

Kitchen Replacement Programme – Last chance for a new kitchen

Partners replaced all tenanted kitchens during the refurbishment programme when the contract started in 2003.

In 2022 we started our kitchen replacement programme, and last year Partners kitchen replacement team replaced over 400 kitchens in our tenant's homes, with 91% of residents saying that they were satisfied with the process and their new kitchen. Residents have 6 kitchen choices from our supplier Benchmarx who are part of the Travis Perkins group
www.benchmarxkitchens.co.uk.

We're entering the last phase of the replacement programme which will end in 2026. If you haven't had your kitchen replaced or have previously told us that you didn't want a replacement kitchen, and have since changed your mind, it's not too late to book in for a new kitchen.

Contact our kitchen team before the end of September 2026 via enquiries@partnersislington.net or **0800 587 3595** to make an appointment and secure a new kitchen.



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Good Neighbourhood Schemes

Help on Your Doorstep runs three Good Neighbour Schemes in Islington

Bemerton for the residents of Bemerton Estate, Delhi Outram, Naish Court/ Wellington Square, York Way Court, Tiber Gardens, Julius Nyerere Close, Cowdenbeath Path, Stanmore Street and Lion Court and surrounding areas.

Kings Cross for the residents of Peabody's Kings Cross estates and surrounding areas.

New River Green for the residents of Northampton Street, Canonbury Street, Canonbury Crescent, Walter Sickert, Marquess and New River Green Estates and surrounding areas.

Their Good Neighbour Schemes are resident-led with a range of activities from wellbeing activities to coffee mornings and street dance. All their activities are either run by or supported by Islington's wonderful residents.

If you would be interested in coming along to a session, sharing your talents, or having a chat with the team to see if Help on Your Doorstep's activities might suit you, check out the timetables in the link below to get in touch.

<https://mailchi.mp/25bfc0d8d5d2/hoyd2025-12851836>



Book your place for Partners' Residents' Christmas Party

Join the 35 residents already booked in for this year's Christmas Party!

The party is happening on Wednesday 25 November between 1200-1400 at The Lift, White Lion Street. Come along to celebrate Christmas and enjoy a cooked Christmas lunch and a few games of bingo.

If you'd like to join us, please contact **Katrina Dalby** on 0207 288 7733 or Katrina.dalby@partnersislington.net with your name, address and how many tickets you'd like.

Communal Electricity Meter Replacement

In the last edition of Partners Gazette we told you that the Council have commissioned npower to replace the communal electricity meters.

Following this, we received a query from a resident asking for more information about the new meters. We thought it would be useful for all residents to have this information.

The meters that are being installed are Automatic Meter Read (AMR) meters. The main difference between this and the old meter is that AMR meters send a reading back to the energy supplier daily, rather than someone having to come and read the meter.

This helps to ensure the billing is accurate each month and not estimated. It is also going to be a government requirement that anyone who bulk purchases electricity should have AMR meters, so the Council are trying to get them installed now so they meet the new requirements when they come into force.

If you have any questions about the programme please contact the Council's dedicated team on energy.services@islington.gov.uk.

Valuation Rates Consultation – Leaseholders have your say

The Government has launched its consultation on the rates which will be used to decide whether the cost of lease extensions go up or go down.

So what are they consulting on?

The key things they're consulting on are:

- 1 the "Deferment Rate" which is the rate used to calculate how much it should cost to buy the extra years when you extend your lease.

- 2 "Capitalisation Rate" which is used to work out how much it should cost to buy out your ground rent when you extend your lease.

Find out more and respond to the Government's consultation via their website:

www.gov.uk/government/consultations/leasehold-enfranchisement-valuation-rates

Could hospital discharge be better?

Share your experience with Healthwatch Islington

Healthwatch Islington is inviting people to share their experience of leaving hospital in any part of the UK as part of a new survey to improve hospital discharge experiences across the country.

Being discharged means leaving the hospital ward where you were being treated. This may include returning home, moving to a care home, to a community hospital bed, or somewhere else to continue your recovery. If patients are discharged too early without proper support, they may need to be readmitted to hospital or seek help from GPs or pharmacies.

Meanwhile, delays in discharging medically fit people create issues for new patients needing beds, leading to longer wait times in A&E and treatment in corridors until beds are available.

In May 2026, NHS England's discharge delay data recorded 341,785 acute hospital discharges. For Islington residents, 9.2% were delayed by at least one day, accounting for 665 extra bed days (comparing this year and last year).

Maria Gonzalez, Partnerships and Engagement Manager at Healthwatch Islington says: "Whether you had to wait longer than expected to leave hospital, left before you felt ready, or struggled to get the support you needed afterwards, your experience matters."

The survey, which asks you to share experiences that happened in the last year, is particularly aimed at people who experienced difficulties during the discharge process, including:

- Delays in leaving hospital.
- Leaving hospital before they were ready.
- Problems accessing the support, equipment, medication, information, or follow-up care needed after leaving hospital.

People are invited to share their experience by answering the questions here:

www.smartsurvey.co.uk/s/hwlslington/

or by scanning the QR code:



by Friday 9 October. The survey will only take a few minutes of your time, and your feedback is anonymous.

Struggling with the cost of living?

Where to get help and support



Many Islington residents are struggling with the cost of living and unable to afford the basics such as housing costs, food, clothing and energy.

There is a range of support available – through the Council and local partners - to help households in financial hardship to cope with an immediate crisis and to move towards being better off in the longer term. Full details can be found on the Council's website at www.islington.gov.uk/benefits-and-support/cost-of-living-support.

This leaflet provides a summary of the support available and who to contact for help, as follows:

- Crisis and Resilience Fund – for help in a crisis
- Help with Council Tax, Rent and other household bills
- Help to claim benefits – to maximise household income
- Money and debt advice – help to manage bills, reduce debt and build savings
- Help to access free or affordable food
- Help with childcare and family costs
- Help to get a job or build skills for work
- Wider help and support – Access Islington Hubs
- Free, independent advice from local organisations

Crisis and Resilience Fund: For help in a crisis

Islington residents who are facing a financial shock may be able to get help from the **Crisis and Resilience Fund (CRF)**, funded by the council, partners and the government.



**Funded by
UK Government**

What help is available through the CRF

Crisis Payment: One-off payment to provide urgent help to pay for essentials, such as food, electricity or clothing.

Housing Payment: help with housing costs e.g. a rent shortfall because of Bedroom Tax, Benefit Cap or Local Housing Allowance, rent deposits, removal or moving costs.

Referral to other support: residents applying for help through the Crisis and Resilience Fund can also be referred to other support such as help with debt, benefits and employment

To apply for a Crisis Payment or a Housing Payment:

- **Contact Access Islington** to apply for a Crisis Payment or a Housing Payment:

Phone: 020 7527 8222

Email: heretohelp@islington.gov.uk

Visit an [Access Islington Hub](#)

- **Contact your landlord** (for social housing tenants)
- **Contact Housing Solutions** on 0207 527 6371 (for private sector tenants)
- **Apply through referral partners** – see list on [Crisis and Resilience Fund | Islington Council](#)

Help with Council Tax, Rent and other household bills

Households who are struggling may be able to get help to pay bills such as Council Tax, rent, energy and other utility bills.

Help with your Council Tax bill

Households on low income may be able to get help to pay Council Tax. Through our Council Tax Support Scheme, residents who are eligible could get a reduction of between 35% to 100% in their Council Tax bill, depending on their circumstances.

There are also a range of other discounts including single person discount, student exemption, older person's discount, disability discount, discounts for people who give or receive care, for young care leavers, foster carers, those with a severe mental impairment, and more.

- **Apply for Council Tax Support**

Visit our website to find out more and to complete the application form at www.islington.gov.uk/council-tax/get-money-off-your-bill

For help with the form call 020 7527 4990 or visit one of our Access Islington hubs.

Help to pay your rent

Working age households who are on low incomes may be able to claim for help to pay their rent and meet other costs through Universal Credit. Pensioner households could be entitled to claim Housing Benefit to help with their rent.

- **For information and help on how to apply for Housing Benefit**

Visit: www.islington.gov.uk/benefits-and-support/housing-benefit

Email: FrontOffice.Housing@islington.gov.uk

Call: 020 7527 4990 or visit one of our Access Islington hubs.

- **For information and help to apply for Universal Credit**

Visit our website: www.islington.gov.uk/benefits-and-support/universal-credit

Visit the Government website to find out more and make a claim for UC:
www.gov.uk/universal-credit

Call the Citizens Advice Help to Claim helpline on 0800 144 8 444 for information and help to make a claim. This is a free helpline available from 8am to 6pm, Monday to Friday.

Contact our IMAX team (see details in the next section).

Help with energy bills

Islington Council manages the Seasonal Health Intervention Network (SHINE), a fuel poverty referral network and free energy advice service for Londoners. It provides practical support to:

- Reduce energy bills and get help with energy debt
- Access grants and energy-saving schemes and stay safe, warm and healthy at home

➤ **Contact SHINE for energy advice and help with energy bills:**

Tel: 0800 953 1221 / 020 7527 2121

Email: shine@islington.gov.uk

Visit: www.islington.gov.uk/environment-and-energy/energy/shine

Help with utility bills

Most utilities companies, including water, phone and broadband providers, offer a social tariff – a cheaper package or reduced bill for households on low income. Yet recent data shows that many households are not aware of this. There is around £10m in unclaimed support through social tariffs in Islington, with over 30,000 households missing out.

Help with water bills

Thames Water offers financial support to customers who are struggling with their water bills through a range of schemes including WaterHelp and WaterSure.

➤ **For further information on support with water bills**

Visit: www.thameswater.co.uk/help/account-and-billing/financial-support

Help with phone and broadband bills

Most phone and broadband providers offer social tariffs - cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits.

The Ofcom website provides a full list of phone and broadband social tariff providers with details of the range of packages.

➤ **For information on how to save money on phone and broadband bills**

Visit: www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs

Help to claim benefits: to maximise household income

There is a range of benefits and other financial help that can make a real difference to residents and their families. But not everyone is claiming all they are entitled to. Research in 2025 showed that there was £120 million in unclaimed benefits in Islington with over 34,000 households missing out on vital support.

Who can claim benefits?

Residents may be able to claim benefits and other support if they:

- Are on a low income – whether in work or not in work
- Have someone in the family who is disabled or struggling with ill health
- Are a carer
- Have one or more dependent children
- Are of state pension age

Benefits and financial support include:

For low income households:

- Universal Credit – working age people
- Pension Credit – pension age people

For families with children:

- Child Benefit
- Healthy Start
- Free School Meals

For those with a disability or caring needs:

- Personal Independence Payment (PIP)
- Disability Living Allowance for Children
- Attendance Allowance
- Carers Allowance

For help to claim benefits:

- Use our simple **Benefits Calculator** to check entitlement for benefits and other support: www.islington.gov.uk/benefits-and-support/benefits-calculator.
- **Contact our Income Maximisation Team (IMAX)**
Tel: 020 7527 8222
Email: Claimit@islington.gov.uk

Money and debt advice: help to manage bills and reduce debt

Many residents are struggling to pay bills and falling into debt. The most common issues include council tax arrears, rent arrears, unpaid energy or water bills, and parking fines.

There is a lot of free online support. The government website sets out a list of organisations that provide free, confidential and independent advice on dealing with debt problems.

MoneyHelper is a government-backed service which provides free, impartial information on money, pensions, benefits and more.

And residents can get help locally through **Citizens' Advice Islington's** Debt Advice Team.

Residents struggling to pay council bills e.g. council tax, rent, parking, can contact relevant council service to get help and discuss payment options. And where there is more than one council debt our **Multiple Debt Team** can help arrange a manageable payment plan.

Most utilities companies – including energy, water, broadband and phone providers - offer support to those struggling to pay household bills. Residents on low incomes may be eligible for a **social tariff**, a reduced rate or package. Residents should contact their providers to get help.

There is also support to help residents to access affordable loans and to build savings for the future to build financial resilience.

Credit unions offer low interest, ethical loans to their members whilst also helping to build savings. A credit union is a not-for-profit financial provider that helps people access banking products like bank accounts, savings and loans. There are credit unions across the country. Our local credit union is the **London Capital Credit Union**, which is based in Islington.

Help to Save is a type of savings account which allows certain people receiving Universal Credit to get a bonus of 50p for every £1 they save over 4 years. It is backed by the government so all savings in the scheme are secure.

For information and support around debt:

- **Visit MoneyHelper** for free impartial advice on benefits, pensions and more
www.moneyhelper.org.uk
- **Visit the government website** for a full list of where to get free debt and money advice
<https://www.gov.uk/debt-advice>
- **Contact Citizens Advice Islington**
Debt Free Advice Helpline: 0800 808 5763
Email: debt@islingtoncab.org
- **Contact the Council's Multiple Debt Team**
Tel: 020 7527 6161
Email: multipledebtteam@islington.gov.uk

For information and support around building savings:

- **Visit the Government website for information Help to Save**
www.gov.uk/get-help-savings-low-income
- **Find out more about Credit Unions**
www.moneyhelper.org.uk/en/everyday-money/banking/credit-union-current-accounts
- **Contact the London Capital Credit Union**
Visit: <https://credit-union.coop/>
Tel: 020 7561 1786 (Multilingual advisers available)
Email: info@credit-union.coop

Help to access free or affordable food

Islington Foodbank, based at Highbury Roundhouse, operates via an appointment-based system requiring a referral voucher from local agencies, including Islington Council, local housing associations, Help on Your Doorstep, Citizens Advice Islington, and various social services.

There are a number of other food providers across Islington offering free or low cost food. Information can be found on the **Islington Food Partnership** website or by contacting Access Islington.

Healthy Start is a national NHS scheme to provide support for pregnant women or with children under four to buy milk and healthy foods via a pre-paid card.

For help and information on food support:

➤ Get in touch with Access Islington

For information on food support and to make an appointment for Islington Food Bank:

Tel: 020 7527 8222

Email: heretohelp@islington.gov.uk

➤ Visit the Islington Food Partnership website

Digital flyer with information on other free or low cost food projects in Islington

www.islingtonfoodpartnership.org.uk/ifp-support

➤ Apply for support through Healthy Start

Apply online at www.healthystart.nhs.uk

Help with childcare and family costs

The Council provides a range of financial support including help with the cost of childcare, grants for school-age children and advice for parents who want to move into work. Full details can be found on the Council's website at www.islington.gov.uk/children-and-families/help-with-childcare-and-family-costs

The **Family Information Service (FIS)** can help resident who are looking for childcare, need family advice and support, or want to find free and fun activities for their children.

Islington's **Holiday Activities and Food (HAF) Programme** is a free spring, summer and winter holiday programme which gives young people the chance to enjoy a wide range of free activities with a healthy lunch. Visit the website to find out more about activities and eligibility and how to register:

Our **Family Hubs** bring together a variety of services for children and families, making it easier to get help.

For help and support for families and children:

➤ **Contact the Family Information Service**

Tel: 020 7527 5959

Email: fis@islington.gov.uk

➤ **Find out more about the Holiday Activities and Food programme**

www.islington.gov.uk/children-and-families/things-to-do/lunch-bunch

➤ **Visit one of our Family Hubs**

Central: New River Green Children's Centre, N1 2SX.

South: Bemerton Children's Centre, N1 0DX.

North: Hornsey Road Children's Centre, N7 7EN.

Help to get a job or build skills for work

For many people, employment is the best way to increase household income and become better off in the longer term. The Council offers free help to build skills for work and to get a job.

Islington Working (iWork) supports Islington residents who are out of work or in low paid work to access employment support and find a job, apprenticeship or training opportunity. Our **Islington Working portal** provides information on local jobs. Those who need support finding the right job will be put in touch with one of our dedicated employment coaches.

Our **Youth Employment Hubs** offer a dedicated space for young people aged 16 to 25 to access help and guidance to move into employment, education or training.

Islington Adult Community Learning offers a range of free courses for Islington residents to improve their skills and life chances. Classes are run in a variety of venues, including libraries, community centres and children's centres. Courses include ESOL, Vocational and Employability Skills, English, Maths, Digital Skills, and Green Skills.

For help to find work or build skills for work:

➤ **Contact Islington Working**

Tel: 020 7527 2706

Email: IslingtonWorking@islington.gov.uk

Visit our webpage: www.islington.gov.uk/jobs-and-careers/support-finding-work

Visit the Islington Working Portal: <https://islingtonworking.co.uk/>

➤ **Drop into one of our Youth Employment Hubs (young people)**

West Library Employment Hub: 107 Bridgeman Road, London N1 1BD

Corker Walk Employment Hub: Andover Estate, 54 Corker Walk, Finsbury Park, N7 7RY

Visit: www.islington.gov.uk/jobs-and-careers/support-finding-work/youth-employment

➤ **Contact Islington Adult Community Learning**

Tel: 020 7527 5782 / 07734 777466

E-mail: acl@islington.gov.uk

Wider help and support: Access Islington Hubs

Our **Access Islington Hubs** offer help on a wide range of issues including **Money, Food, Work, Housing, Family, Wellbeing, and Community safety**.

➤ To get in touch with Access Islington for help and support:

Tel: 020 7527 8222

Email: heretohelp@islington.gov.uk

Visit one of our Access Islington Hubs:

- Central Hub: 222 Upper Street N1 1XR
- North Hub: 6-9 Manor Gardens N7 6LA
- South Hub: Finsbury Library, 245 St John's Street EC1V 4NB

Free Independent Advice from local organisations

The Council funds local advice partners to offer free independent advice, support and legal services to people who live and work in Islington including **Benefits, Debt, Housing, Education, Family Law, Employment, Immigration**, and referrals to other support.

➤ Citizens Advice Islington

Benefits, Debt, Employment, Energy, Family, Housing, Immigration, Other

Adviceline: 0808 278 7836

Visit: <https://islingtoncab.org/>

➤ Islington People's Rights

Debt and Welfare Benefits advice

Advice Line: 020 7561 3685

Visit: www.ipradvice.org.uk

➤ Help on Your Doorstep

Working in the community to connect residents to specialist advice and support services

Tel: 020 3931 6080

Email:

connect@helponyourdoorstep.com

Visit: www.helponyourdoorstep.com

➤ LDN London

Support for young people with special educational needs and disabilities

Tel: 020 3031 6651 Email: islingtonSENDIASS@ldnlondon.org

Visit: www.ldnlondon.org/find-support/islington-sendiaass-services/

➤ Islington Law Centre

Benefits, Debt, Education, Housing, Immigration

Tel: 020 7288 7630

Visit: www.islingtonlaw.org.uk

➤ Islington BAMER Advice Alliance

Specialist advice for BAMER communities

Tel: 020 3941 2787

Email: contact@ibaa.org.uk

Visit: <https://ibaa.org.uk/>

➤ Manor Gardens Welfare Trust

One-on-one support in 12+ community languages to access help with benefits, housing and other support

Tel: 07483 149 519

Email:

MGassistance@manorgardenscentre.org

Visit: <https://manorgardenscentre.org>

Renting a Garage in Islington

Did you know that Islington Council have secure garages for rent across the borough for parking or for storage?

Anyone can apply to rent a garage, but the Council prioritise:

- Residents with a blue badge living on the estate
- Other residents living on the estate
- Other non-council tenants/leaseholders with a blue badge
- Other LBI council tenants/leaseholders.
- (Garage only) LBI council tenants/leaseholders wishing to use a garage for storage.
- Other persons for parking or storage.

For more information go to: www.islington.gov.uk/parking/parking-permits/estate-parking/renting-a-garage

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 who says they're from Partners isn't from Partners, please end the call and call us back on **0800 587 3595** or **020 7288 8310** so we can investigate.



Contents Insurance - a must have!

Residents are responsible for taking out a home contents insurance policy themselves in case of fire, theft, flood or vandalism.

Islington Council offers a low-cost insurance scheme for residents and details are available on their website www.islington.gov.uk/housing/council-tenant-services/your-tenancy/home-contents-insurance or by calling **020 7527 2000**.

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. Staff will end a call if a resident continues to be rude or offensive.**

How to contact us

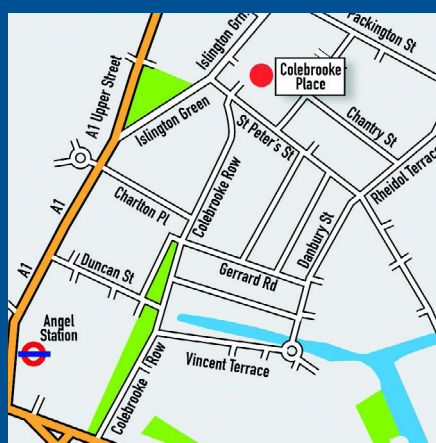
You can contact any of our teams by email at enquiries@partnersislington.net or by phone on 0800 587 3595 or 020 7288 8310

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