

If you would like to receive this newsletter by email instead, please send your details to [events@partnersisington.net](mailto:events@partnersisington.net)

PARTNERS

# gazette

Residents'  
Newsletter  
September  
2023

## Housing Services Resident Satisfaction Survey

Between August and October, Islington Council is inviting a sample of council managed and Partners for Improvement managed tenants and leaseholders to share their views on how satisfied they are with the housing services they receive.

We want to hear about what is important to you and how satisfied you are with our housing services. Your feedback will be used to help improve the services that we provide.

We are using a company called Kwest Research to carry out the survey over the phone on our behalf. If you are called, do take the opportunity to have your say. Your feedback is important in helping us to improve the services that we provide you. We will be getting feedback from around 2,500 tenants and 1,000 leaseholders in total.

If you are called, the Kwest researcher will let you know they are calling on behalf of Islington Council so you will know the call is genuine.

The survey contains 15 questions.

*If you have any questions about the survey, you can contact Islington Council directly at service.development@islington.gov.uk or 020 7527 4005.*

### In this issue...

- Looking to move?
- Gas Safety Week – September 2023
- London Legal Walk – Blaze of Glory
- Home Ownership Administration Fees 2023-24
- Clean Out, Cash In
- Top Tips for Keeping the Noise down
- Kitchen Replacement Programme – Updated Colour Choices



# Looking to move house?

Finding a new Council home in Islington is difficult.

Although the Council are building the most new council homes in Islington for 30 years, it is very unlikely that you will be offered a council home as there is far more demand than supply.

This is because there are over 15,000 households on the Council's housing register waiting list. Only a small proportion of properties become vacant for letting every year. Last year the Council let only 1,119 properties, housing around 7% of those 15,000 households. Less than half of these properties had more than one bedroom. Regrettably, even people in the greatest need often face a delay of several years before they get housed.

## Home Connections - Islington Council's bidding scheme

If you want to move within Islington, you should register for 'Home Connections' the Council's online bidding system by visiting [www.islington.gov.uk/housing/council-tenant-services/moving-home/transfer-list](http://www.islington.gov.uk/housing/council-tenant-services/moving-home/transfer-list). You must have a minimum of 120 points or more. The Council advertise vacant properties weekly on [www.islington.homeconnections.org.uk](http://www.islington.homeconnections.org.uk). Bidding opens every Thursday and closes Sunday at midnight.

Based on your circumstances, the Council will let you know what size property you can bid for and provide you with your User ID and Pin number

which you need to be able to bid for properties. If you think that your points are incorrect, or you should be able to bid on a property but can't, please contact Islington Council on 020 7527 4140 or 020 7527 4143.

## Mutual Exchange

Mutual exchange may be another way for you to enable you to move home. A mutual exchange is a home swap between two social housing tenants. It can happen for many reasons, such as needing more (or less) space, moving for work or to be closer to family.

## Who can swap homes?

You will need to be a social housing tenant with a secure or assured tenancy to have the right to a mutual exchange. If you have an introductory tenancy you are not able to move via mutual exchange. If you're not sure, contact us on 0800 587 3595 to find out what type of tenancy you have and if you're allowed to swap before you start looking. You won't be able to swap with a private housing tenant - both homes need to be social housing properties.

You can swap homes with ANY other council or housing association tenant that lives ANYWHERE in the UK.

You can look for someone to swap with on local notice boards, newspapers or via the Homeswapper website: [www.homeswapper.me](http://www.homeswapper.me)

You must get permission from both landlords before you can exchange. If you have

any questions about mutual exchange please contact your Housing Officer on [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or 0800 587 3595

## Downsizing

If you live in a property that is too big for you, the Council can help you to downsize to a smaller, more manageable home.

The Council can help any council tenant who is living in a home that is too big for them and wants to move somewhere smaller, either in Islington or somewhere else.

Whatever your circumstances, they can help you to find a home that better suits your needs. A smaller home is easier to clean and manage. You could pay less rent, council tax and heating bills.

You may feel that you need a home with fewer stairs or may have a medical condition that means you need a home all on one floor, or on the ground floor. If your children have moved away, you may not need as many bedrooms.

For more information about downsizing please contact Islington Council by telephone on 020 7527 4140 and choose option 3 alternatively, email [rehousing@islington.gov.uk](mailto:rehousing@islington.gov.uk)



# Gas Safety Week - September 2023

Gas Safety Week is taking place during September 2023 and has one common goal – keeping the nation's gas safe.



**Here are ten simple steps to help keep you safe and warm in your home:**

**Only use a Gas Safe registered engineer to fit, fix and service your appliances.**

You can find and check an engineer at [GasSafeRegister.co.uk](https://www.gasregister.co.uk) or call 0800 408 5500. All Partners' Engineers are Gas Safe registered.

**Check both sides of your engineer's Gas Safe Register ID card.** Make sure they are qualified for the work you need doing. You can find this information on the back of the card.

**Leaseholders - Have all your gas appliances regularly serviced and safety checked every year.** Every year, our Gas Team complete a gas safety check in all tenanted properties. Please make an appointment with us when we contact you to schedule yours.

**Know the six signs of carbon monoxide (CO) poisoning** – headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness. Unsafe gas appliances can put you at risk of CO poisoning, gas leaks, fires and explosions.

**Check gas appliances for warning signs that they are not working properly** e.g. lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance and too much condensation in the room. If you're a tenant and have any concerns about your gas boiler please make an appointment with us.

**Leaseholders - Fit an audible carbon monoxide alarm.** This will alert you if there is carbon monoxide in your home. An alarm is fitted in all tenanted properties. Please regularly check yours is working.

**Keep vents and chimneys clear.** Make sure you don't block any vents, as they are vital to ensure gas appliances burn properly, and chimneys need to be cleaned and checked regularly.

**Use gas appliances only for their intended purpose.** Don't be tempted to use them for something they weren't meant for (e.g using a gas cooker to heat a room).

**Know the emergency procedure.** If you smell gas or suspect immediate danger, call the free, 24-hour National Gas Emergency Helpline on 0800 111 999

**Spread the word.** Share vital gas safety information with friends, family and neighbours to make sure your community stays safe.







## Reporting criminal behaviour

Islington Council have recently updated their advice regarding Anti-Social behaviour and drug use. They ask that all criminal behaviour should be reported to the police and this includes **drug use (including smoking cannabis) and drug dealing, threats, violence and harassment**. If there is an emergency or someone is at immediate risk, call 999.

## Partners Residents' Christmas Party

We've booked this year's residents' Christmas party!

**When:** Wednesday 6 December 12.00-1400

**Where:** LIFT,  
[www.liftislington.org.uk](http://www.liftislington.org.uk)  
45 White Lion Street,  
London N1 9PW

**What:** Bingo, Christmas lunch, Raffle

Please contact Katrina Dalby on 0207 288 7733 or [Katrina.dalby@partnersislington.net](mailto:Katrina.dalby@partnersislington.net) to register for this year's event. Spaces are limited so book early to avoid disappointment!



# London Legal Walk - Blaze of Glory

A team of 40 walkers, from across Hyde Housing, endured the blazing heat on Tuesday 13 June to walk/stroll/pant, along with the Lord Chief Justice and over 16,000 lawyers and their colleagues, to raise funds for the London Legal Support Trust. The annual London Legal Walk is the biggest fundraising event in aid of free legal advice and support for everything from law centres and Citizens Advice services to refugee specialist support services.

**Katerina Birkeland** Partners Home Ownership Manager (who featured in the last edition of Partners Gazette) organised the Hyde team and said: "Over 13.4 million

people live in poverty in the UK and advice providers are at breaking point. Many can't afford legal help and we believe everybody should be able to receive legal advice when they need it most.

"The London Legal Walk raises vital funds to ensure that legal help reaches our community's most vulnerable people. Receiving good legal advice at the right time can make a huge difference to people's lives reducing their chances of facing debt, poverty, homelessness, exploitation, and discrimination."

The Team have raised over £1000 for the London Legal Support Trust!



# Communal Areas - Clear and Safe - A reminder to residents

The internal communal areas (stairs and landings etc) of your building should be kept clear of personal belongings.

This is to ensure that there are no obstacles which would prevent a quick exit from the building if there was an emergency and also to reduce the risk of a fire starting and spreading in the communal areas.

Partners Communal Area Risk Assessment Officer, John

Canham regularly checks the internal communal areas to ensure that they are clear and safe. If he finds items stored in them, we write to all residents in the building asking them to remove the items, otherwise we will dispose of them. Following this, our Housing Officers check whether the items have been removed and if not, will add stickers to them informing residents that they will be removed. We then arrange for the area to be cleared and

any stickered items which remain will be disposed of. We do not store items we remove so if you don't want your possessions disposed of please do not leave them in the communal areas.

If you are concerned about items being stored in your communal area or have any questions about the policy, please contact us on 0800 587 3595 or [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).

## Clean out, Cash In!

You could receive a £250.00 payment for leaving your home clean and tidy when you move out.

In exchange for £250, we need you to leave your property clean, tidy, in good repair and clear of your belongings. This will enable new tenants to move in quickly, after you have moved out.

**To be eligible for the payment ALL of the following criteria must be met:**

**Notice Period** - you must give us 4 weeks - notice that you are leaving by completing a Notice of Termination form and giving us your forwarding address.

**Vacant Possession** - no one must be left in the property when you are ready to move out. No furniture or white goods should be left in the property.

**Keys** - you must return us full set of keys for the property, including any communal door keys

**Alterations** - if you have made any changes to the layout of the property, these may need to be reinstated. If you are unsure on this point, please contact your Housing Service Officer who may need to arrange a visit to your home.

When you leave, you must ensure the property is clean and that no possessions or rubbish are left.

Along with the internal areas of your home, you must leave any garden areas you are responsible for maintained and free from rubbish. Sheds and loft spaces, which you have sole access to, should also be left clear.

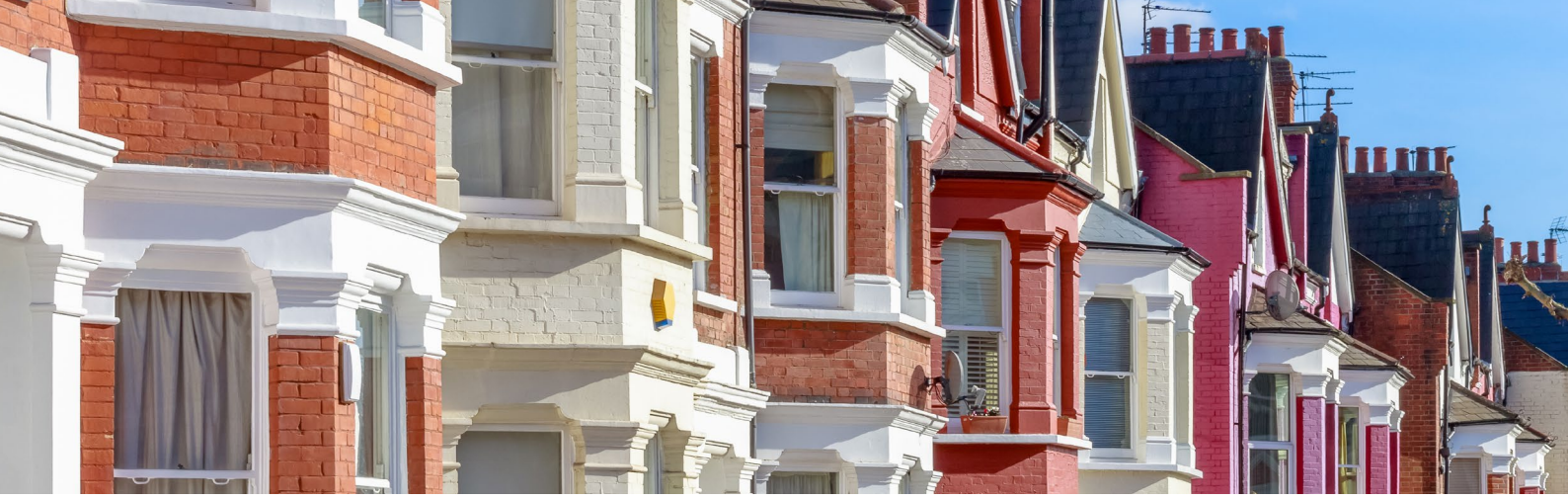
Only carpet or flooring that we have agreed can remain, should be left in the property. All other floor coverings must be removed.

At the end of your tenancy, when you hand your keys back, your Housing Officer along with our Voids Supervisor will carry out an inspection of the property and if all of the above criteria have been met, they will authorise the payment of £250, to you.

**PLEASE NOTE:** Should you have outstanding rent arrears; the payment will be applied to your rent account.

*For any further information on this initiative, please contact us at [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or on 0800 587 3595*





# Home Ownership Administration Fees 2023-24

Partners manages leasehold properties on behalf of Islington Council. Some aspects of your Home Ownership services are managed by Partners and some by Islington Council.

Below is a summary of the current fees leaseholders may incur and which team are responsible:

## Buying, selling, subletting or remortgaging

Fee	Responsible Team	Amount
<b>Sell-on pack</b> - Your solicitor should contact Partners to us ask for a pack. They can pay over the phone with a debit or credit card or via BACS	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	£213
<b>Re-mortgage pack</b> - Your solicitor should contact Partners to us ask for a pack. They can pay over the phone with a debit or credit card or via BACS	Partners 0800 587 3595/020 7288 8310 pfihot@partnersislington.net	£152
<b>Sublet registration</b> - please contact the Home Ownership Team by phone on 0207 288 8310 or 0800 587 3595 to make a debit or credit card payment.	Partners 0800 587 3595/020 7288 8310 pfihot@partnersislington.net	£47
<b>Notice of assignment Fee and serving of legal notice</b>	Islington Council 020 7527 2000 www.islington.gov.uk	£75
<b>Notice of charge</b> (fee to register change of mortgage lender or a secured loan)	Islington Council 020 7527 2000 www.islington.gov.uk	£75
<b>Combined notice of assignment and charge</b>	Islington Council 020 7527 2000 www.islington.gov.uk	£150
<b>Removal of Land Registry charge</b> (for repayment of right to buy discount)	Islington Council 020 7527 2000 www.islington.gov.uk	£143



## Requests for documents/information

Fee	Responsible Team	Amount
Copy of lease/transfer document	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Copy of invoice for a previous year	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Breakdown of charges for a previous year	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Details of planned major work (for your block/estate in the next 5 years)	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Letter of satisfaction council (to confirm a county court judgment debt has been paid)	Islington Council 020 7527 2000 www.islington.gov.uk	£61

## Home improvements/alterations

If you have a query regarding the alterations process or associated fees please contact Partners. You can make an alteration request via our website [www.partnersislington.net](http://www.partnersislington.net).

Description	Partners Home Ownership Team	Islington Legal/Technical/Home Ownership fees
Minor alterations (e.g. flues, extractor fans)	£91.00 (letter of consent)	n/a
Deed of Variation for windows		£273
Major alterations (e.g. conservatories)	£111.00 + £205 per technical inspection.	£528 (Licence of alteration) £1023 (Deed of variation and Licence for alteration)
Retrospective consent	£323 (letter of consent) +£205 per technical inspection	£1029 (Deed of variation £643 and Letter of consent £386)
Re-drawing lease plans	Advice provided by Partners, but fees paid to the Council	£58 Home Ownership fee £528 for a Deed of variation Technical fees: £531
Purchase of land / space e.g. garden/loft/basement)	Advice provided by Partners as part of alterations application, but fees paid to the Council	£122 Home Ownership fee £659 and any additional inspections at £66 per hour, £585 valuation fee £1023 (Deed of variation and Licence for alteration) £764 for a "supplemental lease"

# TOP TIPS FOR KEEPING THE NOISE DOWN

## First things first, your home

You live in a converted Georgian or Victorian building, which was built as a single house.

This means that you live close to your neighbours and often share entrances and stairs. Your home is not soundproofed because it is expensive and there is no legal requirement for it. You must be mindful that sound will travel easily between homes and you should consider how you can minimise this.

When you have guests, or if you're a leaseholder and have let your property, please remember that YOU are responsible for the actions of anyone in your home.

## Top Tips for keeping the noise down

### Adequate Flooring

Don't lay laminate or hardwood flooring as this makes noise from your home sound louder. Tenants must cover their floors with carpet or other similar flooring in order to comply with their tenancy conditions. We have a flooring policy to ensure residents have adequate flooring. Further details can be found in our Noise leaflet.

### Alarms

Make sure that intruder alarms are serviced regularly to minimise disturbances from faults. Change batteries in smoke alarms before they expire to stop them going off alerting you to the need for new batteries.

### DIY

Drilling and hammering can create a lot of noise. Whenever possible, let your neighbours know that you're planning some DIY and try to arrange to do it when they aren't sleeping.



## Doors

Slamming doors can cause a disturbance, so close them gently. This includes car doors, front doors, communal entrance doors, cupboard doors and internal doors. Slow the closing of your front door to minimise banging by fitting a door closer.

A great way to cut down the noise caused by closing cupboard doors is to use sticky furniture pads, which stops them banging. These can be used on table and chair legs too.

## Fridges and Freezers

Try to put them away from shared walls.

## Gardens

Gardens are a place to meet, relax and play. Remember that any noise you make in your garden will be heard by your neighbours. Be mindful when carrying out noisy activities and if a child's toy or game is extremely noisy, try to make sure that it is only used for short amounts of time.

## How loud is your TV?

Be aware of how loud you have your TV and try to make sure that it won't be so loud that it's noisy in your neighbour's home. If you have a TV in your bedroom, be respectful and keep the volume low at night.

## Music

We all like different types of music and this can cause problems if it's played loudly so that your neighbours can hear it.

Putting speakers on shared walls will mean that music is more likely to carry through to your neighbours. Please place speakers away from shared walls and don't place them directly on the floor or close to the ceiling because if there are people living above and/or below you the noise will disturb them more.

Headphones are good if you like to listen to loud music or at times of the day when other people will be trying to sleep.

In warm weather, open windows mean that music is carried further so it's important to turn the volume down.

If you or anyone else in your home plays an instrument, practice it at times of the day, and

in a place in your home where it will cause the least disturbance to your neighbours.

## Parties

If you're planning an event at home, please respect your immediate neighbours by:

- telling them in advance about your plans
- trying not to play loud music outside
- move the party inside at a reasonable hour. There are statutory limits on noise after 11pm which if you don't follow can lead Islington Council taking action against you.
- keeping the indoor music volume low after 11pm and help by closing windows and doors during late hours
- ask your guests to leave your home quietly after the party.

Parties are fun, but a lack of respect and consideration for your neighbours can lead to a breakdown in relations.

Most neighbours won't mind noise during a one-off event, especially if they have been told about it, but regular disturbances may result in action being taken against you.

## Quiet Mark

When buying household appliances look out for the 'Quiet Mark' [www.quietmark.com](http://www.quietmark.com). The Quiet Mark tells you that the product 'is relatively quiet for what it is'.

Running a business from home Tenants must get permission from Partners before running a business from home. If you do run a business from home (if you're a leaseholder check your lease – it may state that your property can only be used for residential use), please be mindful of noise that this may generate. Where possible, take steps to minimise disruption for your neighbours.

## Taxis

If you're waiting for a taxi or friend to pick you up ask them to knock on your door, ring your buzzer or telephone you, rather than sound their horn to let you know they're waiting.

### Washing Machines and Tumble Dryers

Try to make sure that your washing machine/dryer is on an even floor and isn't overloaded, as this can increase noise whilst it's in use. Remember those sticky furniture pads can also be applied to the bottom of your machine.

Also, use it at times when your neighbours won't be trying to sleep and remember that the final spin is the noisiest part.

### Vacuuming

Avoid vacuuming at times when your neighbours will be trying to sleep.

### What can I do?

If you feel able to, talking to your neighbours is a good place to start. Approach them calmly and respectfully and explain what it is that they're doing that's disturbing you. They may not realise that you can hear them.

If a neighbour talks to you about noise please be understanding and polite. It may have taken courage for them to approach you. Try to come to a joint understanding.

Everyone makes noise, it is inevitable, but try to be respectful, considerate and fair in any discussions with your neighbours. This will hopefully lead to a happier home for everyone.

### Who to contact about noise

If you do experience problems with noise which you have been unable to resolve yourself, we will support you and try to help with the problem. Please contact our Anti-Social Behaviour Team on 0800 587 3595.

If you're bothered by noise at night and feel like you can't deal with it alone you can contact the Noise Patrol Team at Islington Council on 020 7527 7272. The Noise Patrol Team will tell us about any incidents in Partners properties.

**For more information please read our Anti-Social Behaviour policy and our Noise Leaflet.**



# Partners Open Forum

Partners Open Forum continues to meet via Zoom. Meetings are bi-monthly, on the 3rd Thursday of the month.

Meetings are informal and informative. Sometimes we have guest speakers presenting useful information and there are always representatives from Partners and Islington Council who are on hand to try and answer residents' questions.

Notes from our previous meetings are available on our website: [www.partnersislington.net/get-involved/open-forums/](http://www.partnersislington.net/get-involved/open-forums/)

Meetings are currently scheduled for:

Thursday 21 September 2023  
– Zoom & in person at our Colebrook Place office

Thursday 16 November 2023 – Zoom

Please check our website for updates as dates can change. If you'd like information about Partners Open Forum, please contact Katrina Dalby on 020 7288 7733 or [katrina.dalby@partnersislington.net](mailto:katrina.dalby@partnersislington.net).



## Tech Help

If you'd like help with understanding the internet, getting online or using phones, tablets or laptops please contact Katrina Dalby on 020 7288 7733 who will put you in touch with support services in the borough.

# Kitchen Replacement Programme – Updated Colour Choices

Benchmark who manufacture the kitchens used in our kitchen replacement programme, have updated their range for 2024. 'Maryland' has now been replaced 'Dusty Cement'.

Please speak to a member of our Major Works Team if you have any questions about the kitchen replacement programme on 0800 587 3595 or [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).



**Dusty Cement**

Matt Finish  
3000 x 600 x 38mm  
Bullnose 3mm radius



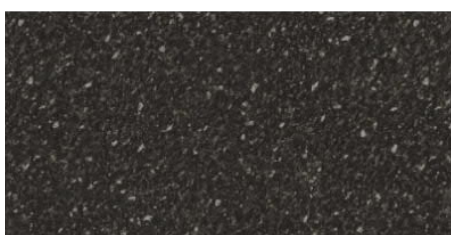
**Aticos Gold**

Satin Finish  
3000 x 600 x 38mm



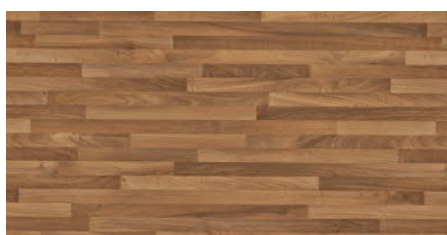
**Granite**

Matt Finish  
3000 x 600 x 38mm



**Black Slate**

Satin Finish  
3000 x 600 x 38mm



**Oak Block**

Matt Finish  
3000 x 600 x 38mm



**Patmos**

Satin Finish  
3000 x 600 x 38mm





## Chance to Chat

Don't forget that if you have a question about one of our policies, feedback on our service you'd like to share, or you just might want to know more about how Partners works you can book a 'chance to chat' with our Service Improvement and Engagement team. We might not be able to answer all your questions on the call but will agree a timescale with you on responding to everything.

Request a 15-minute slot on our website [www.partnersislington.net](http://www.partnersislington.net) or call Katrina Dalby on 020 7288 7733 to book in. You can choose to meet on Teams or Zoom and we'll send you a link beforehand.

If you'd like to know more or have any questions about 'chance to chat' please contact [Katrina.dalby@partnersislington.net](mailto:Katrina.dalby@partnersislington.net) or 020 7288 7733.

## Repairs Satisfaction

**Congratulations to** Mrs K of Moon Street who won this quarter's repairs satisfaction prize draw. Mrs K completed the survey via our website. We randomly select a winner each quarter from our returned satisfaction cards, emails and telephone surveys. Please tell us about your repair to be in with a chance of winning next time.

■ Every time we carry out a repair, make sure you tell us about your experience by completing a repairs' satisfaction survey via the operative's PDA, via a card, website form or a telephone survey. You'll automatically be included in the next quarterly prize draw.

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.**



## How to contact us

You can contact any of our teams by email at [enquiries@partnersislington.net](mailto: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](http://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