

Notes from Partners' Open Forum – Thursday 17 September 2026 – 1800-1900 – Via Zoom

Staff Attendees: Katrina Dalby – Service Improvement and Engagement Manager, John Venning, Head of Asset Management

Council Attendee: Ross Treseder Islington Council

Resident Attendees: 3

Subject	Record of Discussion	Action Points	Key
Action updates from July's meeting.	- A paper copy of the service charge information was sent to the resident as requested. - Following feedback from the Forum an advert promoting the kitchen replacement opportunity was included on the front page of the latest Gazette. It did result in a few additional enquiries but also some from residents who are not managed by Partners. - The engagement lead from Islington Council has been invited to the Forum meetings. - The positive cyclical decorations feedback was shared with the team.		
Information from Partners	- Following previous discussions on how to deter fly tippers from Milner Square, excavation of the area to facilitate planting has started. We hope to have photos of the completed work for the next meeting. - We have fitted 1030 new kitchens during this programme - We have replaced 450 boilers during this round of replacements - An invitation to enter a ballot for 2 tickets to a resident engagement conference next week was circulated to residents on the engagement register.		

	- Opportunities to join the local ward panels have added to our website this week. If you're interested in helping to shape policing and community priorities, then this could be for you. Scan this QR code or visit the news section on www.partnersislington.net for details.  - Partners Gazette was recently sent to residents. Thank you to the Open Forum for suggesting articles on supporting residents and the update on new leasehold legislation. At the meeting an attendee confirmed that the government leasehold consultation has been extended to the 21 October, and changes are not expected until 2028.		
Boiler Replacement	An attendee at the meeting asked when their boiler was due for replacement and whether they could have a combi boiler instead of a cylinder tank.	Tell resident when their boiler replacement is due	
Stock condition surveys	- A member of the Open Forum has joined the Council's engagement framework, and they were talking about stock condition surveys. The resident asked how these impact Partners stock. - Stock condition surveys are the responsibility of the Council. The Council looks at their entire stock, not just their directly managed properties. - It is a requirement for all landlords to have good information about their stock.		Stock condition survey is a detailed inspection that assesses the condition, age, and

	• A surveyor will visit and look internally and externally and give an estimate of the life expectancy of the different elements of the building and cost implications of the building's maintenance. The Council will use the stock condition survey to plan their long-term investment programme. • If a surveyor identifies any repairs needed when inspecting Partners properties, they will send these to Partners to action. • Surveyors will be in touch with residents to make appointments.		remaining lifespan of key building components across a property or housing portfolio, helping landlords and housing providers plan maintenance and long-term investment.
Resident Questions	1. Are you involved in Health and safety where communal areas are not being kept up to scratch by residents and if so, what measures are in place where residents are unfairly having to complete the works by themselves without help from other residents on a regular basis? A resident explained that cleaning communal areas and bins is not shared equally between all the flats in their block. They explained how they had had to carry a shared bin up to their flat to clean. They had spoken to Partners Housing Team and letters had been sent to residents in all the flats but things hadn't improved.	Include Gazette article inviting residents to share examples of good neighbourly behaviour Raise issue at Partners Managers Meeting to see if there are any ideas for improving resident bin	



	All agreed that it isn't fair for one person to take responsibility for the communal areas but understood that it is difficult to encourage people to contribute if it is not important to them. Depending on the number of floors in the property Partners inspects the communal hallways either on a 6 monthly or annual basis. We ensure that there are no health and safety issues and that they are being kept clear and safe. We are working on a new way of recording and reporting significant hazards to as they are included in new legislation. Where a significant hazard is identified residents will receive a letter explaining what was found and what has been done to remedy it. In the next Partners Gazette we will include a competition to encourage good neighbourly behaviour. We will ask residents to share their examples of how they work together to manage the common areas and offer prizes for the best examples. At the meeting it was suggested that a cordless handheld pressure washer which uses a bucket of water may be a good way to clean bins without needing to use a lot of water or bring them indoors. It was noted that food waste bags can be obtained for free from Islington libraries. Details are available on Islington Council's website: www.islington.gov.uk/recycling-and-rubbish/recycling-and-rubbish-collections/recycling-and-rubbish-containers-guide/food-waste-recycling-containers#guide-content	washing/communal cleaning.	
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	2. I've recently been in contact with the handyperson service who say that Caulking is not a part of their skill set offering. Painting is another example of something they do not offer. It seems a shame that properties are part managed by residents, part managed by councils and part managed by another organisation. Would improvements not be seen if all aspects of a properties development and maintenance were under one umbrella on an ongoing basis to avoid additional work? Could this also save funds which can be put to better use? The handyperson scheme is managed by Islington Council. There isn't an exhaustive list of works that can be carried out by the service beyond what is stated on the web site: www.islington.gov.uk/housing/repairs-and-estate-management/repairs/handypersons-scheme The service is tailored depending on the applicant's eligibility and needs. It's best for individuals to enquire directly with the service so that they can provide tailored advice and assistance. 3. Last year I had numerous visits to my property including gas and electric checks and an audit, is it not more efficient to have all checks completed within a specific allocated day which will leave residents free from having external persons entering their properties? We appreciate that it can be challenging to be available for mandatory health and safety inspections. We have combined our gas safety inspections, smoke alarm tests and carbon monoxide alarm tests into one visit. We are unable to add the electrical safety test to this same visit as different specialist engineers are needed. Also, the		
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	electrical test is every 5 years, whereas the others are an annual requirement, so they expire at different times. 4. Any plans on home improvements or modernisations in accordance with Awaab's law e.g. Sound insulation due to noise complaints, modernisation etc Phase 1 of the new law relates to damp and mould. Phase 2 which is due at the end of November relates to cold, heat, structural hazards and electrical hazards. Phase 3 includes noise and is still under discussion. There is no specific date for its implementation. We are waiting for guidance on the implications for phase 3 of the law. When the buildings were converted 30-40 years ago, they met the building standards that existed at that time. The requirements for conversions carried out today include noise transmission reduction measures. The decent homes standard that was introduced in 2010 deliberately avoided internal noise but included external noise as it acknowledged that it unaffordable to fit all properties with sound insulation. Partners do receive alteration requests from residents who want to fit sound insulation themselves which we will consider. 5. I've noticed an influx of air travel noise in my property at various times throughout the day. On the 13/9/2026 I recorded 22 incidences of air travel that I heard within the privacy of my home. On the 14/9/2026 from 5:58am (antisocial hours) I recorded 4 planes, then at approximately 6:09am a further 3 more planes (that's not to say that more weren't heard or passing by around those times. A google search states that Victorian		
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	homes are exempt from modern soundproofing measures and I wondered whether why this was considering disturbing air noise could constitute a health hazard to people who not only suffer a disability but who also work from home, is this something that John has come across / could comment on / extend support on by referring on to the correct people/person? Others in the meeting noted that they too had experienced an increase in air travel noise. We appreciate that aircraft sound impacts on residents, but as the landlord we don't have any control over aviation and flight paths. These sit with the Aviation Authority. The properties Partners manages were converted when soundproofing requirements were much lower and the requirements are not currently applied retrospectively. Islington Council currently doesn't have funding for soundproofing. 6. Can there be an introduction into collective residents' surveys as part of the gazette, where residents agree on petitions and rally together on complaints and feedback involving things Ive outlined above. Doing so (in the instance of airline noise) could perhaps trigger an investigation on the impact of homes collectively which gives tenants more of a chance on attaining funding by means of compensation to upgrade homes against noise by soundproofing. Is this something the council can begin supporting with? By that I mean collectively gaining residents insight on noise and reaching out to governmental, aviation and other authorities to ask for compensation in order to provide sound proofing?		
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We are keen to support this where the issues relate to the services we provide. The Open Forum is a great way for residents to raise concerns with Partners and gives us the opportunity to help or consider how we can adapt our services to better meet their needs.

Partners Gazette recently introduced a 'residents' corner' where residents can submit an article for consideration which relates to something that they are interested in or want to share with other residents. If residents would like to submit something for residents' corner, they should send it to Katrina.dalby@partnersislinton.net

Where issues don't relate to our services, we would recommend looking online for existing groups and opportunities to engage. For example, as detailed above an advert was recently added to the news section of our website giving residents the opportunity to get involved in the community ward panels. Here you can influence local policy and policing.

Next Meeting November 19th 1800-1900, Zoom, Partners Housing Manager