

## Partners Annual Service Plan

Each year Partners agrees with residents, staff and Islington Council an Annual Service Plan.

The plan sets out our targets for the year ahead in addition to our Key Performance Indicators (KPIs) and services we're contracted to deliver by the Council. If you want to know how we're doing against our KPIs there's up to date information on Partners website: [www.partnersislington.net/how-are-partners-performing](http://www.partnersislington.net/how-are-partners-performing).

The Annual Service Plan is updated regularly and shared and reviewed with Islington Council quarterly.

We completed last year's plan at the end of March, here are a few highlights:

- As part of our work to prevent damp in residents' homes, we aimed to visit all residents aged 80 or over to identify any repairs that were needed. We inspected 79 of the properties and raised repairs for 27, 52

required no repairs and 7 were referred to SHINE – the Council's specialist team who help with improving home energy efficiency and reducing energy costs.

- We have complied with the new Fire Safety Act obligation and have inspected all 162 flat doors in blocks over 11 metres high.
- During the year our kitchen replacement team replaced 670 kitchens in tenanted homes whilst achieving resident satisfaction exceeding 84%.
- All staff have completed the Housing Ombudsman's specialist Damp and Mould training.
- Using resident volunteers, we tested our automated mail printing and postage service to check whether letters were being delivered. 100% of the 3 test letters were received by residents.

This year's draft plan was shared with Partners Open Forum and Islington Council who were asked for their feedback. The plan was updated and is now live. Regular progress updates will feature in Partners Gazette. Here are a few of our targets from the plan:

- Reduce the number residents who after receiving our response to their complaint choose to escalate to stage 2 of the process.
- Improve Partners website to explain the different types of repairs and how quickly they will be completed.
- Review Partners' Resident Engagement Strategy

If you have any questions about Partners performance or the Annual Service Plan, please contact **Katrina Dalby** on **0800 587 3595** or [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).

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# You said we did

Partners Complaints Panel is a group of resident volunteers who've kindly agreed to review our responses to a few complaints a couple of times a year. The details of the complainant are removed from the information the Panel are given.

The Panel recently completed a review and here is a summary of their feedback and what Partners is doing in response to their comments.

If you'd like to know more about the work of the Panel and are interested in joining, please contact **Katrina Dalby** on **0800 587 3595** or **[enquiries@partnersislington.net](mailto:enquiries@partnersislington.net)**.

Panel Feedback	Partners' Response
Take photographs to evidence before and after to make it easier to identify damage caused by workers.	Agreed. We do recognise that there has been an improvement in this area and better notes and photographs are taken by the teams. We will remind our operatives that taking photos is essential to use as evidence when there are queries about work that has been completed.
The emotional impact of an experience needs to be considered when responding to a complaint.	<p>Agreed. We do recognise that someone's personal experience is important, and we know we need to demonstrate that we have understood this in our responses. All our responses are checked by a manager before they are sent to residents. We have discussed the importance of recognising a resident's experience in our responses and will try to ensure that this is reflected in what we say.</p> <p>We have a good relationship with Islington Council's complaints team and have a continuous conversation with them about learning and improving our service.</p>
When it takes a long time to resolve an issue compensation can feel meaningless.	Where we are at fault we must follow the Ombudsman's guidelines regarding compensation. When compensation is due to a resident we must offer it to them. We recognise that it is important that we also include the 'human touch' and explain that we understand that money isn't going to necessarily put things right. We will use our language to show that we understand and consider gestures such as sending flowers as a more appropriate gesture in addition to compensation.
Ensure out of hours team understand their responsibilities regarding leaseholders.	The Out of Hours Team have met with our Repairs Head of Service to clarify their responsibility. We will include an article in June's Partners Gazette explaining what the out of hours service are responsible for to help manage residents' expectations.
Ensure leaseholders receive a S20 before any works start.	Agreed. All leaseholders should be sent a Section 20 notice before any work over £250 in value starts. Leaseholders can sign up for email alerts to tell them when a Section 20 has been posted them via <a href="mailto:pfihot@partnersislington.net">pfihot@partnersislington.net</a> .
Include article in Partners Gazette about claiming on insurance.	Agreed, an article will be included in June's Gazette.

## Boiler Replacement Coming Soon!

We're about to start our final boiler replacement programme in tenant's homes. During Partners' 30-year contract with Islington Council, we'll have replaced every gas boiler 3 times.

We expect the replacement programme to take between 3-5 years to complete.

We aim to replace boilers in the order that they were installed – oldest first – and we'll contact residents to make an appointment a few months before their replacement is due.

At the first visit we'll have a look at your existing boiler and pipework and agree what work will be needed. Then we'll agree a date with you to install the replacement which should take around 1 day to complete. The team will show you how to use your new boiler and will answer any questions you may have.

If you have any questions about the replacement programme or concerns about this then please call the Heating Team on **01322 612334** and they will be happy to help.



## Home Ownership Fees

Islington Council have updated their Home Ownership Fees. The updated fees are available on Partners website:

**[www.partnersislington.net/leaseholders/alterations-and-improvements-to-your-home/](http://www.partnersislington.net/leaseholders/alterations-and-improvements-to-your-home/)**



## Your Feedback is Important

After every repair, kitchen replacement and cyclical decorations we ask for your feedback. It's vital we know how the experience was for you so that we can make changes if needed to ensure our service is meeting your needs.

Here are a selection of comments from our recent telephone satisfaction surveys about our Repairs Service. Thank you to everyone who contributed.

Don't forget that every quarter there's a repairs satisfaction prize draw and if you've submitted feedback, you could win £100 Love to Shop Vouchers. Last quarter's vouchers were won by a resident in Ecclesbourne Road.

*The guy who came to do it did 2 repairs. He was really polite and told me what was going on. I get anxious but I wasn't anxious at all.*

*The repair was done efficiently. The guy was friendly and nice.*

*He advised me regarding what to do if the issue happens again. He told me what to look out for. He was very informative.*

*It was a good service. After I reported it, it was booked for three week's time but they came the following day, which was really good.*

# Insurance Explained

## What is contents insurance?

Home content's insurance covers the cost of replacing belongings in your home if they're damaged, destroyed or stolen.

Tenants and leaseholders are responsible for purchasing their own content's insurance. It is not included in your rent or service charges.

In the event of theft, fire or flood, your belongings could be stolen or badly damaged. If you don't have content's insurance, you would have to pay to replace them. Neither Partners nor the Council would contribute towards this cost.

Islington Council administers a special low-cost household insurance scheme which is available to tenants and Right to Buy leaseholders.

More information is available on the Council's website: [www.islington.gov.uk/housing/council-tenant-services/your-tenancy/home-contents-insurance](http://www.islington.gov.uk/housing/council-tenant-services/your-tenancy/home-contents-insurance) or you can call them on **020 7527 2000**.

## What is Building's Insurance?

Building's insurance protects the structure of your home, such as the roof, walls and windows. It covers the cost of repairing the building if it is damaged by something that the building's insurance covers such as a fire, vandalism, a leak from another flat or a storm.

Partners arranges buildings insurance cover. Tenants and Leaseholders do not need to do this.

Leaseholders can make a claim against the building's insurance if their property is damaged by an insured risk such as a leak from another flat or damage to their property caused by an unexpected event such as a fire or a break in.

Leaseholders can find the building's insurance policy documentation on our website: [www.partnersislington.net/leaseholders/buildings-insurance/](http://www.partnersislington.net/leaseholders/buildings-insurance/) or for more information contact our Home Ownership Team on **0800 587 3595** or via [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net)





# Advocacy Services

If you find it difficult to have your voice heard and your opinions taken seriously, or at times you might find it hard to express your views or remember all the information someone has told you, you may benefit from having an advocate.

Advocacy usually means getting support from another person to help you express your views and wishes. And to help you stand up for your rights. Someone who helps you in this way is called your advocate. Here are several local providers who provide advocacy services and may be able to help you:

- **Islington Advocacy Service** - You can call **0300 790 0559** (Monday to Friday 9am to 5pm excluding bank holidays) or email: **advocacyreferralhub@rethink.org**
- **POhWER** - You can call **0300 456 2370** (Monday to Friday 8am to 6pm excluding bank holidays) or email: **pohwer@pohwer.net**
- **VoiceAbility** - You can call **0300 303 1660** (Monday to Friday 9am to 5pm excluding bank holidays) or email: **helpline@voiceability.org**
- **Community Advice and Support Scheme** - You can call **020 3538 4418** or Email: **info@cassadvice.org**



## Out of Hours Emergency Repairs – What is an emergency?

Sometimes emergency repairs are needed outside office hours. If a repair is very urgent (for example, it is a danger to health and safety or security) and cannot wait until the next working day, you can call us on **0800 587 3595**.

We may carry out a temporary repair until we can carry out a full repair during normal working hours.

### Problems that need emergency repairs

- A leak - if the water cannot be turned off or the leak contained in the case of a severe leak or burst pipe.
- A leak - if it is affecting the electrics or another property.
- Dirty water coming up from plug holes, toilets or other drainage.
- Broken glass that is a danger to anyone's health or safety.
- Someone can easily get into your home (broken locks).
- No electricity.
- An unsafe electrical fitting that is sparking or smoking, or there is bare wiring
- No cold, clean drinking water at all.
- No central heating during winter.



# Decorating the outside of your home

2025 marks the beginning of the final round of cyclical decorations that we will complete on your homes before management returns to Islington Council in 2033.

By the end of the 30-year contract with Islington Council, we will have decorated the outside of your home 4 times, every round of decorations includes work to 973 whole houses. The work includes:

- Painting the external parts of the building.
- Painting the external woodwork, including windows and front and rear entrance doors.
- Painting any railings and gates to the front of the property.
- Previously painted steel staircases to rear gardens.
- Large scale repair and maintenance jobs as they are required

This year's schedule is on our website:

**[www.partnersislington.net/publications/partners-provisional-cyclical-decorations-programme-2025/](http://www.partnersislington.net/publications/partners-provisional-cyclical-decorations-programme-2025/)**

Our Team will be in touch with you a few months before your decoration work is due to start. Your Resident Liaison Officer will talk you through the process and answer any questions you've got. Please contact us on **0800 587 3595** or **[enquiries@partnersislington.net](mailto:enquiries@partnersislington.net)** if you have any questions about the work.







**We've started this year's leaseholder front door checks.** Where a leaseholder's front door opens into a communal area, we must check that it meets fire regulations. Thank you to those residents who've already provided access for the 5-minute check. If you have a door that needs checking we will write to you.



**Test your heating before the winter** and report any problems with your boiler or radiators to us on **0800 587 3595**



# Who should I call?

We understand it can be overwhelming 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.

Scenario	Immediate Action	Further Action
<b>Drugs – concern about drugs being consumed or sold in a home or in the vicinity</b>	Call <b>999</b> in an emergency, <b>101</b> in a non-emergency or if you want to remain anonymous contact Crimestoppers on <b>0800 555 111</b> or via their website: <b>www.crimestoppers-uk.org</b>	Share the crime reference number and information you've given the Police with Partners ASB Team via <b>enquiries@partnersislington.net</b> so the Team know what's happening in the area and can request further information from the police if required.
<b>Violence – concerns about violence in a home or in the vicinity</b>	Call <b>999</b> in an emergency, <b>101</b> in a non-emergency or if you want to remain anonymous contact Crimestoppers on <b>0800 555 111</b> or via their website: <b>www.crimestoppers-uk.org</b>	Share the crime reference number and information you've given the Police with Partners ASB Team via <b>enquiries@partnersislington.net</b> so the Team know what's happening in the area and can request further information from the police if required.
<b>Criminal behaviour</b>	Call <b>999</b> in an emergency, <b>101</b> in a non-emergency or if you want to remain anonymous contact Crimestoppers on <b>0800 555 111</b> or via their website: <b>www.crimestoppers-uk.org</b>	Share the crime reference number and information you've given the Police with Partners ASB Team via <b>enquiries@partnersislington.net</b> so the Team know what's happening in the area and can request further information from the police if required.
<b>Dangerous dogs</b>	Call <b>999</b> in an emergency, <b>101</b> in a non-emergency or if you want to remain anonymous contact Crimestoppers on <b>0800 555 111</b> or via their website: <b>www.crimestoppers-uk.org</b>	Share the crime reference number and information you've given the Police with Partners ASB Team via <b>enquiries@partnersislington.net</b> so the Team know what's happening in the area and can request further information from the police if required.
<b>Animal welfare – concern about how an animal is being treated</b>	Call the Council's Animal Welfare Team on 020 7527 3222 or email: <b>animal.welfare@islington.gov.uk</b> .	Share the details with Partners ASB Team via <b>enquiries@partnersislington.net</b> so the Team know what's happening and can request further information if required.
<b>Late night noise nuisance – parties, music, alarms etc</b>	Contact Islington Council on <b>www.islington.gov.uk/community-safety/anti-social-behaviour/report-noise-and-neighbour-nuisance</b> Or <b>0207 527 7272</b>	No need to update us, Islington Council will send us all the details if they attend a Partners property.
<b>Noise from children playing in the street/garden</b>	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.  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.	Islington Council's Good Neighbourhood policy sets out Islington Council's approach to setting expectations and managing neighbour relationships in their estates, blocks, and street properties. It is for Partners and Islington tenants and resident. You can read the policy in full on our website or contact us if you'd like a copy posted to you. <b>www.partnersislington.net/publications/islington-councils-good-neighbourhood-policy/</b>



Scenario	Immediate Action	Further Action
<b>Dogs barking</b>	<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 <a href="mailto:enquiries@partnersislington.net">enquiries@partnersislington.net</a> or <b>0800 587 3595</b> with details about the barking and the steps you've taken to deal with the issue.</p>
<b>General living noise</b>	<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 <a href="http://www.partnersislington.net">www.partnersislington.net</a>.</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> <p>Read Islington's Neighbourhood policy for more information on our website or contact us if you'd like a copy posted to you. <a href="http://www.partnersislington.net/publications/islington-councils-good-neighbourhood-policy/">www.partnersislington.net/publications/islington-councils-good-neighbourhood-policy/</a></p>

Partners' Anti Social Behaviour Team are here to help, Monday-Friday 8.30-1700. You can contact them via [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or **0800 587 3595**. The Team's powers are limited to enforcing tenancy or lease conditions. When you report anti-social behaviour to the team, they will work with you to agree an action plan and provide you with support throughout. They will keep you updated on progress and agree with you when your case can be closed. If the situation does not improve and they 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 we can use the information they provide to support any action we may be able to take.

If you're looking for general crime prevention advice, or have a general query for the Police you can always contact your neighbourhood police team via email:

Highbury -

**[highbury.snt@met.police.uk](mailto:highbury.snt@met.police.uk)**

Mildmay -

**[mildmay.snt@met.police.uk](mailto:mildmay.snt@met.police.uk)**

Barnsbury -

**[barnsbury.snt@met.police.uk](mailto:barnsbury.snt@met.police.uk)**

Canonbury -

**[canonbury.snt@met.police.uk](mailto:canonbury.snt@met.police.uk)**

St Mary's and St James -

**[stmarys\\_stjames.snt@met.police.uk](mailto:stmarys_stjames.snt@met.police.uk)**

Clerkenwell -

**[Clerkenwell.snt@met.police.uk](mailto:Clerkenwell.snt@met.police.uk)**

If you're unsure which neighbourhood team is yours, you can check the Police website here: [www.police.uk/pu/contact-us/find-force-local-policing-team/](http://www.police.uk/pu/contact-us/find-force-local-policing-team/)

# Men's Shed at the Andover Shed

Learn new practical skills and practice your old skills.  
Basic Carpentry, Plumbing, Tiling, Painting and  
Decorating.



A friendly,  
welcoming space  
for people of all  
abilities.

Women and men  
welcome!

Drop-in Every Friday  
plus other days by arrangement.

Andover Community Centre,  
Corker Walk, N7 7RY

For more information and get your place  
text Leon on 07548 947399.



# Alterations - Making changes to your home

Tenants and leaseholders must get permission before changing the structure or layout of their homes. Making changes without permission is a breach of your tenancy or lease.

If you start without permission, you may unintentionally cause damage which could be dangerous to you and your neighbours such as cutting through the electricity supply, breaking a wastewater pipe or disturbing asbestos.

If you're not sure whether any work that you want to do requires permission, please contact us to check via [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or **0800 587 3595**.

If you'd like to apply for permission to change your home you can complete an alteration request via our website [www.partnersislington.net/leaseholders/alterations-and-improvements-to-your-home/](http://www.partnersislington.net/leaseholders/alterations-and-improvements-to-your-home/) or by via an alterations form which we can post to you.



PARTNERS



## Open Forum 2025

Thank you to all the residents who attended May's Open Forum where we discussed improvement works, gas boiler replacements and road improvements.

Planned meetings for the rest of the year are:

**17 July 2025** - Partners Works Team - Kitchen replacement program

**18 September 2025** - Partners Gas Team

**20 November 2025** - Partners Housing Team

If you'd like to attend a meeting or would like more information about the Forum, please contact Katrina Dalby via [Katrina.dalby@partnersislington.net](mailto:Katrina.dalby@partnersislington.net) or call **0800 587 3595**.

## Book your place for Partners' Residents' Christmas Party

We know that Christmas feels a way off, but bookings are open for this year's residents' Christmas party and over 30 of you have already booked your place!

The party is happening on Wednesday 3 December 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](mailto:Katrina.dalby@partnersislington.net) with your name, address and how many tickets you'd like.



## 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.

If you have a vulnerability which affects the how you would prefer to receive services from us, now or in the future, please tell us so that we can record your preferences. Contact our Housing Team on **0800 587 3595** or **enquiries@partnersislington.net**. This information will allow us to try to meet your requirements and if your needs cannot be met, we will tell you clearly why and work with you to find a reasonable solution.

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.



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](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.

## 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)



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