

# Help!

## with the cost of living

**The price of energy, food and bills are all rising and many of us are feeling worried about our finances. If you're struggling to pay your bills and are anxious about money, it's important to ask for help.**

If you are concerned about paying your rent or service charges, please contact us. We can help. We can ensure that you are receiving all the financial support you are entitled to and refer you to other support agencies if

### In this issue:

- **How to save energy**
- **Cyclical decorations programmes**
- **A chance to chat**
- **How are we doing?**
- **Fire safety – what's new?**
- **Dealing with antisocial behaviour**
- **A clean break**



appropriate. Don't delay and risk losing your home. Call us on 0800 587 3595 or email [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) and we will do all we can to help.

Islington Council have created a dedicated area on their website with links to information and support regarding benefits, money and debt advice, energy costs, family and childcare costs and warm places. They have a team of advisors who can help you work out what benefits and financial support you are entitled to and make a claim. They can also advise you on ways to make your money go further and put you in touch with other local services that may be able to help. You can contact them via:  
**Call:** 020 7527 8222

**Email:** [heretohelp@islington.gov.uk](mailto:heretohelp@islington.gov.uk)

**Website:** [www.islington.gov.uk/benefits-and-support/cost-of-living-support](http://www.islington.gov.uk/benefits-and-support/cost-of-living-support)

### MoneyHelper

MoneyHelper is a free service provided by the Money and Pensions Service. It's open to everyone and MoneyHelper helps people clear their debts, reduce spending, and make the most of their income.

Their website also has a range of useful cost of living guides which you can find here: [www.moneyhelper.org.uk/en/money-troubles/cost-of-living#cost-of-living-guides](http://www.moneyhelper.org.uk/en/money-troubles/cost-of-living#cost-of-living-guides)  
You can contact MoneyHelper via:

**Call:** 0800 138 7777

**Website:** [www.moneyhelper.org.uk/en/contact-us/money-guidance](http://www.moneyhelper.org.uk/en/contact-us/money-guidance)



# Energy saving advice

**The Government has published the following advice on how to save money on your energy bills. These are free, quick fix actions that you can take to immediately reduce the amount of energy you use.**

## **Turning your combi boiler flow temperature down to 60°C could save you up to £100 a year**

Flow temperature is the temperature of the water that your boiler sends to radiators. Reducing flow temperature isn't the same as lowering your thermostat and won't noticeably reduce the temperature of your home but may increase the time it takes to reach the target temperature on your thermostat.

If you are over 65, or have pre-existing health conditions, you may want to set a slightly higher flow temperature of 65°C to ensure your home warms more quickly.

## **Turning down radiators in rooms you aren't using or use less could save you up to £70 a year**

When you're not using rooms, turn radiator valves down to between 2.5 and 3 (roughly 18°C). While you are using a room, increase the temperature to a comfortable level by turning the valve up. Turning off radiators completely in rooms you are not using is less energy efficient as this means your boiler has to work harder to increase the temperature again than if kept at a low setting.

People over 65, children under 5 and those with pre-existing health conditions are more vulnerable to cold

temperatures. Make sure you are warm enough and have a minimum indoor temperature of 18°C to ensure you protect your health while maintaining comfort.

## **Turning appliances off at the socket could save you up to £70 a year**

Almost all electrical appliances in your home, such as computers, televisions, smart devices and video game consoles, draw power continuously unless unplugged. Turn off the power switch at the socket or unplug appliances from the socket when they are not in use.

## **Washing clothes at a lower temperature could save you up to £40 a year**

Modern washing machines can clean clothes effectively at lower temperatures. Changing from 40°C to 30°C means you could get 3 cycles

instead of 2 using the same amount of energy, depending on your washing machine.

### **Using your tumble dryer less could save you £70 a year**

Tumble dryers are one of the most energy-intensive devices in the home.

Use your tumble dryer less frequently by ensuring you have a full load, around three-quarters of the drum. Or use a clothes airer to dry clothes outside, or inside with a window open for ventilation. You should also avoid overfilling your dryer as this could lengthen the drying time.

### **Closing all your curtains and blinds at night**

By closing your curtains and blinds, you can help stop warm air escaping through windows and reduce heating costs, especially if you have radiators situated below your windows.

### **Track your energy usage using an app**

If you have a smart meter, there are apps such as Utrack by Uswitch which is free and allows you to track your hourly energy use over days, weeks, months or years. This can help you find the best ways to reduce usage and save on your energy bills in a safe and manageable way.

There may be other apps and comparison tools available.



shine

# Islington

**If you're looking for advice on saving money on your energy bills SHINE Islington Council's Energy advice team may be able to help with the following:**

- advice on saving energy and grants available for heating and insulation
- support with bills and energy debt
- 'Energy Doctor in the Home' home visiting service
- referrals and assessments for ECO/ECO-flex grants
- falls assessments by the REACH Team
- fire safety checks by London Fire Brigade
- air quality alerts for people with respiratory diseases by airTEXT
- handyperson service

**Call the energy advice team directly on 0800 953 1221 or 0207 527 2121 for support.**

**Lines are open 9am-5pm, Monday-Friday. Alternatively, text 07800 006 143.**



**If you'd prefer to receive the Gazette via email, please contact us on [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) and we'll update our records.**

# Cyclical Decorations Programme

**We have a regular programme to decorate the outside of your home called the 'Cyclical Decorations Programme'.**

We will paint and decorate the:

- External parts of the building, including all previously painted areas
- External woodwork, including windows and front and rear entrance doors
- Railings and gates to the front of the property
- Previously painted steel staircases to rear gardens

You can find details of this year's provisional programme in the publications section of our website: [www.partnersislington.net](http://www.partnersislington.net) or you can call us on 0800 587 3595 to find out when your home is due to be decorated.

Before work starts our Team will be in touch to arrange an appointment to explain the process, answer any questions you may have and carry out an initial survey

Scaffolding will be needed at the front and back of your home. We always try

to give plenty of notice and work with you to agree access through your home if needed. We want to ensure that the process is as easy and stress free as possible.

Always speak to one of the Team if you have any questions or concerns.

We regularly receive great feedback for our Cyclical Team, and here are some examples:

**Resident of Halliford St:** "Linda was amazing. Really pleased with everything. I've got to say Linda is an asset for Partners"

**Resident of Cleveland Road:** "Just to say a big thank you for everything. Very happy indeed. Linda and Chaz have been amazing and really lovely. Thank you"

**Resident of Poets Road** "I wanted to let you know how helpful Linda was during the cyclical works. Linda was really empathic about my situation and did everything she could to speed up the process, to answer all of my questions quickly and to help in any way she could. I really appreciated her help and the difference she made and I wanted to make you are aware of what she did"



# Partners Online Open Forum

**Partners Open Forum continues to meet via Zoom. Meetings are bi-monthly on the 3rd Thursday of the month.**

Meetings are informal and informative. Sometimes we have guest speakers presenting useful information and there are always representatives from Partners and Islington Council who are on hand to try and answer residents' questions.

Notes from our previous meetings are available on our website:  
[www.partnersislington.net/get-involved/open-forums/](http://www.partnersislington.net/get-involved/open-forums/)

Meetings for the rest of this year are currently scheduled for:

**Thursday 16 March 2023**

**Thursday 18 May 2023**

**Thursday 20 July 2023**

**Thursday 21 September 2023**

**Thursday 16 November 2023**

Please check our website for updates and details of who's attending as dates can vary.

If you'd like information about Partners Open Forum, please contact Katrina Dalby on 020 7288 7733 or [katrina.dalby@partnersislington.net](mailto:katrina.dalby@partnersislington.net)

## Chance to chat!

**One positive of the pandemic is that we have all become masters of online video calls.**



We want to use this new communication tool and regularly offer residents a Zoom or Teams meeting with our Service Improvement Team, to give you the opportunity to talk to us about our service. You might have a question about one of our policies, feedback on our service you'd like to share, or you just might want to know more about how Partners works. We might not be able to answer all your questions on the call but will agree a timescale with you on responding to everything.

Request a 15 minute slot on our website or call Katrina Dalby on 020 7288 7733 to book in. You can choose to meet on Teams or Zoom and we'll send you a link beforehand.

**If you'd like to know more or have any questions about 'chance to chat' please contact Katrina. [dalby@partnersislington.net](mailto:dalby@partnersislington.net) or 020 7288 7733.**

## How are we doing?

We asked residents at our Open Forum and via Partners Gazette what kind of information you'd like to regularly see about how well our service is performing.

We have reviewed your feedback and created a new page on our website called 'How are Partners performing?'. The information is based on the suggestions made by residents and will be updated every month. We hope you find the information useful.

If there's anything else you'd like to see on this page or if you have any questions about the information, please contact Partners Service Improvement and Engagement Team on 0800 587 3595 or [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).

# Fire Safety what's new?

**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.**

The Bill has been designed to 'ensure that people feel safe in their homes and a tragedy like the Grenfell Tower fire will never happen again.'

We already carry out regular communal area risk assessments which include ensuring the areas are clear and safe, the communal lights are working, whether any repairs are required, and that the fire safety guidance is displayed on the walls.

Under the new legislation where a block is 5 storeys or higher and a flat entrance door leads onto a communal area, we will be inspecting individual flat entrance doors to ensure that they comply with the new regulations. This includes tenant and leasehold properties. 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.

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

The door inspection will check:

- The door frame is in good condition

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

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

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 explain the process.

If you have any questions or comments about the new door inspections, please contact us on 0800 587 3595 or [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).

## Join Partners Engagement Register!

**Partners Engagement Register is simply a group of residents who've volunteered to feedback on our services. You can choose how we contact you and you can do as little or as much as suits you.**

Joining the register also means that you can opt into receiving information from 3rd parties on events, training, job opportunities and general borough information via email.

Partners Engagement Register gives you the chance to get involved on the issues

that are important to you, in a way that suits you.

Your feedback is important as it helps us make decisions that enable us to improve services.

**Join the register via our website: [www.partnersislington.net/get-involved/engagement-register/](http://www.partnersislington.net/get-involved/engagement-register/) or call Katrina Dalby on 020 7288 7733.**

# antisocial behaviour what can be done?



**We understand that antisocial behaviour can have a severe effect on your wellbeing. It is our responsibility to use the tools and powers we have available to us to prevent antisocial behaviour and where it occurs, take action to stop it.**

## **What is antisocial behaviour?**

We consider antisocial behaviour to be all behaviour which adversely affects the quality of life of local people, such as deliberate noise nuisance, graffiti, litter, vandalism, harassment, and drug and alcohol misuse.

## **Bothered by noise?**

Your home is a converted Georgian or Victorian building which has no soundproofing. It is inevitable that you will hear your neighbours.

**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.**

Often the noise you hear will come from 'everyday living' and if it does not breach the terms of a tenancy or lease there isn't anything that Partners can do to change things.

This is why it is important to work with your neighbours to find solutions when you are bothered by noise. Try and be reasonable and explain the impact the noise is having on you. Try to understand the situation from each other's perspective and work together to find amicable solutions. For example, if your neighbour's music is too loud ask them to play it at various volumes and tell them when you can hear it. Then agree with your neighbour that they'll keep music below this level when they know you're home.

## **How do I report antisocial behaviour?**

If you feel that you are in danger or your situation is an emergency, dial 999. You can provide us with the details later.

**When considering reporting antisocial behaviour first go to our website [www.partnersislington.net](http://www.partnersislington.net) and use our antisocial behaviour toolkit to find out what steps you need to take.**

Sometimes the best course of action is to speak to your neighbour. Most people do not realise they are causing a problem and are reasonable if approached in person. If you

try this and your neighbour is unreasonable, leave the conversation.

After checking our toolkit and speaking to your neighbour if you decide you need to report ASB you can do this via:

**Web:** [www.partnersislington.net/contact-us/report-anti-social-behaviour](http://www.partnersislington.net/contact-us/report-anti-social-behaviour)

**Email:** [Enquiries@partnersislington.net](mailto:Enquiries@partnersislington.net)

**Telephone:** 0800 587 3595

**In person:** 4-6 Colebrooke Place, 8.30-5.00 Monday to Friday. Our ASB Officer may not be available, but you can tell a member of our Housing Team what's happened.

You can report ASB anonymously, but if you do this it can limit the actions we can take. We will not disclose your identity if you do not want us to.

## **What happens next?**

After receiving your report, we will contact you

- within 1 working day if you've reported a high-risk incident
- within 5 working days if you've reported a medium risk incident.

We will talk through the details of your report and agree what we'll do next. We won't reveal your identity to your neighbour or anyone else unless you agree to this. We will confirm our discussion with you in writing.

In most cases, our first step will be to contact the person causing you a problem. They will be made aware of their behaviour and the problems it's causing so that they have an opportunity to change their behaviour.

After we've spoken to them, we'll monitor the situation to see whether their behaviour improves. We'll need your help with this by:

- Writing down the dates and times that problems happen
- Telling us how it has affected you and made you feel
- Letting us know if anyone else has witnessed the problem as well

Wherever possible, we try to sort out disputes as quickly as possible, but it's important to understand that dealing with antisocial behaviour can take time and can sometimes be difficult to resolve.

### What happens next?

When deciding what action to take we think about these factors:

- The type of behaviour
- The severity and frequency of incidents

- The evidence that is available
- The impact that the behaviour is having
- Who else is being affected
- Whether the person/people whose behaviour is causing problems has been given an opportunity to change it (depending on the severity of it) and whether there has been an improvement
- What other intervention(s) has/ have been considered or tried so far

We use a variety of tools and work with appropriate support services and mediation to resolve antisocial behaviour. Legal action is only taken where necessary and proportionate and in cases where there have been persistent and serious breaches of a tenancy. We only ask a judge for to evict someone as a last resort and a decision on whether to evict is the judge's and not Partners'.

### What can I expect?

We will support you throughout the process and with your permission and where appropriate refer you to other

agencies who may be able to help you.

Where we have enough evidence, we will take appropriate action against those responsible.

We will review your case every month and keep you updated on our progress. We will agree with you when we believe it is appropriate to close your case.

### More Information

For more information on the tools and powers available to us when dealing with antisocial behaviour and our ASB service please go to our website or speak to our ASB Team on 0800 587 3595. Our next edition of Partners Gazette will include an ASB case study to help explain more about the service and what you can expect if you report ASB.

**If you're being disturbed by noise, we have two noise leaflets on our website which you may find helpful.**

**Alternatively contact us on 0800 587 3595 and we can post or email the leaflets to you.**

# Help on your Doorstep

**Help on your Doorstep is a local charity that works with over 130 different partner services to support Islington residents.**

**They aim to improve the health and wellbeing of people in Islington, especially those who are vulnerable and isolated.**

**Working with residents they look to find solutions to the issues which make life difficult, strengthen communities to do more for themselves and enable people to improve their life chances.**

**You can contact Help on Your Doorstep via:  
Tel: 020 3931 6080  
Text: 075 6405 5065  
Email: [connect@helponyourdoorstep.com](mailto:connect@helponyourdoorstep.com)**



# Clean out Cash in!

**Did you know.....You could receive a £250.00 payment for leaving your home clean and tidy when you move out?**

**In exchange for £250, we need you to leave your property clean, tidy, in good repair and clear of your belongings. This will enable new tenants to move in quickly, after you have moved out.**

To be eligible for the payment ALL of the following criteria must be met:

**Notice Period** - you must give us 4 weeks-notice that you are leaving by completing a Notice of Termination form and giving us your forwarding address.

**Vacant Possession** -no one must be left in the property when you are ready to move out. No furniture or white goods should be left in the property.

**Keys** - you must return us a full set of keys for the property, including any communal door keys.

**Alterations** - if you have made any changes to the layout of the property, these may need to be reinstated. If you are unsure on

this point, please contact your Housing Officer who may need to arrange a visit to your home.

**When you leave, you must** ensure the property is clean and that no possessions or rubbish are left.

Along with the internal areas of your home, you must leave any garden areas you are responsible for maintained and free from rubbish. Sheds and loft spaces, which you have sole access to, should also be left clear.

Only carpet or flooring that we have agreed can remain, should be left in the property. All other floor coverings must be removed.

Every time we carry out a repair, make sure you tell us about your experience by completing a repairs satisfaction survey via the operative's PDA, via a card or a telephone survey. You'll automatically be included in the next quarterly prize draw

Congratulations to Mrs D of Mildmay Grove who won this quarter's repairs satisfaction prize draw. We randomly select a winner each quarter from our returned satisfaction cards, emails and telephone surveys. Please tell us about your repair to be in with a chance of winning next time..

At the end of your tenancy, when you hand your keys back, your Housing Officer along with our Voids Supervisor will carry out an inspection of the property and if all of the above criteria have been met, they will authorise the payment of £250, to you.

**PLEASE NOTE: Should you have outstanding rent arrears; the payment will be applied to your rent account.**

For any further information on this initiative, please contact us at [enquiries@partnersisington.net](mailto:enquiries@partnersisington.net) or on 0800 587 3595

# Partners residents' Christmas party



Christmas feels like a long time ago already, but we wanted to share some photos and tell you a bit about last year's residents' party.

At a new venue, the Vibast Centre on Old Street we welcomed 27 residents plus Madam Mayor and the Mayoress to our annual Christmas celebration.

It was a lovely start to the festive season for staff and residents alike and we'd like to thank all the residents who came along and made the party so enjoyable.



Stuart, our professional bingo caller, got the event off to a fun start with some unusual calls which brought some laughs from everyone.

**If you have any feedback about the party or want to register for this year's event, please contact Katrina Dalby on 0207 288 7733 or [Katrina.dalby@partnersislington.net](mailto:Katrina.dalby@partnersislington.net)**

We played 5 games of bingo before tucking into a delicious turkey lunch with all the trimmings. The party was finished off with a raffle with lots of prizes being won such as afternoon tea for two, shopping vouchers, chocolates and smellies.

**If you'd like help with understanding the internet, getting online or using phones, tablets or laptops please contact Katrina Dalby on 020 7288 7733 who will put you in touch with support services in the borough.**





# Satisfaction with our services

Partners regularly seeks satisfaction feedback and use an external agency called In-House to do this. If you do not wish to be called to gain feedback, please let us know at [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or contact us on 0800 587 3595 and we will ensure that you are not contacted.

# Repairs satisfaction

Tell us online and you could win £100 Love to Shop Vouchers



Congratulations to Mrs D of Mildmay Grove who won this quarter's repairs satisfaction prize draw. We randomly select a winner each quarter from our returned satisfaction cards, emails and telephone surveys. Please tell us about your repair to be in with a chance of winning next time. After we've completed a repair please tell us about it by:

- Returning the satisfaction card left by our operative
- Answering our telephone survey
- NEW – if you provided an email address when you booked your repair we will send you a link to complete the survey via our website.

It doesn't matter which option you use to tell us how satisfied you are with your recent repair; all returns will be included in the quarterly prize draw. All your feedback is shared with our operatives to enable us to improve our service to you.

# Where to find us...

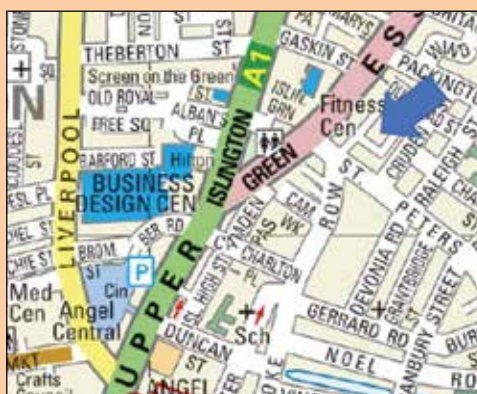
## How to contact us...

You can contact any of our teams by email at [enquiries@partnersislington.net](mailto: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](http://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

Our main reception is at 4-6 Colebrooke Place, Islington, N1 8HZ and is open between 8:30am and 5pm, Monday to Friday (closed Bank Holidays)



## 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