

# Looking after Islington's TREES

**The Tree Service inspect and maintain Islington's trees. They have a cyclical programme and every 3 years they survey and carry out any work necessary to all trees other than those in the gardens where a leaseholder has sole use.**

## In this issue:

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- **You said, we did!**
- **Partners' teams**
- **Thinking of Christmas**
- **Altering your home**
- **A free launderette for you!**

### The Tree Service will prune trees if:

- They are adversely affecting a property
- The health of the tree or surrounding trees is affected

### The Tree Service will not prune trees because of:

- A tree obscuring light to a window
- Mess being caused by insects or birds
- Interference with satellite dish reception
- Excessive leaf fall
- Problems associated with pollen
- Fallen fruit from the tree

### The Tree Service will not deal with a tree outside of their cyclical programme unless it falls under one of these emergency situations:

- Dead
- Diseased
- About to fall

- Leaning after a fall
- Suffered from major limb loss or has a hung-up limb

If you are concerned about a tree for one of these emergency reasons you can report it to Islington Council's Tree Service on 020 7527 2000 or via their website: [www.islington.gov.uk/physical-activity-parks-and-trees/looking-after-our-trees/report-an-issue-with-a-tree](http://www.islington.gov.uk/physical-activity-parks-and-trees/looking-after-our-trees/report-an-issue-with-a-tree).

If you contact Islington Council to report a tree emergency, they should pass the details directly to The Tree Service. You do not need to contact Partners. If you contact us direct to report any emergency issues with trees within your property, we will pass your details to the Tree Service and they will contact you directly to make any necessary access arrangements.

# Partners' Accounts Team Here to Help

**Partners' Accounts Team are responsible for collecting rent from tenants and service charges from leaseholders. The team has a wealth of experience and is here to help if you're worried about your payments. They have links with a variety of support services in the borough which they can use to ensure that you're maximising your income and receiving the support you may need.**

One of our Accounts Advisors, Alison, who's been with Partners for over 15 years, explains below how the Team can help using a recent example of an experience she's had:

**What was the issue?**  
**An account was flagged as having arrears.**

When an account goes into arrears, we automatically contact the resident, and ask them to get in touch so that we can try to help. We did this and although rent payments were being made, they were not enough to cover the arrears and they started to increase.

**How did we help?**

The resident responded to our letters and telephoned us. She spoke to our Team and told us that she was struggling. We arranged an appropriate time for her to speak to Alison, her Accounts Advisor. Alison used her

expertise and knowledge to gain the confidence of the resident who then felt able to give us more information about her situation.

Alison established that the resident was on Personal Independent Payments (PIP), and she had a spare bedroom, but didn't want to move. The resident was struggling to understand why she was in arrears, and this was impacting on her health and wellbeing. Alison referred the resident's case to Islington's Maximisation Team. The team check that residents are receiving all the benefits they are entitled to. If they establish that there are unclaimed or underclaimed benefits, they help the resident get their full entitlement which can include making a claim and monitoring the claim until a decision is made. They can also help with the appeals process if necessary.

The resident also told Alison about her personal situation and the health struggles she was facing. This enabled Alison to also make a referral, with the resident's consent, to SHP (Single Homeless Project). SHP offer support and signposting to other agencies for people with additional needs such as health issues, vulnerabilities, and addictions. The service is not just for those who are single or homeless.

**What happened next?**

Following Alison's referral to Islington's Income Maximisation Team they carried out a benefit check and established that the resident was not being paid the correct amount. The team made a backdated claim on behalf of the resident, resulting in her receiving a payment of £8000.

The resident is now managing her account, is not in arrears, and getting the support she needs. Most importantly, she isn't feeling overwhelmed and stressed by her situation.

**Alison, what advice would you give to residents if they're getting behind with their rent or service charges?**

We're here to help. If you're worried about paying your rent or service charges, contact us. Call 0800 587 3595 or email [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) and ask for the Accounts Team. Paying your rent is very important. If you do not pay your rent, you are at risk of losing your home.

Act immediately if you're struggling. Waiting is not helpful as the debt gets bigger and feels more unmanageable. We have the resources and contacts to help you get the support you need.

# You said... We did

**Earlier this year we launched a Complaints Panel. The purpose of the panel is to help us improve our complaint handling and reduce the number of residents who are not happy with our response to their complaint.**

The panel consists of resident volunteers who have kindly agreed to review a random selection of our complaint

responses twice a year and give us feedback on any improvements they identify.

The panel completes a questionnaire which asks whether they think we've understood the complaint, demonstrated empathy, offered appropriate solutions, and apologised if appropriate.

The first review was

completed in March and the panel's feedback has been used to create an improvement plan. You can read the full report on our website here: [www.partnersislington.net/get-involved/complaints-panel/](http://www.partnersislington.net/get-involved/complaints-panel/)

If you're interested in joining the Complaints Panel please contact Katrina Dalby on [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or 020 7288 7733.

## The Panel said...

Use numbers or headings to identify the main points of the complaint so that these can easily be referred to in the conclusion when you're confirming whether aspects were upheld etc.

Explain the responsibility each person referred to in the letter has and what their role is at Partners.

Consider offering a face-to-face visit as well as an email to explain the follow up actions. For some residents a letter may not be the best way to understand what's happening next.

Where a case has been referred to insurers make sure the information given to residents is clear.

Include any photographic evidence to help explain our position.

## We did...

We're using numbers and headings to make our responses clearer.

We've included an overview of the teams at Partners in this edition of the Gazette

We will run a pilot scheme where we meet with complainants to review their complaint to see whether it improves the process. We will share the outcome with the Panel.

Review the information given regarding insurance to ensure it's clear.

We have done this in the past but recognise that it's not done consistently. We will ensure that this is done going forwards.

**It's your responsibility to register with utility providers when you move into your home. Partners do not do this on your behalf.**

# Partners' Teams

We know that sometimes it can be difficult to understand who does what at Partners so here's a summary of the different teams and their responsibilities which we hope will help. If you have any questions about any of our teams, please contact us on 0800 587 3595 or enquiries@partnersislington.net.

## Partners Repairs Team

Our Repairs Team is managed by



**Paula Redpath**

Paula Redpath, our Head of Operations. The team is based at our Colebrooke Place Office and is split into 3 smaller teams:

## Responsive Repairs Team

Deals with repair requests via their Dartford Help Desk. A team of operatives and supervisors deliver a responsive repairs service.

## Major Repairs Team

Deals with repairs which are beyond the scope of the Responsive Repairs Team such as damp works.

## Cyclical Team

Delivers a rolling programme of external decorations for every property, approximately every 7 years.

## Partners Housing Team

Our Housing Team incorporates our tenant and homeowner services. The tenant services are managed by Peter Newbold, our Housing Manager.



**Peter Newbold**

The team is based at our Colebrooke Place Office and is split into 3 smaller teams:

## Housing Team

Answer incoming calls to Partners main telephone number and respond to general housing and rent enquiries.

## Accounts Team

Collects rent from tenants and major works charges from leaseholders

**Anti-Social Behaviour Team** – Investigates claims of anti-social behaviour

**Our Home Ownership services** are managed by Katerina Birkland, Our Home Ownership Manager and



**Katerina Birkland**

Scott Lawrence our Service Charge Manager, and are based in Hyde's offices at London Bridge.



**Scott Lawrence**

## Home Ownership Team

Deals with queries from leaseholders

## Service Charge Team -

Manages leasehold service charges.

## Partners Gas Team



Neil Hawkins

Our Gas Team is managed by Neil Hawkins our Gas Manager.

The team are based in United Living's Leyton office and delivers a responsive repairs service for tenants' heating and hot water systems. They also carry out Landlord's annual gas safety checks.

## Partners Works Team

Our Works Team is managed by Joe Keeling, Contracts Manager.



Joe Keeling

The team is based at our Colebrooke Place Office and delivers our kitchen replacement programme.

You don't need different contact details for every team at Partners. You can contact all teams through our one telephone number and email address: 0800 587 3595 or enquiries@partnersislington.net and your enquiry will be directed to the right team.

## 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!**

## Homeowners - thinking about subletting your home?

**Before subletting your home, you must complete our sublet registration and provide the following information:**

- copy of the tenancy agreement
- your correspondence address
- the names of your tenants and a contact number
- details of any managing agent
- registration fee payment of £47.00 incl VAT, please contact the Home Ownership Team by phone on 0207 288 8310 or 0800 587 3595 to make a debit or credit card payment.
- current gas safety certificate (required each year on expiry)
- consent from your mortgage lender if applicable

If you have any queries about subletting contact us on enquiries@partnersislington.net or go to our website: [www.partnersislington.net/leaseholders/subletting-your-home/](http://www.partnersislington.net/leaseholders/subletting-your-home/)

A house in multiple occupation (HMO) is a property rented out to at least 3 people who are not from 1 'household' e.g. a family, but share facilities like the bathroom and kitchen. It's sometimes referred to as a 'house share'.

**If you plan to do rent your property as an HMO, you must obtain a licence from Islington Council first. You can do this via their website: [www.islington.gov.uk/housing/landlords/houses-in-multiple-occupation](http://www.islington.gov.uk/housing/landlords/houses-in-multiple-occupation)**

# Partners Online 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 for the rest of this year are currently scheduled for:

**Thursday 20 July 2023**

**Thursday 21 September 2023**

**Thursday 16 November 2023**

Please check our website for updates and details of who's attending as dates can vary.

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)

## Making alterations to your home

**If you want to make alterations or additions to your home, you must submit an alteration request before you start work, even if you don't need planning permission.**

Our team will advise you on whether the work you intend to do also requires additional permissions from Islington Council and will guide you through the process.

Please be aware that depending on the scope of the work the process can take between 1 and 6+ months to complete.

If you are unsure about what permissions are required or have questions about the process, please contact us to discuss your plans on 0800 587 3595 or email [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).

Once permission has been granted, and you start work, please think

about the impact on your neighbours and show consideration by ensuring:

- Works are only carried out between 8am and 6pm Monday to Friday and 8am to 1pm on Saturdays.
- No work should be carried out on Sundays.
- Noise and dust must be kept to a minimum.
- No building materials or equipment can be stored in communal areas.
- Rubbish must not be left in communal areas, and must be disposed of responsibly. Please refer to the council's website for disposal of building materials.
- Any part of the building that is damaged must be made good at your own cost.

**If you employ someone to carry out work for you, remember to check that they are suitably qualified and that they have appropriate insurance.**

**A leak can significantly increase the risk of a ceiling collapse and it is important that you act quickly to reduce the likelihood of damage to you and your possessions.**

If you suspect a leak from above, do not use the room below it until a repairs operative has repaired the leak and made the ceiling safe.

Look out for sagging ceilings, cracks or dripping water and if you spot any of these, contact our Repairs Team immediately on 0800 587 3595. We will then arrange for one of our Repairs Team to visit within 24 hours.

If you have a leak, and there are flats below your property, please let your neighbours know to take care and consider moving their possessions away from the leak until the repair is complete.



**Remember, contents insurance is your responsibility and Partners will not cover the cost of replacing items damaged by a leak. Islington Council offers a low cost insurance**

**scheme run by Aviva which is available to Partners tenants and right-to-buy leaseholders. Full details are available on their website [www.islington.gov.uk](http://www.islington.gov.uk) or by calling 020 7527 2000**

## **Free Launderette for Islington Residents**

**Islington Council has opened a free community launderette on the Andover Estate to help residents with the cost of living, and to help reduce damp and mould in homes.**

**The launderette, in the estate's community centre, has two washing machines and two dryers, so residents can wash and dry clothes outside their homes. It's free to use and can be booked at the Andover Community Centre reception**



 **Islington Together**

Standing with our communities so they are safe, connected and inclusive



# Tips for tackling damp and mould problems

Does your home feel damp?

Is there mould on your walls, furniture and clothes?

This leaflet is designed to help explain the different causes of damp and mould and what you can do to tackle them.

## How to spot the difference between leaks and condensation

Can you see a stain or white tidemark on the wall or ceiling?

- The likely cause is water from a leaking pipe, a leaking roof or a defective damp course. The white mark is due to salt deposits in the water

Please tell us as soon as possible if you spot these signs so that we can organise a surveyor to check your property and sort out an appropriate repair.



Can you see mould on the ceiling or walls – especially in corners or behind wardrobes?

- The likely cause is **condensation**. Condensation is caused by warm, moist air coming into contact with a colder surface such as a window or wall and then turning to water

Please don't leave it. If you follow the practical steps in this leaflet you may find you can sort out the problem yourself.





## Bathing and showering



Do try putting cold water in the bath before adding hot water to reduce the amount of steam

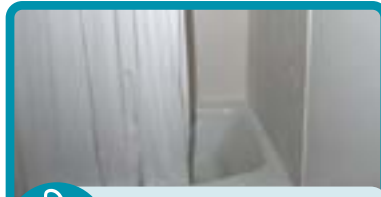
Taking a bath =



2 pints of moisture



When bathing avoid splashing water over walls if they are not tiled



Always use a shower curtain. Please tell us if you fit a shower

## Tips for improving ventilation



If you don't have vents or extractor fans, open windows for a short time during and after bathing or cooking



Do use vents and extractor fans where provided, with regular checks to ensure they are working and not blocked



Do position wardrobes and other furniture against internal walls rather than colder external ones where possible



Don't place furniture or curtains in front of radiators

## Heating tips



18°C | 21°C



Do close your room doors to keep heat in and moisture out



Use your timer and thermostat to set your heating



Do try to keep your home warm enough to reduce condensation – between 18-21°C for healthy adults when you are moving about



Don't switch your heating off. Contact **Islington Council's Energy Advice Team** if you're struggling to pay your heating bills



**If you think you may have damp in your home please contact us. It is very important that we check for damp so that we can carry out any repairs that may be needed.**

**This is because living in damp conditions can be detrimental to your health and result in damage to your possessions and your home.**



**If you want to receive your Gazette via email, please contact enquiries@partnersislington.net**

## Further information

For advice on energy saving and managing your heating bills contact Islington Council's energy advice team on **0800 953 1221** or **020 7527 2121**.

@ [energyadvice@islington.gov.uk](mailto:energyadvice@islington.gov.uk)

[www.islington.gov.uk/energy](http://www.islington.gov.uk/energy)

As a council tenant you are responsible for keeping condensation down. We will do what we can to advise you and fit extractor fans and vents where possible.

## To report a problem or a leak

Go online to [www.partnersislington.net](http://www.partnersislington.net) or call Partners on **0800 587 3595** or email [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net)

# Clean out-Cash in

**We have told you previously about our 'Clean out - Cash in' scheme but have not had much take up, so we wanted to remind you again. Partners will pay existing tenants £250 if their home is left clean and tidy when they leave.**

In exchange for the amount offered, we would require 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, 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 need to ensure the property is clean and that no possessions or rubbish 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 has 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 or on 0800 587 3595.

The payment criteria is as above, plus a full set of keys must be returned to us. Also, any changes/alterations made to the property must be reinstated.

**If you have any queries on what is acceptable to leave or if you have any questions about your move, please let us know.**

**Celebrate Islington - Community Festival**  
by Islington Community Groups

**Come and celebrate Islington's amazing people and rich diversity**

**Date and Time:**  
Wednesday  
12 July 2023  
18:00 - 21:00

**Location:**  
Islington Assembly Hall  
Upper Street  
London N1 2UD

Please book your free ticket via <https://www.eventbrite.co.uk/e/632784163467>

**Free tickets on a first come first served basis so book early to secure your place.**

A fantastic event featuring performances and delicious **free food** (finger buffet with vegetarian and meat options) with free drinks (no alcohol).

Organised by Islington's very own community groups, 'Celebrate Islington' will showcase the incredible work being done right here in the borough.

**The festival stands for the inclusion of people of all backgrounds and so everyone is welcome to come and join us.**

# Islington HistoryWalks and brand new Park Walks

Keep fit walking with your friends every week courtesy of Healthy Generations and Healthy Minds Healthy Bodies (HMHB), two Islington charities promoting health and well being.



**Last year we donated £2500 to local charities.**

Scan the QR code or email [office@healthygenerations.org.uk](mailto:office@healthygenerations.org.uk) or ring Sam on 0798 114 2376

Last year we received over 26,000 hits on our website, [www.partnersislington.net](http://www.partnersislington.net)



Free with opportunity to donate if you would like to.



[www.healthygenerations.org.uk](http://www.healthygenerations.org.uk) - 0798 114 2376



## Tuesdays - London Park Walks

Explore London parks  
11.00am-1.00pm  
With Mary Tyler



## Wednesdays - History Walks

Exploring Islington's rich history  
2.00pm-4.00pm  
With Mary Tyler



## Thursdays - Weekly walk

Weekly walk with HMHB  
11.00am leaving Highbury  
Healthy Minds Healthy Bodies



Your guide Mary Tyler will be wearing a brightly coloured top

## Repairs Satisfaction – New Text Messages

When we complete a repair in your home, we ask for your feedback about our service. You can feedback to us via a freepost card, the operative's personal device, a form on our website or a telephone survey.

We've recently changed our telephone survey to include a text message option. When In-House, the organisation who makes calls on our behalf, telephones you, the number shown will be 01793 680405. You can call this number back and leave a message for the team who will get back to you.

After two unsuccessful attempts to call you, In-House, will send you a text message asking you to complete a text survey. It will look like this:



## Repairs satisfaction

Tell us online and you could win £100  
Love to Shop  
Vouchers



When we complete a repair in your home, we ask for your feedback about our service. You can feedback to us via a freepost card, the operative's personal device, a form on our website or a telephone survey. If you want to opt-out of repair's satisfaction surveys or have a question about the surveys please contact us on enquiries@partnersislington.net or 0800 587 3595.

Congratulations to Miss P of Elizabeth Avenue who won this quarter's repairs satisfaction prize draw. 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.

## Where to find us...

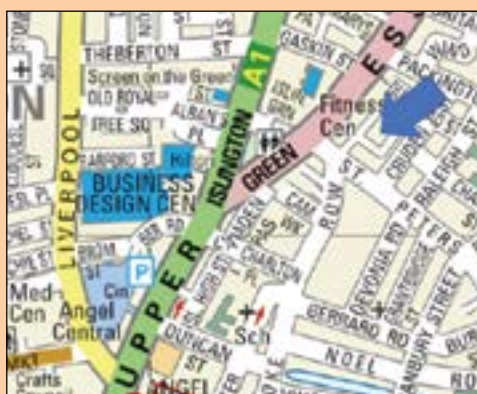
### How to contact us...

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

Our main reception is at  
4-6 Colebrooke Place,  
Islington, 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