

Partners' Residents Open Forum Meeting 19 September 2024

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Paula Redpath Head of Repairs Operations

Islington Council Representative: Helen McNeill – PFI Contract Manager

4 resident attendees

Discussion Item	Response if applicable	Actions
Action points from last meeting <ul style="list-style-type: none"> Thank you to the resident who shared photos of the ivy on the outside of a property. Our Cyclical team are due to carry out work on the property in their 2024-25 cycle. As there are no current repairs issues being caused by the ivy it will be dealt with by the Cyclical Team when they have the scaffolding up. The Milner square fly tipping ideas were shared internally and quotes for railings have been submitted. We hope to provide photos at the next meeting of what has been done. 		
Partners' Updates <ul style="list-style-type: none"> Thank you to those who have volunteered to join the complaints panel. The second test mailing letter to check whether mail is being received was sent at the beginning of the month. 5 of 6 resident volunteers have confirmed they been received Partners Gazette was posted this week 		

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<ul style="list-style-type: none"> Partners Christmas party – Mayor is attending, 35 residents booked in. Green fingered volunteers needed, 8 October North Library. If you'd like to know more contact Katrina.dalby@partnersislington.net 		
Fly Tipping A resident suggested that periodically the Council leave a skip in different parts of the borough for residents to dispose of large items not suitable for the normal waste collection.		Helen McNeill to check within the council whether this is feasible.
TSMs and Consumer Standards See slide show which was presented with details of the new tenant satisfaction measures and consumer standards. A resident said that she had supported a neighbour through an ASB case and felt that joined up services are needed to ensure residents are supported. The new standards sound like they will help with this. A resident asked how Partners resident engagement will change because of the new standards.	Partners and Islington Council are reviewing the requirements of the consumer standards and what they mean for service delivery. There are around 25 different criteria for each of the 4 standards that landlords need to demonstrate. We'll be identifying any gaps in our service and looking at ways to meet these. We will include any changes in our Annual Service Plan for 2024-25 and will consult residents on these.	Share slides with residents after the meeting.
Cyclical Decorations Programme	Partners Head of Repairs Operations explained that she was very happy to meet with the resident at the meeting who had concerns	

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<p>A resident at the meeting explained that they would have preferred more face to face talking as part of their cyclical decoration's preparation rather than emails. They felt that Partners should have been clearer about what was needed from them.</p> <p>Other residents at the meeting were asked about their experience of cyclical decorations:</p> <p>One resident noted an area of painting was missed when they had their decorations, but this was resolved at the time.</p> <p>Another resident noted that they had a good experience. They did complain about the scaffolders throwing bolts onto the floor, but this stopped after her complaint.</p> <p>Residents noted that the service has improved over the years and that the team do very well.</p> <p>A resident asked how long the work should take and how the cost is calculated.</p>	<p>about access and a meeting was arranged outside of the Open Forum.</p> <p>The process for cyclical decorations includes a robust communication protocol on how we let residents know what will happen. We send many letters and have a Resident Liaison Team – Nikki and Linda who form good relationships with residents and answer any questions they have. There are also details on our website: https://www.partnersislinton.net/publications/cyclical-decorations-information-leaflet/</p> <p>Every year we paint hundreds of properties. 2-3 months before work starts, we ask residents for access to carry out a condition survey. This is not an in-depth survey of the property. The Resident Liaison Officer (RLO) looks at the condition of the property, how we will access the rear, whether there are any obstacles to access, and will take photos of the front and rear of the property. A discussion will take place between the team and with the residents about what work needs to be done, but this is not a detailed survey, as until the scaffold is erected, we won't know the full extent of the work.</p> <p>We then speak to the scaffolders about the requirements for the building and what type of scaffold will be needed. We book a date with the residents and then put up the scaffold. It is at this point the detailed survey takes place. The building surveyor will forensically review the house and specify the works. They write their specification which is reviewed by another building surveyor and by the Head of Repairs Operations. Following sign off we can then share the specification if requested with any residents at the address who ask to see it. We can answer any questions about the planned work, and we are always happy to take any residents suggestions on board.</p>	

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	<p>We accept that things can go wrong but we have processes to deal with them when they happen. We have a system of checks in place at the end of the work to ensure everything has been completed as planned. We have learned a lot during the 21 years of the contract and have fine-tuned and improved the process during this time. Residents have regular contact with our RLOs, and we ask them to contact them immediately if they have any concerns or questions so that we can resolve them quickly.</p> <p>Residents are asked to complete a satisfaction survey after their decorations are complete and our current satisfaction rate is 86%.</p> <p>We aim to have work completed within 12 weeks of the scaffolding going up. This can be impacted if we discover that the roof needs to be completely replaced and the property is in a conservation area, because we need permission from the Council's Conservation Team before work can start.</p> <p>The costs of cyclical work are based on the National Federation of Housing's schedule of rates. Every item included in the work has a code and price which we use. This is the industry standard for social housing landlords.</p>	
<p>Fire Door A resident noted that she has had her fire door fitted after receiving her first letter about the change a few years ago. The resident is very happy with the new door and felt that the process went well.</p>		
<p>Bikes attached to railings A resident raised concerns about bikes being attached to her front garden railings and asked for advice on how to stop this.</p>	<p>1. Put Up a Sign: Clearly state that bikes should not be chained to your railings. This can deter people from doing so in the first place.</p>	

Discussion Item	Response if applicable	Actions
	2. Leave a Note: If a bike is already chained there, leave a polite note asking the owner to remove it. Sometimes, people may not realise they are causing an inconvenience. 3. Contact the council to report it as a nuisance	

Date of next meeting –21 November via Zoom

Tenant Satisfaction Measures & Consumer Standards



The Regulator of Social Housing in England has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services.

They have introduced:

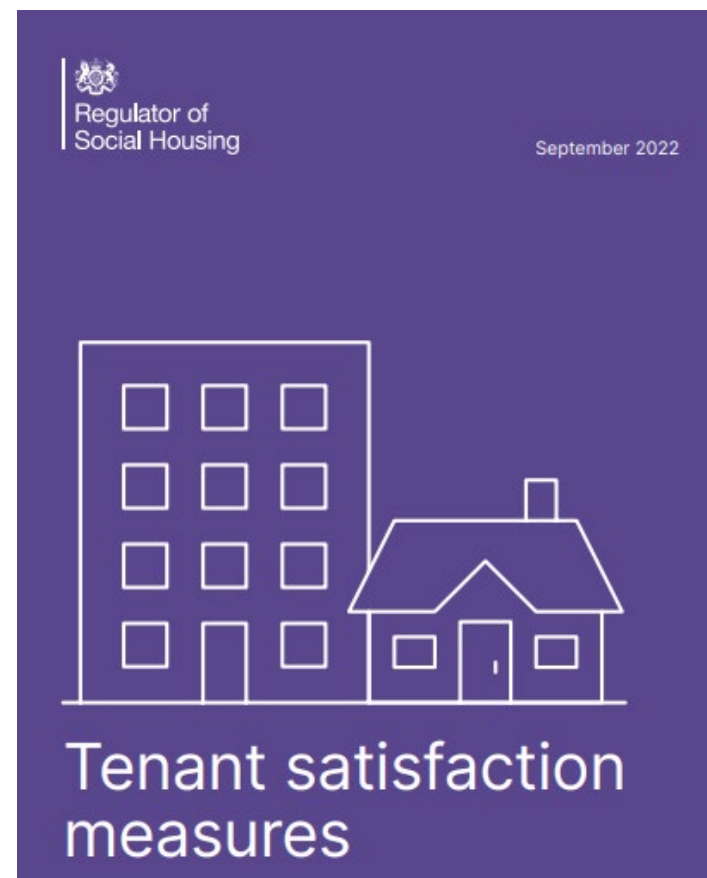
1. **Tenant satisfaction measures (TSMs)**

and updated the

2. **Consumer standards**

Tenant Satisfaction Measures

- 10 TSMs collected by landlord management information and 12 are collected by tenant perception surveys
- TSM collection and reporting went live on 1 April 2023 – all landlords are required to collect and submit an annual return to the Regulator of Social Housing
- Partners contributes to Islington Council's statistics. The 10 landlord management information measures match Partners existing KPIs.
- The Council are using Kwest to complete resident surveys between now and the end of the year. The surveys will provide the tenant perception measures. Partners' tenants and leaseholders are included in the surveys.
- Last year's results are in the latest Gazette and on Partners and Islington's websites.



Tenant Satisfaction Measures (TSMs)



Tenant Satisfaction Measures (TSMs)	
Collected by Tenant Perception Surveys x12	Collected by Landlord Management Information x10
Overall satisfaction	Complaints relative to the size of the landlord
Satisfaction with repairs	Complaints responded to within Complaint Handling Code timescales
Satisfaction with time taken to complete most recent repair	Anti-social behaviour cases relative to the size of the landlord
Satisfaction that the home is well-maintained	Homes that do not meet the Decent Homes Standard
Satisfaction that the home is safe	Repairs completed within target timescale
Satisfaction that the landlord listens to tenant views and acts upon them	Gas safety checks
Satisfaction that the landlord keeps tenants informed about things that matter to them	Fire safety checks
Agreement that the landlord treats tenants fairly and with respect	Asbestos safety checks
Satisfaction with the landlord's approach to handling complaints	Water safety checks
Satisfaction that the landlord keeps communal areas clean and well-maintained	Lift safety checks
Satisfaction that the landlord makes a positive contribution to neighbourhoods	
Satisfaction with the landlord's approach to handling anti-social behaviour	

Consumer Standards

The Safety and Quality Standard

Landlords to provide safe and good-quality homes for their tenants, along with good-quality landlord services.

The Transparency, Influence and Accountability Standard

Landlords should be open with tenants and treat them with fairness and respect so they can access services, raise concerns, influence decision making and hold their landlord to account.

The Neighbourhood and Community Standard

Landlords should engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

The Tenancy Standard

Sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed by landlords.

The Council are collecting evidence to demonstrate how their services meet the consumer standards. Partners are contributing to the evidence bank.

What will the regulator do?

- Publish TSM results annually
- Inspect larger landlords regularly to check they are meeting the outcomes in the standards
- Scrutinise data about tenant satisfaction, repairs and other relevant issues
- Push landlords to protect tenants and put things right when there are problems
- Use a range of tools when needed, including new enforcement powers
- Focus on the financial viability and governance of housing associations as part of its integrated regulation
- The inspection programme started in April and will run in four-year cycles.

Thanks for listening...

