

**Partners’ Residents Open Forum Meeting 21 November 2024**

Partners’ staff: Katrina Dalby, Service Improvement and Engagement Manager, Peter Newbold, Housing Manager

Islington Council Representative: Ross Treseder, Laina Thomas

3 resident attendees

Discussion Item	Response if applicable	Actions
<p><b>Action points from last meeting</b></p> <ul style="list-style-type: none"> <li>• Slides from the previous meeting were shared with residents and are available on our website with the meeting notes</li> <li>• Skip regularly available on different streets in Islington for residents to dispose of rubbish - There isn’t capacity for the council to do this and it may encourage building companies etc to use the skips.</li> <li>• Info from Islington’s website:</li> <li>• The council will collect up to three items from a street property in one collection for £30. Additional items can be booked for £10 each; up to 10 items can be collected in one visit.</li> <li>• Half-price collections are available for people who receive housing benefit or council tax support.</li> <li>• Most London boroughs (25) charge for the collection of bulky waste, with an average</li> </ul>		

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<p>charge for the collection of three items of around £30.</p> <ul style="list-style-type: none"> <li>• Evidence from other London boroughs suggests that there is no link between restricting or charging for bulky waste collections and the levels of fly-tipping.</li> <li>• There are free collections of furniture that can be reused</li> <li>• ANYJUNK collect electrical appliances for free for recycling</li> </ul>		
<p><b>Partners' Updates</b></p> <ul style="list-style-type: none"> <li>• Riaan Marescia, Partners' Housing Team Leader has left Partners for a new job within Hyde. We are recruiting for a new team leader.</li> <li>• Resident's Christmas party is happening in less than 2 weeks! 40 residents are attending.</li> <li>• We recently provided the second quarter's information to contribute towards Islington Council's Tenant Satisfaction Measures report. Telephone questionnaires are currently being completed by Islington Council's third party and Partners residents are included in the sample.</li> <li>• We are reviewing our services in line with the requirements of the consumer standards –</li> <li>• Tenancy standard.</li> </ul>		

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<ul style="list-style-type: none"> <li>• Transparency, accountability, influence standard.</li> <li>• Neighbourhood and community standard.</li> <li>• Safety and quality homes standard.</li> </ul>		
<p><b>Air Source Heat Pumps</b></p> <p>A resident enquired about news that they'd heard that the government were going to ban the installation of gas boilers and that air source heat pumps should be installed instead.</p>	<p>The press are reporting that the Energy Secretary's department has unveiled plans to establish "alternative hybrid systems", where households can use a heat pump to warm their homes but retain a small gas boiler to make hot water.</p> <p>Partners contract expires in 2033 and there will be no changes to the work that we are contracted to provide which doesn't include the installation of heat pumps.</p> <p>Islington Council will review and respond to any new legislation that is proposed.</p>	
<p><b>Partners Annual Service Plan</b></p> <p>Around this time last year residents were asked for their ideas on what we should include in our annual service plan. The plan sets out what we want to achieve throughout the year in addition to the service we are contracted to provide. The plan is updated regularly and shared and reviewed with the Council quarterly. Progress against the plan was circulated to residents in advance of the meeting.</p> <p>In the meeting we wanted to highlight a couple of things that we've been doing that residents may be interested in:</p> <p>Frank Dennis, Partners' Surveyor has been visiting residents who are aged over 80, residents who haven't reported any repairs in</p>		<p>Residents were asked to think about what next year's annual service plan should include for discussion at the next meeting.</p>



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<p>the last 2 years, residents who have chosen not to have gas in their home and all damp repairs. The purpose of the visits is to ensure that there are no outstanding repairs. Resident satisfaction with repairs, cyclical and kitchen replacement all above target.</p>		
<p><b>Kitchen Replacement Information Leaflet</b></p> <p>We're considering creating a kitchen replacement leaflet to give to residents in advance of their kitchen replacement as a guide to the work that will be done. Residents were asked for their feedback on what the leaflet should include.</p>	<p>Feedback included:</p> <ul style="list-style-type: none"> <li>• The steps you go through – visit, choose style etc</li> <li>• Direct contact details for the team</li> <li>• Be clear about what is needed from residents</li> <li>• Manage expectations</li> <li>• Separate leaflet into 4 stages with photos of someone who's been through the experience to tell their story</li> <li>• Preparation – meet with resident, explaining what will be doing</li> <li>• Pictures of before and after, choosing process, pictures of different choices</li> <li>• Picture of mess and someone using a portable stove and kettle in lounge</li> <li>• Lead time for packing up kitchen – is any help available?</li> </ul>	<p>Thank you to residents for their feedback and a draft leaflet will be produced and shared with residents</p>
<p><b>Right to Buy</b></p> <p>The government is currently consulting on changes to the right to buy scheme and anyone can submit their feedback via the government's website:</p> <p><a href="https://www.gov.uk/government/consultations/reforming-the-right-to-buy/reforming-the-right-to-buy">https://www.gov.uk/government/consultations/reforming-the-right-to-buy/reforming-the-right-to-buy</a></p> <p>Following the government's review of Right to Buy discounts, maximum discounts will be</p>		

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<p>reduced to £16,000 from 21 November 2024. Applications for the Right to Buy received before 21 November 2024 from eligible tenants will be eligible for the current maximum discount of £136,400.</p>		
<p><b>Thames Water</b></p> <p>A resident at the meeting was concerned about the quality of their drinking water. They had tried to contact Thames Water but found the process challenging.</p>	<p>Partners confirmed that residents/Partners are responsible for any issues identified from the stopcock into their home, from the property boundary to the stopcock Partners are responsible and from the boundary onwards Thames Water are responsible.</p>	<p>Resident to update Partners once they have spoken to Thames Water.</p>
<p><b>Partners Cyclical Programme</b></p> <p>In advance of the meeting a resident asked for clarification on the process for deciding when cyclical decorations are completed.</p>	<p>All properties in the PFI1 contract will receive cyclical decorations 4 times. Best practise for completing external decorations is every 5-7 years.</p> <p>We try our very best to streamline each cycle so that we are in the same roads at the same time, so properties can get moved around in the 5-7-year window to make the programme logistically easier. If residents have questions about their decorations, they should contact us via <a href="mailto:enquiries@partnersislington.net">enquiries@partnersislington.net</a> or 0800 587 3595. The Cyclical programme is available on our website: <a href="http://www.partnersislington.net/publications/partners-provisional-cyclical-decorations-programme-2024-2025/">www.partnersislington.net/publications/partners-provisional-cyclical-decorations-programme-2024-2025/</a></p>	

Date of next meeting –16 January via Zoom