

Notes from Partners' Open Forum – Thursday 16 July 2026 – 1800-1900 – In Person

Staff Attendees: Katrina Dalby – Service Improvement and Engagement Manager, Michelle O'Toole Partners' Head of Contracts, Joe Keeling Partners' Project Manager

Council Attendee: Helen McNeill, Islington Council

Resident Attendees: 3

Apologies – x2

Subject	Record of Discussion	Action Points	Key
Action updates from May's meeting.	- The Annual Service Plan was recirculated without any acronyms - Resident was contacted about featuring in a Gazette article.		
Information from Partners	- The Forum have previously given advice on how we can deal with fly tipping in Milner Square. It has now been decided that the Council will install planting to deter fly tipping. Once it is in place we will share photographs. - John Canham, Partners' Communal Area Risk Assessor is retiring at the end of August - All performance indicators are being achieved - Cyclical satisfaction surveys. To increase the volume of responses we are going to start using a QR code to take residents to an online satisfaction survey instead of a paper form. - Partners met with the Council's new resident engagement lead and he is keen to involve Partners in the Council's overall resident engagement activity and offer training to Partners residents. As soon as more information is available it will be shared with residents. A resident suggested the Islington Council staff member should be invited to Partners Open Forum.	Invite Council engagement lead to Forum	PEEP - personal emergency evacuation plan Performance indicators – statistics that show how Partners services are being delivered

	• PEEP Mailing update. We re-sent a QR code linking to the online form to the residents who hadn't replied to our original letter. We have now received 42 forms back and we think that 32 of these will require a PEEP. Our Housing Team are progressing these.		
Cyclical Decoration Feedback	An attendee at the Forum recently had her cyclical decorations completed. She wanted to feedback that the experience had been positive and the workmanship was good. She felt it was the best experience of our Cyclical Decorations programme that she had had. She noted that there were a few bits of the yellow padding left behind by the scaffolders, but she had dealt with them.	Share feedback with team.	
Presentation by Partners Contract Manager, Joe Keeling	• A change in the gas regulations is pending. • Currently when a gas safety check is completed an amount of leakage is permissible. If there is no smell of gas and the drop in pressure reading is below 8 millibars it is considered safe. • Changes to the regulations mean that no leak is acceptable. If a drop in pressure is identified, the boiler and all appliances will be checked. If the leak can be isolated to an appliance, then this can easily be dealt with. If the cause of the drop is not an appliance, then this is more difficult to deal with as pipework is inside walls and the floor and cannot easily be checked. We cannot issue the gas safety certificate until the drop is rectified. • We cannot take up flooring throughout a home to check where the gas is escaping, so would need to cut off the existing pipework and replace it. The new pipework would be run inside of the property which is unsightly. New pipework to the meter could be difficult, especially on a listed building. • Whilst we are investigating the leakage we would need to cap off a resident's gas supply. We would leave temporary heaters and cooking facilities but hot water may be more challenging. • Partners met with Islington Council's Gas Team to try and agree a joint approach.	Use Gazette to update residents when process for gas safety checks is clear. Include an article in the Gazette promoting the kitchen replacement programme	



	• There is some suggestion that due to pressure from the gas industry the new regulations may be amended. • Partners kitchen replacement programme is coming to the end. We have over 400 residents who have declined or not responded to our request to replace their kitchen. • There will be options for those who haven't taken up their kitchen to have them done later, but if the programme has finished, they will need to wait for a few kitchen replacements to be scheduled to make the work cost efficient. • The reasons given for declining a kitchen vary. Some have fitted their own and some don't want a 'council' kitchen. • The programme replaces the kitchen, units, sinks, taps, work surface, tiling and paintwork.		
Service Charge Follow Up Questions	An attendee at the meeting discussed the service charge document that was shared at the previous meeting. She suggested that the service charge team attend the Open Forum and share estimated costs and how they've been calculated.	Send paper copy of document to resident.	
Next Meeting September 17th 1800-1900 Partners Asset Manager			