

**Partners' Residents Open Forum Meeting 16 January 2025**

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Ibrahim Awad, Home Ownership Team Leader

Islington Council Representative: Laina Thomas

5 resident attendees

Discussion Item	Response if applicable	Actions
<p><b>Action points from last meeting</b></p> <ul style="list-style-type: none"> <li>At the last meeting an attendee raised issues with the quality of their water. The attendee was asked whether there was any update after she contacted Thames Water. It was noted that on Thursday 23 January, Islington Council's Corporate Resources and Economy Scrutiny Committee will meet with Thames Water to discuss their performance in Islington. The committee had called this meeting following instances of flooding, burst pipes, and other service interruptions, which they know have had a huge impact on residents and businesses.</li> <li>We are requesting volunteers in the Gazette to feature in the kitchen leaflet we discussed at the last meeting.</li> <li>At the last meeting we discussed Partners Annual Service Plan and residents were</li> </ul>	<p>Thames Water</p> <p>The resident attendee had called Thames Water, and they said that they would call back as it was their out of hours service. They did call back, but the attendee was at work so couldn't talk. They did briefly say that bits in the water can be a common problem and that if necessary they would arrange a visit. No further call back had been received at the time of the meeting.</p> <p>Annual Service Plan Resident Ideas:</p> <ul style="list-style-type: none"> <li>Ways to reduce dog mess, dog noise, unruly dogs on the streets</li> <li>CCTV and increased security for residents</li> <li>Soundproofing</li> <li>Double glazing</li> </ul>	<p>Partners to share info about Council meeting with resident.</p> <p>Partners to consider how these can be incorporated in the ASP. Residents to contact Partners if they have any additional contributions.</p>

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<p>asked to think about what they think should be included. The plan sets out our targets for the year ahead in addition to our KPIs and service we're contracted to deliver. We're starting to think about the 2025-26 annual service plan and want to know what residents think our priorities should be? Are there any aspects of our service that you think we could change and improve?</p>		
<p><b>Partners' Updates</b></p> <ul style="list-style-type: none"> <li>• Thank you to everyone who attended the resident's Christmas party. We were sorry that the food wasn't as good as in previous years. We provided feedback to the centre afterwards who apologised and explained that their chef had left, and the new one had only just started. They assured us that this wouldn't happen again. We've therefore booked the same venue for this year on the 3 December 2025.</li> <li>• Partners Cinema Club will be taking place before the end of this financial year. Full details will be in the next Gazette.</li> <li>• Jan Gures has been appointed Housing Team Leader to replace Riaan Marescia.</li> <li>• Last year we asked the Open Forum for ideas on how to deter fly tipping in Milner Square. The Forum provided some really good feedback. We have put in an</li> </ul>		<ul style="list-style-type: none"> <li>• Since the meeting the Cinema Club has been booked for the 19 March.</li> </ul>

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<p>application to add railings to the area. It is currently with the Conservation/Planning dept. As soon as there's approval the Forum will be updated.</p>		
<p><b>Decorating</b></p> <p>An attendee asked whether there is financial support available for decorating. Another attendee asked why Partners don't carry out gloss work. They thought that it wasn't done during the refurbishment.</p>	<ul style="list-style-type: none"> <li>• An attendee at the meeting suggested gloss work isn't completed because the fumes are dangerous. Another attendee at the meeting who is a painter and decorator by trade explained that historically solvent based paint was used which needed white spirit to clean. You can now get gloss paint that is water based. The attendee volunteered to be involved in helping other residents with their decorating/cost saving through an article in Partners Gazette.</li> <li>• When completing kitchen replacements our team do paint the walls and ceilings but don't paint woodwork. This is because the cost of painting woodwork is not included in the kitchen replacement budget.</li> <li>• Gloss work in the kitchens and bathrooms was carried out during the refurbishment at the beginning of our contract.</li> <li>• If our Repairs Team replace skirting boards as part of a repair, they will paint them.</li> <li>• Organisations like Help on your doorstep, <a href="http://www.helponyourdoorstep.com">www.helponyourdoorstep.com</a> or the Council's Resident Support Scheme <a href="http://www.islington.gov.uk/advice/resident-support-scheme">www.islington.gov.uk/advice/resident-support-scheme</a> may be able to help direct residents to grants and support that they may be eligible for to help with decorating.</li> <li>• Tenants are responsible for some repairs within their home. A summary of these items is on Partners website: <a href="http://www.partnersislington.net/tenants/repairs-gas-servicing-and-cyclical-decorations/">www.partnersislington.net/tenants/repairs-gas-servicing-and-cyclical-decorations/</a>.</li> <li>• Leaseholder's responsibilities are detailed in their leases and a summary of these are on Partners website: <a href="http://www.partnersislington.net/leaseholders/your-lease/">www.partnersislington.net/leaseholders/your-lease/</a></li> <li>•</li> </ul>	<p>Partners to contact resident about painting article in the Gazette. Since the meeting the article has been written.</p>

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<p><b>Bulky Waste Collections</b></p> <p>Residents raised concerns about cost and issues associated with bulky waste. This has been raised at previous meetings. Attendees noted the success of previous approaches where a skip was left in specific areas for residents to use monthly.</p>	<ul style="list-style-type: none"> <li>Residents in receipt of benefits can apply for a reduction of 50% on bulky waste collections. Full details are available here: <a href="#">Islington Council   bulky waste costs and items collected</a></li> <li>An attendee at the meeting explained how they use the 'Love Clean Streets App' and that it works well. Here's information on the app taken from Islington's website:</li> </ul> <p><b>Report a street cleaning problem</b></p> <p>You can help us keep our streets clean by reporting dog fouling, fly tipping, fly posting, graffiti, street littering and full litter bins. You can report issues online using the Love Clean Streets website or app, which we have recently updated so you can use it to report lots more.</p> <p>The site and app allows you to report issues on the street like:</p> <ul style="list-style-type: none"> <li>dog fouling</li> <li>fly-posting</li> <li>fly-tipping</li> <li>graffiti</li> <li>overflowing bins</li> <li>litter</li> </ul> <p>plus lots more, including the addition of some new rubbish and recycling services, such as letting us know about a missed collection.</p> <p>If you see a problem in your street, you can simply take a picture, provide some basic details, and we'll sort it for you. You'll even be able to track our progress and will be notified as soon as we resolve the issue.</p> <p><b>Report it</b></p>	

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	<p>You can tell us about issues in our parks, such as litter, dog, fouling, or overflowing bins in the following ways:</p> <ul style="list-style-type: none"> <li>• Download the Love Clean Streets app to your phone. From <a href="#">Google Play</a> or the <a href="#">Apple store</a>.</li> <li>• Log into your <a href="#">My Islington account</a>. If you don't have an account and want to track your reports and access more services like council tax, register now.</li> <li>• <a href="#">Report anonymously</a> through the Love Clean Streets website. You won't be able to track your report if you choose this option.</li> <li>• Alternatively, you can give us a call on 020 7527 2000.</li> </ul> <p><b>How quickly we respond</b></p> <p>We aim to remove fly-tipped waste from public land within 24 hours of being told of it. We remove all abusive and racist graffiti within 24 hours. Most other types of graffiti will be removed within five working days.</p>	
<p><b>Parking Permits</b></p> <p>An attendee raised concerns about a Partners contractor who was working at her home, and received a parking ticket because they didn't have a permit.</p>	<ul style="list-style-type: none"> <li>• All Partners' directly managed staff have parking permits for Islington.</li> <li>• Contractors working on behalf of Partners include the cost of a permit if needed in their costs which Partners/leaseholders pay.</li> </ul>	<p>Following the meeting we looked into the case and found that the contractor had been paid for parking permits which they chose not to purchase. This has been raised with the contractor and will not happen again.</p>
<p><b>Asbestos</b></p> <p>An attendee at the meeting asked about asbestos and whether leaseholders are</p>	<ul style="list-style-type: none"> <li>• Leaseholders are responsible for managing any asbestos found within the demise of their home. Leaseholders should check their lease if they are not sure what this includes.</li> </ul>	

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<p>responsible for any asbestos found in their home.</p>	<ul style="list-style-type: none"> <li>• When asbestos is in a good condition and not damaged it is not dangerous. If it is disturbed and its dust gets into the air, there is a possible risk to health. Therefore do not tamper with or touch any asbestos material. If you think you may have disturbed asbestos material in your home, please report it to us on 0800 857 3595 or <a href="mailto:enquiries@partnersislinton.net">enquiries@partnersislinton.net</a></li> <li>• You can read Partners policy for managing asbestos on our website: <a href="http://www.partnersislinton.net/keeping-you-safe/asbestos/">www.partnersislinton.net/keeping-you-safe/asbestos/</a> and find out more about asbestos safety in your home on the HSE website: <a href="http://www.hse.gov.uk">www.hse.gov.uk</a></li> </ul> <p>When you're carrying out minor DIY in your home, please take the following precautions to keep you safe:</p> <ul style="list-style-type: none"> <li>• Don't drill, sand or scrape anything you think may contain asbestos</li> <li>• Don't try to remove textured coatings from ceilings. Wash any areas of flaking paint before repainting</li> <li>• Don't try to remove old floor tiles or linoleum. Leave them in place and lay new floor coverings over them</li> <li>• Don't remove doors which you think may have asbestos panels</li> </ul> <p>With landlord consent, you can make alterations to your home. If landlord consent is granted it will be on the condition that residents and their builders manage asbestos risks in a proper manner. If possible, asbestos containing materials should not be disturbed. If you do need to remove them, this must be done in accordance with HSE guidelines. You can find out more about making alterations on our website <a href="http://www.partnersislinton.net">www.partnersislinton.net</a> or call us on 0800 587 3595.</p>	

Date of next meeting –20 March via Zoom