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PARTNERS

gazette

Residents' Newsletter
April 2026
Issue 80

Message from Islington Council: Home surveys: what you need to know

Islington Council are checking council homes including those managed by Partners' to make sure they are safe and well maintained and to see if any repairs are needed.

Ridge, a trusted partner of the council, will visit homes across the borough to assess their condition and collect important information. This includes looking at kitchens, bathrooms, windows, boilers, external spaces, garden and even the roof space.

Partners tenants can help by:

- **Look out for your letter:** You'll get a letter to let you know when the survey will be taking place. The visit will usually happen within six weeks, on a weekday between 8am and 6pm. You'll need to be in to let the surveyor in.
- **Check ID:** The surveyor will carry a Ridge photo ID and a letter from the council. Always ask to see their ID before letting them in.
- **Keep pets safe:** Please keep pets in another room during the visit.
- **Reschedule if needed:** Don't worry if you miss the visit - Ridge will leave a card so you can book a new time.

For more information about the Home Surveys go to Islington Council's website: www.islington.gov.uk/housing/repairs-and-estate-management/repairs/condition-surveys



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Is it Anti-Social Behaviour?

We appreciate that noise travels easily between Partners properties as there is no sound proofing between flats.

When the houses were converted into flats in the 1970s building regulations did not require sound proofing measures to be included. Although building regulations would now require this, sound proofing does not need to be fitted retrospectively.

To try and manage residents' expectations of what is acceptable noise, the Council published a 'Good Neighbourhood Policy'. Full details of the policy are on the Council's website: www.islington.gov.uk/housing/council-tenant-services/council-tenant-and-homeowner-involvement/good-neighbourhood-policy

Here's a helpful extract from the policy which explains what is and isn't classified as ASB and what you can do:

'We expect a level of tolerance among neighbours and we will assess reports of antisocial behaviour (ASB) firmly and fairly. It is crucial for sustainable, resilient communities that Islington Council tenants and residents acknowledge and accept the diverse lifestyles, work schedules, family dynamics, and habits of households within our community housing.

Residents are responsible for living considerately and addressing concerns through proactive communication and good neighbourly conduct. Seeking to resolve concerns through good neighbourly behaviour and positive communication with others, is expected of Islington tenants and residents within situations where safety is not compromised. Guidance on this matter will be readily accessible to all residents.



Therefore, we may be able to provide advice, but we will not investigate the following concerns:

- A tenant going about their daily activities in their home – for example, playing with children, loud footfall, moving of furniture, babies/children crying, television noise, occasional loud music, toilets being flushed and the use of household appliances (this is not an exhaustive list)
- Noise occurring at different times due to different working patterns or one-off parties
- Concerns which do not breach the tenancy agreement, for example, people staring, smoking or cooking odours, or clashes due to lifestyle or cultural differences
- Concerns which involve residents not being pleasant to each other, but are not serious enough to justify our involvement
- Boundary disputes
- Inconsiderate parking

It is crucial within Islington's community to be tolerant of other people's lifestyles and to be understanding of these possible differences. Behaviour that results from different lifestyles, or which would not be considered unreasonable by most people is not ASB. Examples of this might include (this is not an exhaustive list):

- Lifestyle clashes
- Children playing or youths innocently congregating
- Ball games
- Parking disputes
- One-off or occasional parties
- Reasonable living noise such as lawn mowing, household DIY, hoovering, toilets flushing, doors banging, noise from household appliances or moving around in top floor apartments'

If you have any questions about the policy or concerns about whether what you are experiencing is or isn't ASB please contact Partners on **0800 587 3595** or enquiries@partnersislington.net



Prize Draws

Thank you to all the residents who entered the Merlin and Gardening voucher prize draws featured in the January Gazette. The winners were chosen randomly and have all received their prizes. Look out for more prizes to be won in future editions of the Gazette.

Partners Annual Service Plan

Each year Partners agrees with residents, staff and Islington Council an Annual Service Plan.

The plan sets out our targets for the year ahead in addition to our Key Performance Indicators (KPIs) and services we're contracted to deliver by the Council. If you want to know how we're doing against our KPIs there's up to date information on Partners website: www.partnersislington.net/how-are-partners-performing.

The Annual Service Plan is updated regularly and shared and reviewed with Islington Council quarterly.

We completed the 2025-26 plan at the end of March; here are a few highlights:

- Agree definitions of major repairs and share examples with residents via the website
- Reduce the number of complaints that get escalated to stage two.

- Review website for accessibility and add examples of types of repairs that would be included in each of the timescales.
- Complete a review of Partners resident engagement strategy
- Include information about the role and responsibilities of the tree service in tenant's sign-up pack.

At March's Open Forum we asked residents for their priorities for the 2026-27 plan. These along with those from Islington Council and Partners staff will be included this year. A summary of the plan will be in the next Partners Gazette. If you have any suggestions for actions for the plan, please contact [Katrina Dalby](mailto:katrina.dalby@partnersislington.net) on katrina.dalby@partnersislington.net

If you have any questions about Partners performance or the Annual Service Plan, please contact [Katrina Dalby](mailto:enquiries@partnersislington.net) on **0800 587 3595** or enquiries@partnersislington.net.



Drugs are Illegal

Drug use at any of our properties is illegal. This includes cannabis. If you are aware of drugs being used at a Partners property, please report this to the Police and Partners.

If you have any suspicions that a neighbour's property has been taken over by drug users or drug dealers you should report this you should report this to the Police and us immediately.

This is called cuckooing and the Police and Council will get involved to help and support the vulnerable tenant who is possibly being exploited.

You said we did

Partners Complaints Panel is a group of resident volunteers who've kindly agreed to review our responses to a few complaints a couple of times a year. The details of the complainant are removed from the information the Panel are given.

The Panel recently completed a review and here is a summary of their feedback and what Partners is doing in response to their comments.

We're always looking for new members to join the Panel, so if you'd like to know more about the work of the Panel and are interested in joining, please contact [Katrina Dalby](#) on **0800 587 3595** or enquiries@partnersislington.net.

| Panel Feedback | Partners' Response |
|---|--|
| Recognise the value of face-to-face meetings and consider these as a way of helping to resolve complaints | Direct contact with residents is important to help us resolve complaints. Included in the process is an opening telephone call to enable us to understand the resident's experience and what we can do to resolve their issues. We will now include the offer of a face-to-face meeting either in person or online in place of the telephone call |
| Be mindful if there is of a long history behind a case and reflect this in Partners' response. | For our longer-term cases we will produce a timeline of significant decisions and events to help us reference them succinctly in our responses. |

Cinema Club

Thank you to all the residents who came to the Cinema Club on Wednesday 23 March.

Everyone who attended said that they really enjoyed the film and refreshments.

Keep an eye out in future editions of the Gazette for our next free Cinema Club.



Suspect Domestic Abuse, what should you do?

If you are ever concerned for the safety of a neighbour or friend because of potential domestic abuse, you should call the Police immediately on 999.

Domestic abuse is a high priority for the Police, and they will also take your concerns seriously. If you choose to you can remain anonymous.

It is better to be safe rather than sorry afterwards, if you're worried for someone, please make that call.





**BE
PREPARED**



Partners Open Forum 2026

Here are the dates for this year's Open Forums.

- 21 May 2026
- 16 July 2026
- 17 September 2026
- 19 November 2026

The Open Forum is for all Partners residents. There is no membership, you don't need to apply to join, and you can attend as often as you choose.

At the meetings you'll get chance to meet other residents and hear from a selection of Partners staff. You can ask questions, share information or just listen to everyone else.

Meetings are generally held on Zoom and are chaired by Partners. They last for one hour and notes from each meeting are published on Partners website: www.partnersislington.net/get-involved/open-forums/

If you have any questions about the meetings, please contact **Katrina Dalby** on **020 7288 7733** or katrina.dalby@partnersislington.net.

Help us to get PEEP ready

Personal Emergency Evacuation Plans are escape plans for people who need help evacuating a building if there's a fire. From April 2026 all residents who live in a property over 11 meters tall and who need a PEEP should have one.

Examples of streets with properties which are over 11 meters tall include some properties on:

- Beresford Road
- Essex Road
- Grosvenor Avenue
- Mildmay Grove
- Harecourt Road
- Milner Square
- Pyrland Road

During March we wrote to everyone who lives in a building over 11 meters tall and asked for information about whether you have additional needs which may mean you need a PEEP.

Please ensure you return your form so that we can contact you to agree a PEEP, or if you'd prefer, you are welcome to contact our **Housing Team** to arrange an appointment on **0800 587 3595** or via enquiries@partnersislington.net.

If you have any questions about PEEPs please contact **Partners Housing Team** on **0800 587 3595** or enquiries@partnersislington.net.

Warmer weather safety

As the weather improves during the spring we all like to open our windows and let the fresh air in.

If you've opened your windows, please remember to securely close them when you go out as opportunists can strike at any moment and steal your possessions.



Measles Update

Healthwatch Islington is working with partners across North Central London to raise awareness about measles and encourage residents to check their vaccination status, following a recent outbreak in Enfield which has spread to neighbouring boroughs including Islington.

Recent data shows measles cases have increased in England. Outbreaks in North London have mainly affected children who were not fully vaccinated, and health services are concerned that uptake of the MMR vaccine has fallen in recent years.

Measles spreads very easily and can make children and adults very unwell. The best protection against measles is the MMR vaccine. Children need two doses to be fully protected. Having only one dose is not enough to prevent infection, which is why checking vaccination records is especially important during an outbreak.

A reminder of how serious measles can be from an Islington Parent

Health partners say the current outbreak is a reminder that measles should not be seen as a mild illness and that one in five measles

cases in children needs hospital care. But it is important to know that teenagers and adults can also be infected with the disease if not double vaccinated. An Islington parent shared their experience after their teenager became seriously unwell with measles and needed hospital treatment. They said:

“One dose wasn’t enough...I wouldn’t want a family to go through what happened to us. [I] hope this may help people to realise how important vaccinations are.”

Where to find trusted information

You can find more information about measles and the MMR vaccine here:

www.nhs.uk/conditions/measles/

www.healthiertogether.nhs.uk/child-under-5-years/measles

If you are not sure whether your child has had both MMR vaccinations, you can contact your GP practice or please feel free to get in touch with our Childhood Immunisations Outreach Worker **Ella: 07473 399 319, ella@healthwatchislington.co.uk**.

Islington in Bloom 2026 is for you!

The annual gardening competition, run by Islington Council and Islington Gardeners, is open for entries from 1 May – 5 June 2026.

There are lots of different categories to enter you don't need to have any experience, or even a garden, to take part!

It doesn't matter if you are an expert gardener, or a new budding enthusiast, Islington in Bloom is for you.

Categories are:

Best community garden
Best park garden
Best estate garden
Best children's planting
Best edible garden
Best window box
Best container garden

Best front garden
Best tree pit garden
Best blooming business
Best street
Best hidden gem
Best balcony

Free to enter!
Win great prizes
- plus FREE
compost for
every entrant!



For more information please visit
islington.gov.uk/inbloom
or email inbloom@islington.gov.uk



@islingtoninbloom



ISLINGTON
For a more equal future

Left over Easter Eggs?

Had enough of eating Easter eggs? Left over eggs that you don't know what to do with? Here are a few recipes ideas to help!

Chocolate Tiffin

Ingredients:

- 150g butter cubed, plus extra for the tin
- 3 tbsp caster sugar
- 3 tbsp golden syrup
- 6 tsp cocoa powder
- 225g biscuits crushed
- Handful of raisins
- 110g milk chocolate
- 110g dark chocolate

Step 1

- Butter and line a 15-20cm tin with baking parchment. In a large saucepan, melt the butter, sugar, syrup and cocoa. Stir through the biscuits and raisins.

Step 2

- Pour the mixture into the prepared tin and press down, then smooth the top with the back of a spoon. Microwave both chocolates in short 20 second bursts, stirring frequently, until melted. Pour them over the mixture in the tin. Use a palette knife or spoon to smooth over, so it's completely coated in chocolate.

Step 3

- Put the tin into the fridge and leave for about 2 hrs to set, or overnight. Run a kitchen knife under the hot tap then cut into squares.

Chocolate Covered Strawberries

Ingredients:

- 100g dark chocolate roughly chopped
- 400g strawberries
- 30g white and milk chocolate roughly chopped (optional)

Step 1

- Cut a strip of baking parchment and leave to one side. To melt the dark chocolate, fill a small pan with 2cm water and bring to a simmer. Put the chocolate in a heatproof bowl and rest it on top of the pan, ensuring the bowl isn't touching the water. Stir the chocolate to gradually melt it. Or, melt the chocolate in 20 second blasts in the microwave, stirring after each blast until melted. Put the melted chocolate in a small deep bowl.

Step 2

- Gently hold the strawberries by the leafy top and dip into the chocolate. Tap off any excess chocolate and put on the parchment to set. If you have any leftover chocolate, pour it onto another strip of parchment and leave it to set, it can be used again.

Step 3

- If you'd like to decorate the strawberries, melt the white and milk chocolate and drizzle lightly over the fruit.



Cheesecake Filled Easter Eggs

Ingredients:

- 1 hollow chocolate Easter egg
- 75g digestive biscuits
- 25g butter melted
- 75g mascarpone
- 100g soft cheese
- 2 tbsp icing sugar sieved
- 2 tbsp cocoa powder sieved
- 100g double cream

To serve

- Easter treats such as mini chocolate eggs or crumbled chocolates
- Caramel sauce or cooled melted chocolate

Step 1

- Carefully separate the Easter egg in half along the seam. (Use a knife dipped into a bowl of hot water to cut through the seam rather than slicing, as it may break the chocolate.)

Step 2

- Tip the digestive biscuits into a bowl or food bag and bash to crumbs with the end of a rolling pin. Stir in the melted butter until the mixture resembles damp sand. Spoon this into the Easter egg halves and pack down gently using the back of the spoon. Chill until needed.

Step 3

- Mix the mascarpone, soft cheese, icing sugar and cocoa together in a medium bowl with a wooden spoon until smooth. In a separate bowl, beat the double cream to soft peaks using an electric whisk. Gently fold the whipped cream into the mascarpone mixture, then carefully spoon the cheesecake filling over the chilled biscuit bases in the Easter eggs. Gently level the surfaces with a palette knife or spatula, then chill for at least 2 hrs or overnight until firm and set. You may be left with extra cheesecake filling, depending on the size of your Easter eggs – this can be spooned into glasses over extra digestive crumbs for another treat.

Step 4

- Scatter the set cheesecake-filled eggs with mini chocolate eggs or other Easter treats, then drizzle with caramel or melted chocolate to serve.



Upcycling

Repurposing or upcycling your clutter can be a satisfying way to get creative, save money, and breathe new life into items you no longer use.

Upcycling is becoming increasingly innovative and stylish and is a great way to be kind to the planet. To help you get started, here are some clever upcycling creations that residents have shared. If you'd like to share pictures of your creations send them to enquiries@partnersislington.net and we'll share them in a future Gazette.

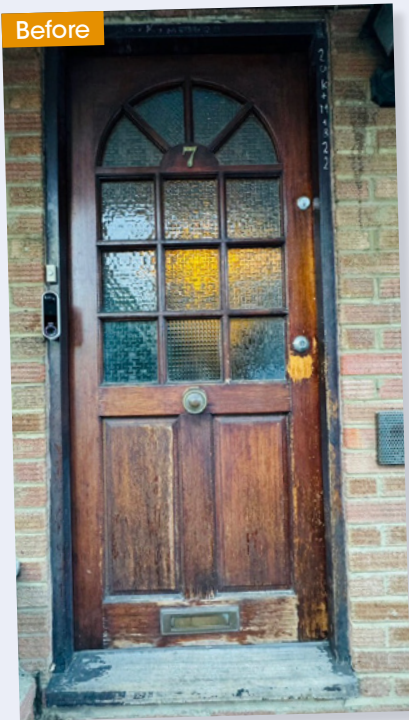
Before



After



Before



After



Before



After



Before



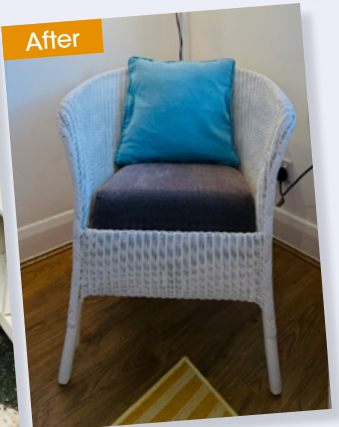
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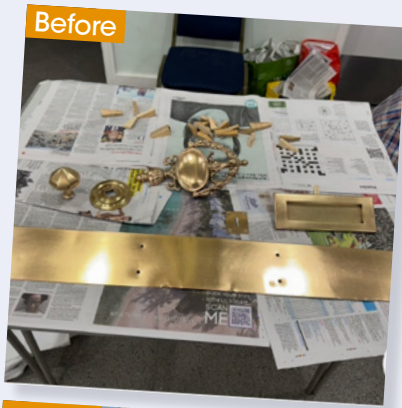
Before



After



April Gardening Checklist



- Sow hardy annuals, such as love-in-a-mist and pot marigolds, as well as native wildflowers, into gaps in borders
- Enjoy instant colour by planting primulas and polyanthus in pots and at the front of borders
- Protect the new shoots of hostas, delphiniums, lupins and other vulnerable plants from slugs and snails
- Continue deadheading spring bulbs and bedding, so they don't waste energy setting seed
- Sow sweet peas at the base of supports, and transplant those sown in autumn into their final positions
- Spray the new leaves of disease-prone roses with fungicide to control mildew, rust and black spot
- Take basal cuttings from clumps of perennials, such as delphiniums, campanulas and lupins
- Prune hydrangeas, cutting back the old stems to a healthy shoot lower down
- Reinvigorate mature clumps of hardy perennials, such as hostas, asters and daylilies, by dividing and replanting
- Sow sunflowers in a sunny, open site, then water regularly and protect seedlings from slugs and snails
- Check for aphids on roses and rub them off before they develop into major infestations



Good Neighbours

If you are worried that a neighbour may not be looking after themselves or you are concerned that you haven't seen your neighbour for a few weeks, please contact **Partners** in **0800 587 3595** or enquiries@partnersislington.net. We can check on your neighbour and if necessary, we can make sure that they are getting any support they need.



Use this code to tell us about any vulnerabilities or additional needs you have.



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.



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

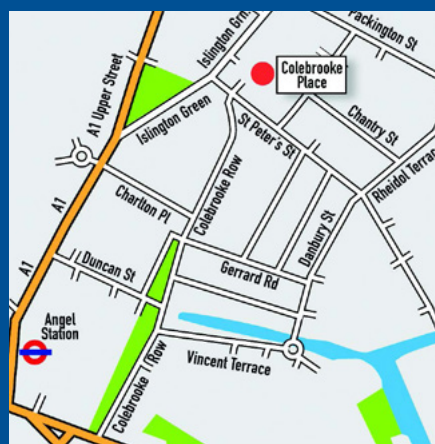
You can contact any of our teams by email at enquiries@partnersislington.net or by phone on 0800 587 3595 or 020 7288 8310

You can also reach us through our website at www.partnersislington.net/contact-us

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)



PARTNERS



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