

Partners' Residents Open Forum Meeting 20 July 2023

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, John Venning, Head of Asset Management

Islington Council staff: Ross Treseder and 4 online attendees

Discussion Item	Response if applicable	Actions
<p>Updates from Partners:</p> <p>Partners Gazette – The latest Gazette was sent last week. Do any attendees have any feedback? Our designer has retired so this is an opportunity for a fresh start. Is there anything residents think we should consider?</p> <p>Complaints Panel – Following the first review by the Complaints Panel, Partners have been working through our action plan and there was an article in the latest Gazette. We've reviewed our compensation policy and revisited our standard templates.</p> <p>Our next review will start in September. If anyone is interested in joining, please let me know.</p> <p>Christmas Party – Resident's party has been booked for 6 December and residents should contact Katrina.Dalby@partnersislington.net or 0207 2887733 to book a place.</p> <p>Recruitment – We have a new ASB Officer and new Housing Officer starting during August. We also have a new Accounts Advisor.</p> <p>Performance online – Just a reminder that our performance is available on our website and if there's anything that residents would like to see added or changed they should contact us.</p> <p>Partners Website – our website is being upgraded to the latest version of the software available. Users shouldn't see any changes to the look and feel of the site.</p> <p>Housing quality network – as part of the Council's preparedness for the tenant satisfaction measures Partners are being included in site visits by the HQN.</p>	<p>A resident asked us to include an article about extending a lease with a step by step guide as discussed at the last meeting. Another resident mentioned a tree that she was having issues with in her neighbour's garden. She has spoken directly to her neighbour about the tree and will let Partners know if it becomes a concern.</p> <p>Islington Council have a 3 year cyclical tree maintenance programme and full details are available on our website – www.partnersislington.net under the publications section. Full details were in the latest Gazette.</p> <p>Partners are completing a large number of kitchen inspections both during and after the works. We're finding that the majority of residents are pleased with their kitchen and the quality of the product. One resident attendee noted that they were pleased with their new kitchen. There has been a change to one available colour of worktop which will be included in the next Gazette.</p> <p>One resident noted that she was interested in changing her bathroom to a wet room.</p> <p>For Partners to change a bathroom to wet room requires Occupational Therapy to complete an assessment and agree funding. Residents can refer themselves to this service via Islington Council to request a change. Alternatively residents can make changes themselves at their own cost if they complete an alteration request form and receive authorisation from Partners for the work. If a resident changes a</p>	<p>Partners to include an article about purchasing your lease in next Gazette</p>

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Kitchen Replacement Programme – We’re starting planning for next year’s work and eligible residents will be contacted to make surveyor’s appointments.	bathroom at their own cost, any ongoing maintenance will be their responsibility.	
Road Sweepers A resident raised concerns about the standard of pavement/road cleaning in her area. Another attendee had recently complained to the Council about her road cleaning and offered to share the contact details of the team. Following contact the service has improved, however another attendee noted that their service had declined, and they were going to raise their concerns with the Council.		
Review of Tenant and Leaseholder Sign Up Pack Attendees were asked for their feedback on our current tenant and leaseholder sign up packs. These are given to new leaseholders and tenants when they move into their home.	Leasehold pack information suggestions: EPC, electrical safety checks, details on how to extend your lease and when is the best time to do it. Explain what a section 20 notice is and when you’ll receive one and what it will include. One resident asked whether we cross reference our pack with the Council’s. Partners to investigate. Building’s insurance – leaseholders are joint policy holders and can make a claim themselves. Details of how to do this are on our website, under the building’s insurance section. If residents are unsure, they should contact us via enquiries@partnersislinton.net . Home contents insurance via the Council’s scheme. Tenant handbook suggestions: Alterations – the information doesn’t say that the alteration will be checked. Partners noted that the condition of any approval is that the work will be post inspected. If we identify unauthorised alterations, we apply the process retrospectively. Information about the area – schools, buses, parks, libraries etc. Emergency numbers for Thames Water etc.	Ross to check whether there’s been any change to the process in IC notifying Partners when a leasehold property is sold. Check what’s included in the Council’s sign-up packs.
Cyclical Decorations A resident asked which paint was used for their cyclical decorations.	We use Dulux Weathershield in either magnolia or white.	

Date of next meeting – Thursday 21 September 2023 – In person and online