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PARTNERS

gazette

Residents'
Newsletter
December
2023

In this issue...

- Christmas Card Conundrum
- Extending your lease
- Top Tips to help your home sparkle
- A Christmas Poem
- Fire Safety in your home
- Open Forum dates for 2024
- Who should I call?

Partners Residents' Christmas Party

This year's Christmas party moved to an excellent new venue, The Lift on White Lion Street. We celebrated the festivities with great company, great food and great fun was had by all.

A huge thank you to all the residents and Mayor, Cllr Gary Heather who came along to the party. We enjoyed a wonderful Christmas lunch with

all the trimmings. The risqué bingo caller kept us on our toes with his speedy number draws and the raffle prizes went down a treat.

We wish all our residents a happy and peaceful Christmas. If any resident would like copies of photos from the party, please contact us on enquiries@partnersislington.net or call 0800 587 3595.



More
photos
on pages
10 & 11





Compliments make us smile

We recently received this lovely compliment from Mrs C from Halliford Street:

An Operative from Rydon, "James" has attended to carry out the plaster/filling work in stages.

I would like you to know how pleased I am with James' work - he is clearly very experienced at what he does and knows what he's doing, he is a calm, polite and courteous man - and the standard of his work is excellent. I feel very reassured having James carry on this work in my home.

I hope that Rydon will please pass on my compliments to James.

Well done James!

Well done Partners!

A big thank you to Ms C for providing feedback for James. Partners has a staff awards scheme which James will be entered into. If you want to provide feedback on a specific staff member or tell us about the service you've received from us please email enquiries@partnersislington.net or call 0800 587 3595.

Extending your lease

Why extend your lease?

In almost all cases, your lease runs for a period or term of 125 years from the date the first flat in your building was sold. The amount of time left is sometimes known as the 'unexpired term'. The value of your property decreases as the term of the lease gets shorter. At the end of the lease term, you have to return your flat to the council as the landlord.

If your lease has less than 99 years remaining, then you might think about extending the lease. This is particularly important if your lease has just over 80 years remaining, as lease extension becomes much more expensive when a lease falls below 80 years.

As the number of years on the lease runs down, this may also eventually affect a leaseholder's ability to get a mortgage against the property. The Council of Mortgage Lenders says that it may be difficult to get a mortgage where the lease has less than 60 years left to run.

Who can apply to extend their lease?

To be able to extend your lease, you must have owned your flat for at least two years. You then have the right to purchase a new lease for a term of 90 years on top of the number of years left on your existing lease. Your extended lease will have very similar conditions to your old one.

The recent King's speech proposed a new bill to increase the standard lease extension period to 990 years. You may want to consider when this will become law when deciding when to apply for a lease extension.

If you have any questions about extending your lease please contact our Home Ownership Team on 0800 587 3595 or enquiries@partnersislington.net.

You can also get more information about the process from the council's website: www.islington.gov.uk and also The Leasehold Advisory Service: www.lease-advice.org

Clear and Safe - Bikes

Our Team regularly finds bikes being kept in communal areas. We do understand that bike storage can be challenging but they must not be stored in the communal area because they could make it difficult to leave the building in an emergency.

You can find details of bike parking options with Islington Council here: www.islington.gov.uk/roads/cycling/cycleparking or call the council on 020 7527 2000.



Christmas Card Conundrum

It's lovely to send and receive Christmas cards but what can you do with them once Christmas is over?

Recycle

Recycle your cards in your household recycling collection or at a local recycling centre.

Before you recycle them remember: -

- Remove any decorations from the card that are not made from paper, for example bows, ribbons, jewels, googly eyes or the chip in a musical card. These should be disposed in your waste bin.
- Do not recycle cards that have glitter on them. Remove the glittery section and recycle the rest.

Christmas Card Craft Ideas

Make Gift Tags

Probably the most popular way to reuse your Christmas cards is to use the picture, cut it to size and use it as a gift tag for next year.

Make Paper Chains.

Cut your cards into equally sized strips and loop them into one another fastening each link with a stapler.

Make Your Own Christmas Bunting

Cut shapes out of your old cards, thread them onto a string and hang them up.

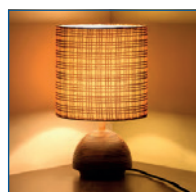


Open Forum dates for 2024

We continue to meet via Zoom with some in person meetings, in agreement with the attendees. Always check our website www.partnersislington.net for up-to-date information about the meetings and details of which Partners teams will be represented. A member of Islington Council's Clienting Team also usually attends.

- | | |
|--------------|----------------|
| • 18 January | • 18 July |
| • 21 March | • 19 September |
| • 16 May | • 21 November |

If you have any questions about the Open Forum, please contact Katrina Dalby on enquiries@partnersislington.net or 0800 587 3595.



Security Advice

With the dark evenings, if you're going away, consider using timer switches for your lights so that your home looks occupied.



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.

Active Spaces

Health and Wellbeing Activities for Everyone!

Join the Active Spaces community to improve your health, wellbeing and connect with others.



For more info email partnerships@islington.gov.uk or call 0207 527 2324

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Scan this QR code for the full programme

IN PERSON ACTIVITIES

Mondays

10 - 11am

Pilates For All

Mildmay Community Centre, Woodville Rd, Mayville Estate, N16 8NA

No booking required, just drop in!

11.30am - 12.30pm

Pilates For All

Dove Rooms, 25 Dove Road, N1 3FS

No booking required, just drop in!

12 - 1.30pm

Strength and Balance for 55+

King Square Community Centre, Blackwell House, EC1V 8DY

No booking required, just drop in!

1 - 2pm

Dance Fit with Winston THE GEEZER

Mildmay Community Centre, Woodville Rd, Mayville Estate, N16 8NA

No booking required, just drop in!

Wednesdays

10 - 11am

Women's Fitness

King Square Sports Pitch, King Square Estate, Next to 169 Central Street, EC1V 8BS

No booking required, just drop in!

11.30am - 12.30pm

Strength and Balance for 55+

Mildmay Community Centre, Woodville Rd, Mayville Estate, N16 8NA

Booking Essential - please email rratcliffe@arsenal.co.uk or call 07548 107 576

Thursdays

10am - 1pm

Chair Yoga and Coffee Morning

Dove Rooms, 25 Dove Road, N1 3FS

No booking required, just drop in!

2 - 3pm

Beginners Capoeira

Nailour Hall, Blundell Street, N7 9BH

No booking required, just drop in!

Fridays

10.30 - 11.30am

Pilates For All

King Square Community Centre, Blackwell House, EC1V 8DY

No booking required, just drop in!

10.30 - 11.30am

Women's Pilates

Andover Community Centre, N7 7RY

No booking required, just drop in!

FREE!

In person health and wellbeing activities for everyone!



ONLINE ACTIVITIES

Tuesdays

11am - 12pm

Dancing with Vera the Diva

This is an online class. To book email office@healthygenerations.org.uk

12.30 - 1.30pm

Balance and Movement Class

This is an online class. To book email contact@jessicagreen.net

6.30 - 7.30pm

Soca Aerobics

This is an online class. To book email socarobicst@gmail.com

Wednesdays

11am - 12pm

Mindfulness Meditation Energy Class

This is an online class. To book contact peter@healthygenerations.org.uk or text 0757 978 5053

Thursdays

12 - 1pm

Total Body Workout

This is an online class. To book email rratcliffe@arsenal.co.uk

Fridays

12.15 - 1.15pm

Keep Fit, Cardio, Core & More

This is an online class. To book email gee.dudley@blueyonder.co.uk

FREE!

Online health and wellbeing activities for everyone!



Top Tips to help your home sparkle.

■ Use vinegar to get rid of stubborn marks

There are countless uses for vinegar around the home and garden, but it comes into its own as a universal cleaner. It's particularly good at tackling the most stubborn marks, from mineral deposits to water spots.

To remove water spots, prepare a 50/50 mix of white vinegar and warm water before applying the solution to the affected area. Leave it to sit for 10-15 minutes then rub the marks away with a clean cloth. Filling a spray bottle with the solution will allow you to store it and make it easier to apply in future.

■ Clean up dust instead of moving it around

Using a dry dusting rag or feather duster often just moves dust and dirt around your home rather than picking it up. A slightly damp cloth will work better as dust is more likely to adhere to it, but a microfibre or antistatic cloth is the way to go. These types of cleaning cloths are positively charged, so dust and dirt - which is negatively charged - are attracted to them. This means that they can be used effectively without water or cleaning chemicals.

■ Clean venetian blinds with a sock

Venetian blinds can be frustrating to clean and are easy to damage if you're not careful. Try putting an old sock on your hand so you can easily get in between the slats. Make sure you clean or swap out the sock regularly so you're not just moving dust around.

■ Remove limescale with lemon

A lemon cut in half and rubbed into limescale will remove hard water stains, whether that's around your kitchen sink, taps or even in the shower, this citrus fruit is a one stop wonder.



Clothes Swap, a great way to recycle, and save money!

In line with London Challenge Poverty and National Recycling week, Vibast Community Centre organised a clothes swap event - to encourage people to swap or donate unwanted clothes.

People were asked to dig out and swap unwanted clothes in exchange for something they would wear to save money, and help raise awareness of the importance of recycling and encourage individuals and communities to take action to reduce waste and promote sustainability. The clothes swap also supported those who suffer from poverty including refugees and asylum seekers who have limited resources to buy new clothes.

As our first clothes swap event, we had a great turn out. The response was very positive, and residents were keen for it to be a regular at Vibast. One resident said 'it was a nice atmosphere. It was well organised, not messy, and easy to see what, is what. Well done!'

Look out for more events at the Vibast centre in the new year.



Fire Safety in your home

The most effective firefighting technique is prevention.

Keep your home safe:

- Fit at least one smoke alarm on every level of your home and test weekly

Smoking:

Smoking is the most common cause of fire fatalities. The best way to stay safe is to stub out the cigarettes for good. There's lots of support available to help you and your loved ones quit through www.nhs.uk/better-health/quit-smoking/ and on 0300 123 1044.

- Never smoke in bed, in an armchair or on a sofa, if you think you might fall asleep.
- Do not leave a lit cigarette or pipe unattended.
- Use deep ashtrays so that cigarettes cannot roll out, and don't throw hot ash into the bin.
- Keep matches and lighters well out of the reach of children.
- It's safer to smoke outside, but make sure cigarettes are put right out and disposed of properly.
- Never throw cigarette butts from a balcony, they could start a fire elsewhere.

Candles:

The London Fire Brigade say that over 200 fires at home involved candles last year.

Did you know that flameless LED candles are a much safer alternative to real candles or tea lights?

If you are going to use candles please follow this advice:

- Place candles in a stable heat resistant holder.
- Keep candles well away from curtains, furniture and clothes.
- Tea lights get very hot and without proper holders can melt through plastic surfaces like a TV or bath.

Heating and electrics:

- Sit at least three feet away from heaters.
- Never put a heater near clothes or furniture.
- Don't overload electrical sockets.

Take extra care in the kitchen

Around 60% of fires in the home start in the kitchen.

Most fires start in the kitchen – for added protection install a heat alarm.

- Don't cook if you are tired or have been drinking alcohol.
- Loose clothing can easily catch fire, so take care not to lean over a hot hob, and always keep tea towels and cloths away from the cooker and hob.
- Never leave pans unattended when cooking.
- If the pan does catch fire:
- Never throw water onto the pan as this can create a fireball and don't try to move it.
- If you can do so safely – turn off the heat.
- Leave the room and close the door. Shout to warn others to get out and call 999.

If clothes have caught fire, don't run. Try and remember 'stop, drop, roll' – which means:

- Stop – don't run, you'll make the flames worse.
- Drop – lie down on the ground at once.
- Roll – in heavy fabric or a fire blanket to smother the flames, though just on the ground will help.

Stay safe when you go to bed:

- Close all doors as this helps to prevent fire spreading.
- Switch off and unplug electrical items such as TVs and avoid charging devices like mobile phones when you sleep.
- Only leave essential appliances switched on such as the fridge or freezer, turn all others off.
- Make sure candles are out before you go to bed.
- Check your cooker and heaters are turned off.



A Christmas Poem

Written by a Partners staff member

How did your Christmas go last year?
It was alright, but prices were dear
I had to consider presents or heating
When usually I'm spreading season's greetings

It's a time to be grateful for what we have
No ill feelings, mood swings or feeling bad
Embrace your loved ones, whether they're family, friends and even pets too
And they will love you back, and not just for the presents and food

I stuff my face, get merry then off to bed
To prepare my next chapter for the year ahead
I say, 'I'll save money, go dancing, lose weight'
And before you know it, I'm eating the whole cake

I won't be hard on myself as there is always tomorrow
I tell myself the extra weight is only to borrow
For the remaining winter months before summer
As I continue living the greatest life like no other

| You said | We did |
|---|---|
| <p>At a recent Open Forum meeting a leaseholder told us that we need to improve our process around sending section 20s and final accounts.</p> <p>Currently, when we send a S20 or Final Account and you aren't expecting it, you won't know that you haven't received it. This can be frustrating as it could result in a work starting that you weren't aware of, a bill arriving that you weren't expecting or a bill going unpaid because it wasn't received.</p> | <p>Leaseholders can now register for automated email alerts notifying you when a S20 or Final Account has been posted.</p> <p>Sign up by emailing PFIHOT@partnersislington.net with your name, address and the email address you'd like us to use.</p> <p>We'll record your details and when we post you a S20 or Final Account you'll get an email telling you it's on its way. If you don't receive the item after 10 days, contact us and we'll issue a replacement.</p> |

Want to help shape our plans?

We're starting work on our next Annual Service Plan which sets out our priorities and targets for the year ahead.

If you'd like to get involved in the production of the Annual Service Plan or just want to share what you think our priorities should be, please contact Katrina Dalby on Katrina.dalby@partnersislington.net or 020 7288 7733.

Who should I call?

We understand it can be confusing when you're facing a frightening or difficult situation and you don't know who you should call for help. Using their knowledge and expertise our Anti-Social Behaviour Team have developed this list of scenarios and what action you should take. Following this guidance will ensure that the right experts are on hand to help, and you and those around you feel safe.

| Scenario | Immediate Action | Further Action |
|---|--|---|
| Drugs – concern about drugs being consumed or sold in a home or in the vicinity | Call 999 in an emergency, 101 in a non-emergency or if you want to remain anonymous contact Crimestoppers on 0800 555 111 or via their website: www.crimestoppers-uk.org | Share the crime reference number and information you've given the Police with Partners ASB Team via enquiries@partnersislington.net so the Team know what's happening in the area and can request further information from the police if required. |
| Violence – concerns about violence in a home or in the vicinity | Call 999 in an emergency, 101 in a non-emergency or if you want to remain anonymous contact Crimestoppers on 0800 555 111 or via their website: www.crimestoppers-uk.org | Share the crime reference number and information you've given the Police with Partners ASB Team via enquiries@partnersislington.net so the Team know what's happening in the area and can request further information from the police if required. |
| Criminal behaviour | Call 999 in an emergency, 101 in a non-emergency or if you want to remain anonymous contact Crimestoppers on 0800 555 111 or via their website: www.crimestoppers-uk.org | Share the crime reference number and information you've given the Police with Partners ASB Team via enquiries@partnersislington.net so the Team know what's happening in the area and can request further information from the police if required. |
| Dangerous dogs | Call 999 in an emergency, 101 in a non-emergency or if you want to remain anonymous contact Crimestoppers on 0800 555 111 or via their website: www.crimestoppers-uk.org | Share the crime reference number and information you've given the Police with Partners ASB Team via enquiries@partnersislington.net so the Team know what's happening in the area and can request further information from the police if required. |
| Animal welfare – concern about how an animal is being treated | Call the Council's Animal Welfare Team on 020 7527 3222 or email: animal.welfare@islington.gov.uk . | Share the details with Partners ASB Team via enquiries@partnersislington.net so the Team know what's happening and can request further information if required. |
| Late night noise nuisance – parties, music, alarms etc | Contact Islington Council on www.islington.gov.uk/community-safety/anti-social-behaviour/report-noise-and-neighbour-nuisance or 0207 527 7272 | No need to update us, Islington Council will send us all the details when they attend a Partners property. |

| | | |
|--|---|---|
| Noise from children playing in the street/garden | <p>Play is an essential part of every child's life and is vital for the enjoyment of childhood as well as their health, well-being and development.</p> <p>Although some types of behaviour can be annoying, children playing in the street or communal areas (unless they are causing damage) is not antisocial behaviour.</p> | |
| Dogs barking | <p>This would only be considered antisocial behaviour if the noise is persistent (continuous periods lasting over 30 minutes a day for at least 5 days within one week).</p> <p>If you feel comfortable doing so, try to have a friendly word with the owner of the dog. They may not realise that the barking is disturbing.</p> | <p>If the situation doesn't improve contact Partners on enquiries@partnersislinton.net or 0800 587 3595 with details about the barking and the steps you've taken to deal with the issue.</p> |
| General living noise | <p>'General living' includes noise such as vacuuming, walking around, doors opening/closing, general conversations, children playing etc is not considered anti social behaviour. Try to have a friendly word with your neighbour as they may not be aware you can hear them. We've put together some tips to help you resolve problems with neighbours and Dear Neighbour cards to help which are available on our website www.partnersislinton.net.</p> | <p>If the situation does not improve, mediation might be of help to you. It's an informal, confidential, and independent service available to help neighbours sort out their differences and reach an agreement. They can help you and your neighbour(s) understand each other's point of view and reach a solution. Please contact us and we will refer you.</p> |

Over the Christmas period please be considerate to your neighbours. Everyone wants to enjoy the festive period. If you're planning a party, please let your neighbours know in advance, and be reasonable about the length of time it lasts is.

Partners' Anti Social Behaviour Team are here to help, Monday-Friday 8.30-1700. You can contact them via enquiries@partnersislinton.net or 0800 587 3595. The Team's powers are limited to enforcing tenancy or lease conditions. When you report anti-social behaviour to us, we will work with you to agree an action plan and provide you with support throughout. We will keep you updated on progress and agree with you when your case can be closed. If the situation does not improve and we have to ask a Court to intervene, it can take a long time for a resolution to be achieved.

The Team are not able to take action if they receive reports of crimes. It is important that residents report criminal behaviour to the Police so that they can act and build a picture of what's happening in the area. Partners has an information sharing agreement with the Police and can use the information they provide to support any action we may be able to take.



Residents Christmas Party Photos







Congratulations to Ms S of Downham Road who won £100 'Love to shop' vouchers in last quarter's repairs satisfaction prize draw.

To be in with a chance of winning next time always complete your repairs satisfaction questionnaire either on the operative's PDA, feedback card, on our website or via a telephone satisfaction call.

Your Gazette, your stories

Do you have any ideas for future articles in the Gazette? Do you know of any local community projects that could benefit from having a light shone on them? If the answer is **YES** to any of the above, please get in touch with details by contacting our Communications Team at enquiries@partnersislington.net or call us on 0800 587 3595/020 7288 8310

Christmas opening hours

Our offices will be closed on the bank holidays of the 25 and 26 December, and the 1 January. You can report emergency repairs as normal by calling 0800 587 3595 or 020 7288 8310.

Check when your Christmas waste collections are via www.islington.gov.uk

When we call you, we will always give you our name and say we're calling from Partners. If you are concerned that a caller purporting to be from Partners isn't from Partners, please end the call and call us back on 0800 587 3595 or 0207 288 8310 so we can investigate.

Check www.partnersislington.net for up to date information on how we're performing against the targets set by Islington council.

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 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

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