

Notes from Partners' Open Forum – Thursday 15 May – 1800-1900

Staff Attendees: Katrina Dalby – Service Improvement and Engagement Manager, John Venning – Head of Asset Management

Council Attendee: Laina Thomas – Housing Partnerships Improvement Manager

Resident Attendees: 3

Subject	Record of Discussion	Action Points	Key
Action updates from March's meeting.	<ul style="list-style-type: none"> Gazette articles – thanks to an attendee for sharing information as promised regarding legislation and lease extensions. This was included in the latest Gazette. Partners confirmed that no further feedback was received on the draft 2025-26 annual service plan. The plan was shared with the Council who also had no additions. The plan is now live and details will be shared in the Gazette. Partners did contact Islington Council's Legal team and asked them to attend a future meeting. We are awaiting a response. At the last meeting work guarantees for leaseholders was discussed and we agreed to check that Partners website has the correct information. The website has been updated, and it now says: 	<p>Add resident to Christmas party list.</p> <p>Consult residents via Gazette on events they'd like Partners to organise in the future.</p>	<p>Gazette – Partners newsletter posted to all residents 5 times a year.</p> <p>Annual Service Plan – actions Partners wants to achieve during the year.</p> <p>Sell on pack: information requested by a solicitor to inform the sale of a leasehold property.</p>

	<p><i>If you have concerns about a bill we have sent you for planned maintenance or major works and you would like us to review it please read this leaflet and contact the Home Ownership Team. Concerns could include where you think we've carried out repeat work, for example if you previously had a full roof replacement and the repair relates to a roof leak, or work that you don't think has been completed to a good standard.</i></p> <p>You can see the full page here: www.partnersislinton.net/leaseholders/cyclical-works-major-repairs/</p> <ul style="list-style-type: none"> • Resident question: An attendee at the meeting asked if they were selling their property, what information could they give the buyer to confirm what work has been done if guarantees aren't available to residents. • Partners response: When a property is sold, a solicitor will contact Partners for a 'sellers on pack' which details all the information needed for a prospective buyer including: <ul style="list-style-type: none"> • the last three years' service-charge statements 		
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	<ul style="list-style-type: none"> • money owing for service charges and major works • buildings insurance • planned future major works • current major works that we have not yet billed you for. • If relevant, building control will issue certificates which Partners hold and can share with leaseholders. • An attendee provided feedback and suggested improvements on the format of the Open forum notes including reducing the use of acronyms and 'work speak'. Partners will change how they are laid out and asked residents to feedback on the changes. 		
Information from Partners	<ul style="list-style-type: none"> • We've submitted our end of year TSM data to Islington Council. Of the 1636 tenanted homes we managed, we raised 8811 repairs during the year, had 67 stage 1 complaints, opened 26 ASB cases, we completed 100% of the health and safety tests required asbestos, legionella, fire risk assessments. All but 1 had their gas safety certificate completed. • We have nearly completed cyclical work in Elmore Street and last week gave Cllr Woolf a tour of the street and answered his questions about the work. We're moving onto Essex and Shepperton Roads next. 		<p>TSM – Tenant Satisfaction Measures. Landlords must provide information each year to show how they are performing.</p> <p>Cyclical decorations – Decorating the outside of your home and the communal area every 5-7 years</p>

	<ul style="list-style-type: none"> The final boiler replacement programme is starting soon. This is the 3rd replacement for tenants. We will be replacing 73 boilers by the end of the year and the main replacement programme will be in the following year. <p>Resident Question: An attendee asked whether neighbours will be told when a boiler is being replaced.</p> <p>Partners' response: Partners Gas Team will contact residents in advance of their boiler replacement and residents will be given contact details of the team to speak to if they have any questions about the replacement.</p> <p>Resident Question: An attendee asked whether it's the law that the boiler should be replaced every 12 years.</p> <p>Council Response: Partners' contract with the Council states that every tenant will be offered 3 new boilers during the life of the contract. This is to ensure that Partners tenants have an efficient economical boiler.</p> <p>The Council have been working on a replacing boiler at the end of their life and are moving towards a replacement programme.</p> <ul style="list-style-type: none"> A new Housing Officer has started at Partners called Venise Amode. Venise's patch includes 		
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	Halliford St, New North Road, Essex Rd, Northchurch St, Ecclesbourne Rd		
Property Improvements	<p>Resident Question: A resident asked why Partners and the Council aren't modernising homes, not just replacing kitchens and boilers. They noted that the properties have no soundproofing and that they have outstanding repairs which Partners are not completing.</p> <p>Partners/Council Response: Everyone has their own perception of 'modern'. There is legislation that sets out the standards that a social rented property should meet called the 'Decent Home Standard' and these are what we work towards. You can see full details of the standard here: www.gov.uk/government/publications/a-decent-home-definition-and-guidance Residents are responsible for decoration and everything outside of the decent home standard. Full details of a tenant's responsibility are in their tenancy agreement and on Partners website: Summary of Rights The properties are not soundproofed and there is no funding to deliver this. They were converted into flats before the current building control legislation and therefore the current guidelines don't apply.</p> <p>Repairs – If residents have repairs, they should report them to us. Our Repairs Team will check</p>		

	what work is needed and make necessary appointments with residents.		
Partners Boiler Replacement Introduction letter	<p>Partners Gas Team are starting a programme to replace tenant's boilers. The Forum were asked for their feedback on the initial letter that the team are planning to send residents and were asked:</p> <ul style="list-style-type: none"> • Do you think the letter it is clear? • Are the next steps clear? • Is anything missing? <p>Resident Feedback:</p> <ul style="list-style-type: none"> • The letter refers to a 'survey'. Could this be explained a bit more so that residents understand what will be involved. For example – we could say that the survey will include checking the location of the boiler, what additional work will be needed etc and say how long it would take. Could a different word from survey be used as it sounds formal and maybe a bit daunting. Residents may think that it will involve a lot of upheaval (moving things out of the kitchen etc) and take a long time. • Could a timeline be included to give a rough guideline of what will be done and how long the process will take from start (the first visit) to finish (new boiler in place and working)? • Abbreviated terms or codes such as PF11 used in the letter might cause tenants confusion. • The spacing is slightly off and parts are bulky, the language could be improved also. 	Partners to update the letter as per residents' suggestions	

	<ul style="list-style-type: none"> The content could be cut down to include essential contact details at the bottom of the letter rather than the body of the letter. 		
Leasehold Letter	<p>At the end of the PFI2 contract, Hyde (part of the Partners team) agreed with Islington Council to collect outstanding leasehold debt for a further 3 years. This agreement comes to an end in July and Hyde and the Council are working together to hand any outstanding debits and credits to the Council to continue the work. The text of the initial letter was circulated to residents and they were asked:</p> <ul style="list-style-type: none"> What do you think? Is it clear? Anything missing? <p>Resident Feedback:</p> <p>Include details about standing orders and direct debits. Explain that the leaseholder will have to cancel/amend a standing order whereas a direct debit will be cancelled by the recipient.</p>	Share feedback with Islington Council.	<p>PFI2: The second PFI contract between Islington Council and Partners which ended in April 2022. Properties in the PFI2 contract are now directly managed by Islington Council.</p> <p>Hyde – Hyde Housing Association who deliver the tenant and leasehold services on behalf of Partners.</p>
Air Pollution	<p>A resident raised concerns about work that is being done in Newington Green. They felt that the new road layout was dangerous, and that more pollution and noise was being generated. They noted a deterioration in their health because of it. The resident explained that they had been to the various meetings about the scheme and had contacted her local Councillor. They felt that those delivering the improvements weren't local and didn't understand the impact of the changes.</p>		

	<p>Council Feedback: Where a resident has concerns about levels of pollution and noise they should contact the Council's Environmental Health department on 020 7527 3083 or residential.envh@islington.gov.uk.</p>		
<p>Resident Questions submitted in advance of the meeting</p>	<p>Resident Question: Where an area of a home is in disrepair and is a part of the council team's responsibilities to maintain it but nothing is being done, can the Council move things forwards?</p> <p>Council Response: – Repairs, Maintenance and Cyclical works to buildings, communal areas and within tenants' properties are the responsibility of Partners and they will manage these functions until 2033. Where there is a repair or issue reported that is outside of the contract with Partners or an exceptional situation arises, they will liaise with the PFI Clienting team within Islington Council to agree next steps. The repairs and maintenance of properties is in keeping with the decent homes standards as set out by central government and includes meeting health and safety requirements.</p> <p>Resident Question: For tenants on a low income and are classed as disabled, can you comment on any funding available to keep properties modernised?</p> <p>Council Response: Most available funding is to support tenants (low income and means tested)</p>		<p>PFI Clienting team: The team at Islington Council who monitor Partners' performance.</p> <p>Help on your doorstep: Charity which helps residents improve their health and wellbeing www.helponyourdoorstep.com</p> <p>Resident Support Scheme: Islington Council department which helps residents in need with one off temporary help: www.islington.gov.uk/advice/resident-support-scheme</p>

	<p>to have essential functioning household items and live decently. The Resident Support Scheme (RSS) can support with household items such as beds, sofas, white goods and floor coverings.</p> <p>Other agencies such as Help on Your Doorstep offer a wide range of advice with access to funding and grants for multiple things.</p> <p>Partners Housing team will be able to provide you with more information for this. You can contact them via enquiries@partnersislington.net or 0800 587 3595. Alternatively the Islington Council website has various advice listed: Advice services Islington Council or you can telephone Contact Islington 0207 527 2000 who will have more specific and tailored information.</p> <p>Resident Question: Bin collections and road sweeping – the resident had recently noticed that bins are left on pavements and soil is brought up from where bins are left. They are unsure as to whether it is from pedestrians or Islington’s waste team. Can this be feedback to the relevant teams?</p> <p>Council Response: Any concerns or suggestions with waste collections can be reported on the Islington Council website: Recycling and rubbish Islington Council or alternatively you can</p>		
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	<p>telephone Contact Islington 0207 527 2000 who can take details and report concerns on your behalf.</p> <p>Resident Question: Can street cleaning be more regular to ensure pavements are kept free of bird faeces, dog fouling, litter and other nuisances. Is there a way tenants can receive live updates or published information on when cleaning is due?</p> <p>Council Response: Any concerns or suggestions with street cleaning can be reported on the Islington Council website: Islington Council Street cleaning or alternatively you can telephone Contact Islington 0207 527 2000 who can take details and report concerns on your behalf.</p> <p>Resident Question: A new tenant has moved into the downstairs flat and the garden seems to have been abandoned and is overgrown.</p> <p>Partners Response: Residents are responsible for garden maintenance. If a resident is concerned about the maintenance of a garden they should contact Partners Housing team who will speak to the responsible resident (s). You can contact the team via enquiries@partnersislington.net or 0800 587 3595.</p> <p>Resident Question: Is there a way to include tenants on any key dates on works,</p>		
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	<p>improvements etc to ensure the best possible living space?</p> <p>Partners Response: Where we are delivering planned improvements to homes e.g. kitchen replacement, boiler replacements, cyclical decorations, we have dedicated teams who lead on resident communications and consultation. Residents will have the opportunity to ask questions and make decisions about the work.</p> <p>We use Partners Gazette to share more general details about work that Partners are delivering. If residents have queries about any work that Partners are doing, they are welcome to contact us via enquiries@partnersislinton.net or 08005873595 for information.</p>		
<p>Next Meeting – July 17 – In person or via Zoom To be agreed. Partners Kitchen Replacement Team are scheduled to attend</p>			