

Partners' Residents Open Forum Meeting 16 November 2023

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Peter Newbold, Housing Manager

Islington Council Representative: Stacey Payne

2 resident attendees

Discussion Item	Response if applicable	Actions
Action points from last meeting	How to extend your lease– article is included in the December Gazette. S20 and Final Account process – We have implemented a new process where leaseholders can opt into an email alert telling them when we've posted a section 20 or final account to them. If they don't receive it, they can contact us to request a replacement. This facility is going to be featured in the Christmas Gazette.	Include article in December Gazette
Updates from Partners: Partners Christmas Party The Party is booked for 6 December – 42 residents have booked in which is fantastic. Due to the higher numbers we've had to change the room because the one that had been booked was too small. We're now in the dance studio. Letters were sent this week asking residents to confirm any dietary requirements. Partners Gazette Christmas Gazette is in production. If anyone has any ideas for articles, please contact Katrina Dalby.		Bring action plan to a future Open Forum meeting
Annual Service Planning	The following suggestions were made by residents:	Following the meeting Stacey

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<p>We're starting work on our next annual service plan. The plan sets out our priorities for the year ahead and any improvements we want to make. Residents were asked, what they thought our priorities should be? Are there any areas where they think we could make improvements? Are there services which you receive from elsewhere which we could learn from?</p>	<ol style="list-style-type: none"> 1. We should revisit previous scrutiny exercises and update residents on the current position and improvements made via Partners Gazette. 2. Consider how resident involvement can be promoted – when we have delivered a service, e.g. fitted a new kitchen, we should share details of engagement opportunities. Include on the satisfaction cards. Also consider including an article in Partners Gazette interviewing current attendees to share the benefits of involvement. 3. Fly tipping is an issue in the borough. Promote ways of disposing of waste and encourage the council to consider different approaches. A skip could be moved around the borough on specific days and people could put their waste in it. There could be a 'discount day' each month when bulky waste collections are cheaper. We could also share details of fines imposed on fly tippers in Partners Gazette. 	<p>confirmed that there is a reduction of 50% costs for residents that can evidence that they are in receipt of benefits. Full details are available here: Islington Council bulky waste costs and items collected</p>
<p>Communal Areas – Clear and Safe policy</p> <p>Partners has a clear and safe policy for residents' communal areas. We regularly include information reminding residents about it in Partners Gazette, but we still face lots of issues with items being stored in them.</p> <p>When we become aware of items in the communal areas, residents are sent a letter notifying them that they must be removed, or we will remove them. We re-inspect after 2 weeks and put bright stickers on any items that remain and will be removed by us. We also hand deliver another letter to all residents. The process can take a few weeks and there are lots of opportunities for residents to remove items, but nevertheless we still regularly have to dispose of items, especially bikes and buggies which we never want to do. However it is important that we do</p>	<p>Resident Feedback:</p> <ol style="list-style-type: none"> 1. Cartoon imagery may help – sometimes pictures are better than words at communicating a message. Maybe Partners could team up with a local school and run a competition for children to design a poster which could be displayed in the communal areas, reminding residents about the importance of keeping them clear. 2. Explain the reason for the policy in Partners Gazette. 3. Remind residents not to leave e-scooters etc charging overnight as they are a fire risk. 4. Focus on the specific addresses that have the most issues. 5. Tackle each issue on a case-by-case basis – be creative and flexible. 6. Share storage information – bike hangers cost £110 per year. You can request them here: www.islington.gov.uk/roads/cycling/cycleparking 	<p>Partners to add details of bike hangers/other solutions to TORT letter.</p> <p>Partners to consider resident suggestions</p>

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remove them as they are deemed a risk by the London Fire Brigade.		
Kitchen replacement programme A resident asked whether there is limited stock of the different design options and whether choices will be limited for those residents who have their replacement carried out later in the programme.	During a kitchen replacement residents will have the full choice of all 6 colours available to them. The choices of colour, work top, fascia, handles and flooring will be discussed with residents at their kitchen survey.	

Date of next meeting – Thursday 18 January 2024 – Online