

Be safe when using chargers at home

A fire recently devastated a Partners property on Ferntower Road. Fortunately, all residents were accounted for and none were harmed. It is thought that the fire was started by a portable drill charger which was left charging whilst the owner was out.

Fire risks of batteries and chargers explained

How safe is your bedside table? Do you pop your phone on to charge before bed? Maybe you love to watch TV on your laptop or tablet in bed – plugged in to keep the screen bright, of course?

What is a Lithium battery?

Lithium batteries are the lightweight, rechargeable batteries that power our phones, laptops and cameras. They're found in many electrical devices from mobility scooters to e-cigarettes, and are used safely by millions of people every day. However,

there are some things you need to know when it comes to fire safety, chargers and batteries.

Are batteries dangerous?

When used properly, no. But batteries can present a fire

risk when over-charged, short-circuited, submerged in water or if they are damaged. It's really important to charge them safely too.



Home on Ferntower Road devastated by fire.

In this issue...

- Annual Rent Increase
- Painting Like a Pro: The Budget-Friendly Way
- Communal Gardens
- Keeping You Safe
- Asbestos, what you need to know
- Clean out, cash In
- Kitchen Replacements

Be safe when using chargers at home (Continued)

How to stay safe

- Always use the charger that came with your phone, tablet, e-cigarette or mobile device.
- If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.
- Avoid storing, using or charging batteries at very high or low temperatures.
- Protect batteries against being damaged – that's crushed, punctured or immersed in water.
- Don't leave items continuously on charge after the charge cycle is complete – it's best not to leave your phone plugged in overnight for example.
- Never cover chargers or charging devices – that includes using your laptop power lead in bed.
- When you travel, avoid keeping all your items containing lithium ion batteries together, especially on a plane. Check with your flight carrier for additional information or advice.
- Don't overload your sockets – learn more about how much is too much on the fuses and power load page.

Did you know?

Counterfeit electrical chargers can be deadly – many fail to meet UK safety regulations leading to fires and injury. What may seem like a bargain at the market isn't worth the risk when you consider that it could cost a family member's life

If your battery starts swelling or expanding...

- Stop charging immediately
- Turn off the device
- Do not remove the casing or tamper with the equipment
- Contact the manufacturer or certified technician

London Fire Brigade offer a Home Safety Fire Visit. Check online www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/ to see if you're eligible.

Don't overload your plug sockets

Learn more about how much is too much on the fuses and power load page.

<https://www.london-fire.gov.uk/safety/the-home/electrical-items/cables-fuses-and-leads/>



Annual Rent Increase

Tenants are reminded that the Council have increased the weekly rent charge from 7 April 2025. Please ensure that you pay the correct rent charge from this date.

The Council's Tenancy Conditions state that 'rent must be paid weekly, for the week to come, on or before each Monday'.

If you are paying your rent monthly, please try to do so a month in advance, so that your account is not in arrears at any time.

If you pay your rent by Direct Debit, the Council will amend the Direct Debit to ensure that the correct, new, monthly rent is paid.

If you pay your rent by Standing Order, please ask your bank to increase your Standing Order payments.

If you are in receipt of Universal Credit, please ensure that you notify Universal Credit of your new weekly rent charge, via your Universal Credit journal, so that they can reassess and increase your Universal Credit entitlement.

If you are struggling to pay your rent and would like some financial or benefits advice, please let our Accounts Team know and they can refer you to the appropriate agencies for advice and support.

You can contact them via **0800 587 3595** or **enquiries@partnersislington.net**

Book your place for Partners' Residents' Christmas Party

We haven't had the summer yet and Christmas feels a way off, but bookings are open for this year's residents' Christmas party!

The party is happening on Wednesday 3 December between 1200-1400 at The Lift, White Lion Street. Come along to celebrate Christmas and enjoy a cooked Christmas lunch and a few games of bingo.

If you'd like to join us, please contact **Katrina Dalby** on **0207 288 7733** or **Katrina.dalby@partnersislington.net** with your name, address and how many tickets you'd like.

Time to say goodbye

Two long standing members of the Partners team have recently retired. Paul Charlton our Cyclical Decorations surveyor and Esther Ojimba one of our Housing Advisors left Partners during April. Tony Deufemia who you may recall was previously a Repairs Supervisor has rejoined the team to oversee the cyclical programme and we're recruiting for Esther's replacement. If you are interested in applying to join Partners Housing Team go to **www.hyde-housing.co.uk/careers/** for details of any vacancies.

Cinema Club

Thank you to all the residents who attended our Cinema Club on the 19 March. We were due to watch Top Gun: Maverick but due to a few technical issues with the sound, the cinema instead played Conclave which was a very satisfactory replacement. Keep a look out in Partners Gazette and on Partners website **www.partnersislington.net** for future events.



Here's part 2 of our 'Painting like a pro' decorating article.

Huge thanks again to Jessica, a local resident painter, decorator & restorer, who wanted to share the benefit of her experience. If you have any questions about decorating a room, please email Jessica via Katrina.dalby@partnersislinton.net

Painting Like a Pro: The Budget-Friendly Way!

You've planned, prepared, and picked your perfect colour – now it's time to paint! But before you grab that brush, let's make sure you're fully ready for action.

Step 1: Final Checks Before You Begin

Before diving in, run through this quick checklist:

- Are you happy with your paint choice?
- Do you have all your materials and tools?
- Got a friend to help or offer a second opinion?
- Have you cleaned and sanded the walls?
- Is all furniture moved out or into the middle of the room and covered with sheeting? This will protect it from any accidental paint splashes.

If you're missing anything, pause—it's better to get everything in place first. Preparation is key!

Step 2: Get Your Tools Ready

Here's what you'll need:

- Paint & a clean stirring stick – A wooden spoon works perfectly!
- Roller & tray – A 3-inch paintbrush for cutting in.
- Budget-friendly packs – Pick up a painting set for under £10.
- Recycled tools? – Check your local paint recycling centre – they often have free rollers, and trays!
- A sponge & soapy water – Even pros make mistakes, so be ready to wipe away!
- Extendable roller pole – A safer way to paint high walls. Avoid unnecessary ladder use.
- Old newspapers & cloths – Protect floors and catch any spills.
- A large plastic container – An empty yoghurt pot is perfect for holding small amounts of paint.



Top tip: Ask around—friends or family may have painting tools you can borrow.

Step 3: Time to Paint!

1. Stir the Paint

Give the paint a thorough stir—at least 20 times—to mix all the ingredients evenly. This ensures a smooth, even finish.

2. Cutting In (The Outline First!)

Think of painting like colouring-in a picture – always start with the outline!

- Use a paintbrush to neatly paint around wall edges, skirting boards, light switches & sockets.
- If you don't have a steady hand, low-tack masking tape can help keep the lines crisp.

3. Filling In (Rolling the Walls)

- Pour paint into the deep section of your tray—but don't overfill!
- Dip your roller, rolling it back and forth to coat it evenly.
- Start at one end of the wall and use up-and-down strokes, overlapping slightly to spread the paint.
- Listen for the roller drying out—you'll hear the wet sound fade away this is when it needs more paint.
- Work methodically—take your time and enjoy the process!

4. Drying Time

Once the first coat is done, resist the urge to touch up streaks while the paint is still wet—these often disappear as it dries.

- Allow 4-6 hours drying time before checking if a second coat is needed.
- Some walls may only need one coat, while others require two for full coverage.



Before decoration



After decoration

5. Storing Your Brushes & Rollers Overnight

If you'll be painting again the next day, don't wash your brushes just yet!

- Tightly wrap your brush and roller in an airtight plastic bag to keep them from drying out overnight.
- Seal your paint tin properly—it can be reused for touch-ups later.

Step 4: Cleaning Up Like a Pro

- If using water-based paint, simply wash your brushes and rollers in warm, soapy water.
- Rinse thoroughly and allow them to air dry (bristles down is best) before storing.
- Leftover paint? Don't bin it! Take it to a paint recycling centre or store it somewhere cool for future touch-ups.

Step 5: What About the Woodwork?

Before deciding to paint your doors, skirting boards, or other woodwork, try cleaning them first!

- Use sugar soap or a de-greaser to remove dirt, grease, and marks from woodwork.
- Wipe down with a clean, damp cloth to remove any residue.
- Once your furniture is back in place, you might find the skirting boards aren't very noticeable anyway!

Top tip: Painting Woodwork Takes Time and Extra Prep

If you do decide to paint the woodwork, be prepared—it requires patience and elbow grease! Sanding, priming, and applying a topcoat using specialist wood paint, which is often more expensive. If it still looks good after a clean, you may not need to paint it at all!

Step 6: Stand Back & Admire Your Work!

Once everything's dry and your furniture is back in place, take a moment to appreciate your fresh new space.

Put the kettle on, relax, and admire your hard work!

Final Tip: Capture Your Achievement!

Take before and after photos—it's easy to forget how much of a difference a fresh coat of paint makes. Looking back at your transformation is a great reminder of what you've achieved!

Helpful Links and Resources:

- **Free local paint recycling centres:**
<https://communityrepaint.org.uk/need-paint/find-your-nearest-scheme/>
- **Opening times Monday-Sunday:**
9am-4pm – no need to call, just turn up and see what's available.
- **For advice, visit your local B&Q or decorators' shop like Brewers in Islington.**
- **Affordable sugar soap and decorating supplies try local Poundstretcher's and Bargain Buy's stores.**

Leasehold Reform

The Leasehold and Freehold Reform Act 2024 was passed before parliament closed for the election last year and included improvements to the lease extension process – although it didn't actually come into force.

The new Government have promised in their first King's Speech to provide another 'draft' bill. This 'Leasehold and Commonhold Reform Bill' should be provided in the upcoming parliamentary session – in the next year or so.

This bill is likely to be wider reaching than the legislation passed to date.

For those leaseholders wanting to extend their leases or purchase their freeholds, the new bill will delay the changes from the 2024 legislation. The reforms will be implemented in stages and will require further consultation and secondary legislation and therefore changes to the lease extension process may not be realised until later in 2025/26.

For more information about lease extensions contact Partners Home Ownership Team via enquiries@partnersislington.net or go to www.lease-advice.org/ or homehold.org/.

Communal Gardens – Working together you can create a haven for all

Access to a garden, especially in a city, provides residents with an opportunity to create a welcoming and relaxing space and enjoy the benefits of being outdoors.

If you're lucky enough to have access to a communal garden or have an area of the garden which is yours, please ensure that you work with your neighbours to keep the garden well maintained so that it can be safely enjoyed by everyone. Remember, do not let dogs foul the communal garden and ensure that any mess is picked up and put in the appropriate bin.

Keeping You Safe

The internal communal areas (stairs and landings etc) of your building should be kept clear of personal belongings.

This is to ensure that there are no obstacles which would prevent a quick exit if there was an emergency and to reduce the risk of a fire starting and spreading in the communal areas.

Partners' Communal Area Risk Assessment Officer, John Canham regularly checks the internal communal areas to ensure that they are clear and safe. If he finds items stored in them, we write to all residents in the building asking them to remove the items, otherwise we will dispose of them. Following this, our Housing Officers check whether the items have been removed and if not, will add stickers to them informing residents that they will be removed. We then arrange for the area to be cleared and any stickered items which remain will be disposed of. We do not store items we remove, so if you don't want your possessions disposed of please do not leave them in the communal areas.

If you have a bike you'd like to store, check out the Council's bike hanger scheme: www.islington.gov.uk/roads/cycling/cycleparking.

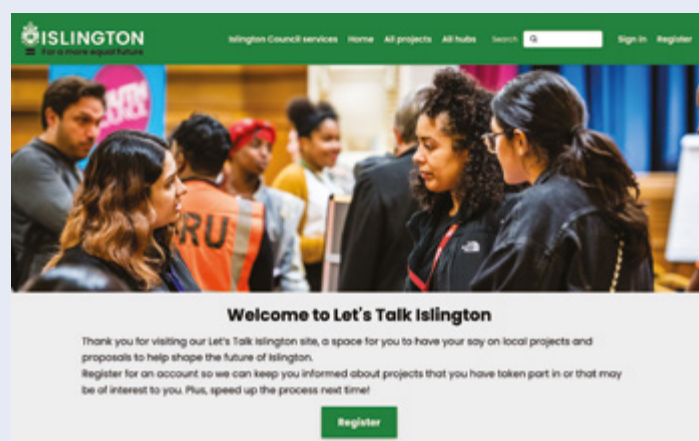
If you are concerned about items being stored in your communal area or have any questions about the policy, please contact us on **0800 587 3595** or enquiries@partnersislington.net



You are responsible for content's insurance. If your possessions are damaged, for example from a leak from above or a fire, you are responsible for replacing your possessions. Islington Council offers a low-cost insurance scheme for residents. More details are available on www.islington.gov.uk or by calling **020 527 2000**.

Let's Talk Islington

Islington Council's 'Let's Talk Islington' site, is a space for you to have your say on local projects and proposals to help shape the future of Islington. Full details are available on Islington Council's website: www.letstalk.islington.gov.uk





Clean out, cash in!

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 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** – nothing must be left in the property when you are ready to move out. No furniture or white goods should be left in the property. All rubbish must be removed.
- **Keys** - you must return us a full set of keys, including any communal door keys.
- **Alterations** – if you have made any changes to the layout of the property, the original layout may need to be reinstated. If you are unsure on this point, please contact your Housing Services Officer.

- 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.

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 the above criteria have been met, they will authorise the payment of £250, to you.

PLEASE NOTE: If you have outstanding rent arrears; the £250 payment will be added to your rent account.

For any further information on this scheme, please contact us at **enquiries@partnersislington.net** or on **0800 587 3595**.

Open Forum 2025

Thank you to all the residents who attended March's Open Forum where we discussed cyclical decorations, lease extensions and Partners draft annual service plan for 2025/26.

Planned meetings for the rest of the year are:

15 May 2025 - Partners Head of Asset Management - Insurance/Health and Safety/ Fire Safety/Subsidence

17 July 2025 - Partners Works Team - Kitchen replacement program

18 September 2025 - Partners Gas Team

20 November 2025 - Partners Housing Team



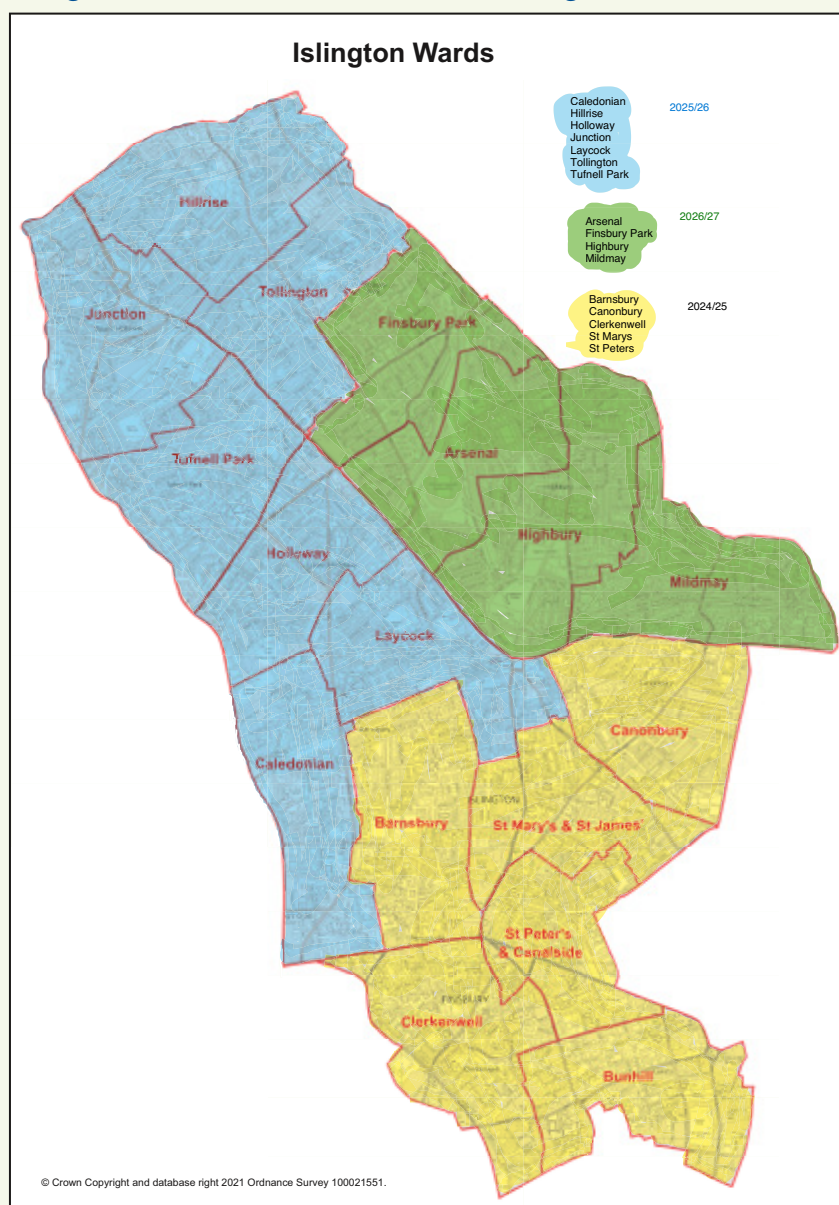
If you'd like to attend a meeting or would like more information about the Forum, please contact Katrina Dalby via **Katrina.dalby@partnersislington.net** or call **0800 587 3595**.

Islington's Trees

Islington Council are responsible for maintaining trees on highways, in communal gardens, tenanted gardens and parks. They inspect trees every three years and will only inspect a tree outside of the cycle in an emergency where the tree is dead, diseased, about to fall or has suffered from major limb loss. Leaseholders with sole use of a garden are responsible for any trees within it.

If you have any questions about the tree service please contact us via **enquiries@partnersislington.net** or visit the Council's website **www.islington.gov.uk/physical-activity-parks-and-trees/looking-after-our-trees/pruning-and-planting**.

Islington Council's Tree Inspection Programme



Asbestos, what you need to know

What is asbestos?

Asbestos is a naturally occurring mineral. The rock is crushed and processed to produce long thin fibres and has been added to many different types of building materials.

Why was asbestos used?

Asbestos is heat and fire resistant and was used in buildings to prevent the spread of fire.

Is there a risk to my health?

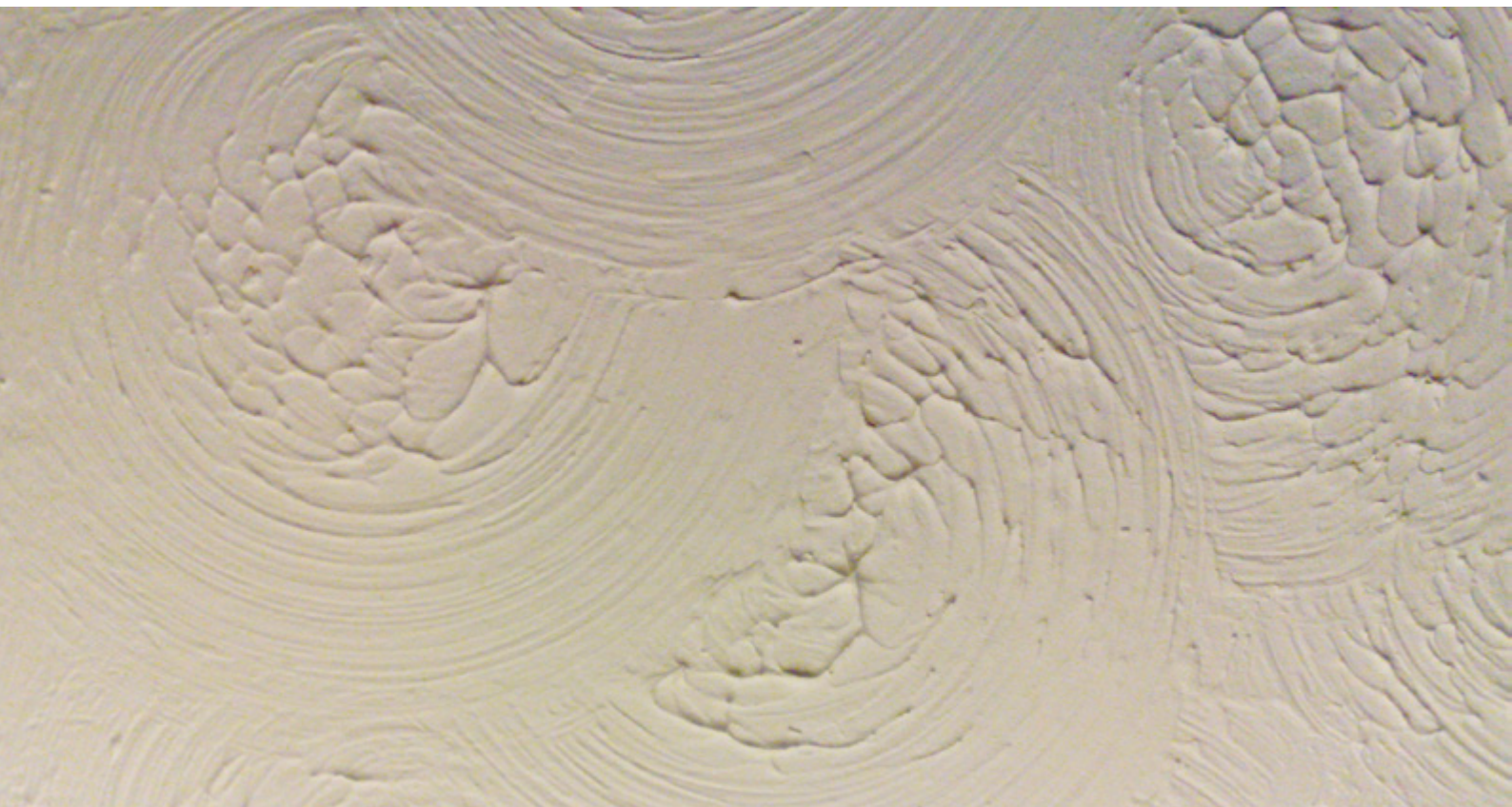
When asbestos is in good condition and not damaged it is not dangerous. If it is disturbed and its dust gets into the air there is a possible risk to health. Therefore do not tamper with or touch any asbestos material. If you think you may have disturbed asbestos material in your home, please report it to us on **0800 857 3595** or **enquiries@partnersislington.net**

You can read Partners policy for managing asbestos on our website: **www.partnersislington.net/keeping-you-safe/asbestos/** and find out more about asbestos safety in your home on the HSE website: **www.hse.gov.uk**

When you're carrying out minor DIY in your home, please take the following precautions to keep you safe:

- Don't drill, sand or scrape anything you think may contain asbestos
- Don't try to remove textured coatings from ceilings. Wash any areas of flaking paint before repainting
- Don't try to remove old floor tiles or linoleum. Leave them in place and lay new floor coverings over them
- Don't remove doors which you think may have asbestos panels

With landlord consent, you can make alterations to your home. If landlord consent is granted it will be on the condition that residents and their builders manage asbestos risks in a proper manner. If possible, asbestos containing materials should not be disturbed. If you do need to remove them, this must be done in accordance with HSE guidelines. You can find out more about making alterations on our website **www.partnersislington.net** or call us on **0800 587 3595**.



Kitchen Replacements

Our kitchen replacement programme started in 2022 and by the end of January 2025 we'd replaced 670 kitchens. The team are on course to complete 1239 replacement kitchens by 2028.

Our Repairs and Kitchen teams are led by managers who have over 20 years' experience at Partners and along with their dedicated teams know the properties literally inside and out!

Resident feedback is important to us, and we review all feedback we receive. When residents tell us we can do better we act on what we're told. We're also thrilled to read positive comments on the impact our service has had on residents.

Once a kitchen has been completed, our surveyor, Frank Dennis, visits to check the quality of the work and that residents are happy with their new kitchen. Here are some of the comments he's recently received:

Mrs E from Cleveland Road told us she couldn't ask for more, it was a brilliant job, the operatives were great.

Mrs E from Morton Road, told us during her works that she was very happy with how things were going. She thought the process was amazing and seamless.

Mr K from Southgate Road told us that he had no problems at all, everything with the kitchen was good, he likes it very much.

Mr H from Southgate Road told us he is very happy and chuffed with his new kitchen.

Mr and Mrs E from Cleveland Road told us during their works that they were very very happy with the way the works are going, the kitchen looks great, everything is brilliant, the operatives are very hard working.

Mr P from Grosvenor Avenue told us that he is very happy, the kitchen is great he loves the colours and the modern look.

If you have any questions about the kitchen replacement programme or any of our services, please contact us on **0800 587 3595** or **enquiries@partnersislinton.net**.





Congratulations to Ms L from Calabria Rd
who was this quarter's £100 love to shop
voucher winner. Ms L was randomly selected
from the completed repairs satisfaction surveys.

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We're starting work on our last round of cyclical decorations
before your homes are passed back to the Council to
manage in 2033. Full details of this year's programme are
available on Partners website: **[www.partnersislington.net/
publications/partners-provisional-cyclical-decorations-
programme-2025/](http://www.partnersislington.net/publications/partners-provisional-cyclical-decorations-programme-2025/)**

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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.



Tech Help

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.

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

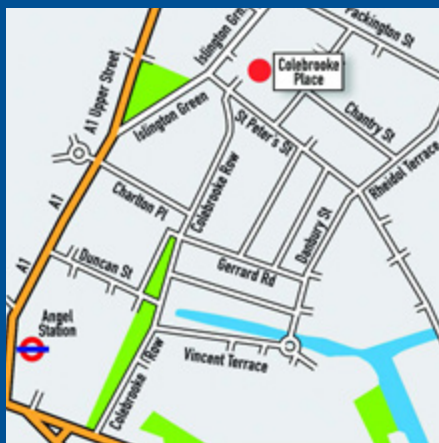
You can contact any of our
teams by email at [enquiries@
partnersislington.net](mailto:enquiries@partnersislington.net) or by
phone on 0800 587 3595
or 020 7288 8310

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.

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)



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