When you call, we must ask you for information to make sure that we understand your query and can transfer you to the right team. **Please be patient, we want to help. Staff will end a call if a resident continues to be rude or offensive.**

How to contact us

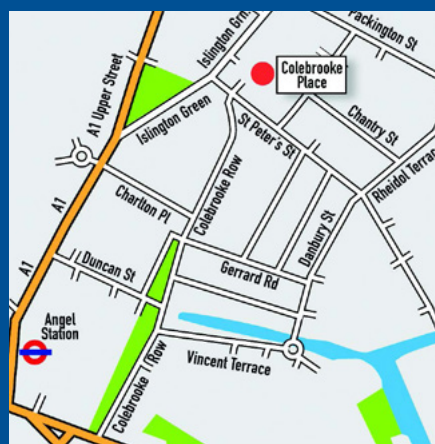
You can contact any of our teams by email at enquiries@partnersislington.net or by phone on 0800 587 3595 or 020 7288 8310

You can also reach us through our website at www.partnersislington.net/contact-us

If you want to contact us by post, our postal address is 4-6 Colebrooke Place, N1 8HZ and our Freepost address is Partners for improvement in Islington, FREEPOST NATE 1235, London N1 8BR.

Where to find us

Our Main reception is at 4-6 Colebrooke Place, N1 8HZ and is open between 8.30am and 5pm, Monday to Friday (closed Bank Holidays)



PARTNERS



Tell us what you think! We want to know...

Partners wants to receive your comments, complaints and compliments. You can tell us what you think about our services or your experience of our services in a number of ways:

- Correspondence • Letter
- Over the telephone
- E-mail • In person • Website