

## Kitchen Replacement Programme - Your 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](http://www.benchmarxkitchens.co.uk).

We're entering the last phase of the replacement programme which will end in 2027. 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 via [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net) or 0800 587 3595 ASAP to make an appointment.**



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Our replacement process starts with a pre-start visit and survey. We visit residents with examples of the unit and worksurface choices available and work with them to agree the kitchen specification. We generally fit like for like following the existing layout of the kitchen.

Before work is due to start we contact residents to check that they are happy with their choices and the design of their kitchen. At this stage changes can still be made if needed.

Before work can begin, the kitchen needs to be cleared. We also must move out resident's domestic appliances and therefore space must be cleared in another area of the house for these to be stored. Boxes are delivered to residents before the installation starts so that they can pack up their kitchens. If residents don't empty their kitchens, we are unable to carry out the replacement.

Residents are given a 2-ring electric hob to cook on whilst their kitchen is out of use.

When work starts every property is given a property pack. This details all the health and safety information, the kitchen design, and a signing in sheet.

**Every kitchen replacement is checked by our surveyor. The surveyor checks the quality of the installation and speaks to residents about their experience of the work.**

Lots of residents who are visited by our surveyor say they are happy for their feedback to be shared. Here are some examples of feedback from residents who've had their kitchen replaced:

*Ms Liddell informed me she is very happy with her new kitchen, everything was good, Joe was amazing, very helpful.*

*Mr Hussain informed me that it was a great job, very good.*

*Ms Bell informed me that she had no problems, everything was perfect, the kitchen is much better now.*

*Mr Vickers is very happy with his new kitchen, it is great, he is well pleased.*



## April Rent Increase

From the end of February all tenants will receive a letter from the Council telling you how much your rent will increase by from the 6 April.

Please look out for the letter and if you are in receipt of Universal Credit, please ensure that you update your Universal Credit journal with the new rent charge. If you don't do this then the housing costs element of your Universal Credit payments will be for less than your rent, and you may accrue rent arrears as a result

If you have any questions, please contact our **Accounts Team** on **0800 587 3595** or **enquiries@partnersislington.net**.

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## Half Term Treat

With the school holidays approaching we've got **2 x £100 Merlin Gift Cards** to give away. Take the children (or someone else!) to one of the many Merlin attractions this year – Legoland, The London Dungeon, The London Eye etc.

To enter email **enquiries@partnersislington.net** and put '**Merlin Voucher**' in the subject line with your name and address by the 6 March. 2 winners will be randomly selected, and we'll email the lucky winners with their voucher details by the 10 March. Alternatively, you can enter by calling **Katrina Dalby** on **020 7288 7733** by the 6 March.



**NATIONAL LOTTERY  
COMMUNITY FUND**

## Enablement Service

Islington Mind's **Enablement Service** helps Islington residents with mental health challenges to build confidence and develop strategies for regaining and maintaining independence.

**“Enablement helped me rebuild my confidence and independence step by step”**

Islington Mind's **Enablement Service**, funded by The National Lottery, supports Islington residents living with mental health challenges through personalised support. Clients are paired with support worker volunteers for regular individual support sessions.

We accept referrals from Islington residents (18+) who experience mental health problems.

**The service assists clients to manage practical goals that include:**

- Addressing financial and housing issues
- Accessing work, education and training
- Completing forms and navigating services
- Building community connections

**To refer yourself or someone else to Islington Mind's services, please complete the referral form on our website, or scan the QR code below.**

020 3301 9850

[islingtonmind.org.uk](http://islingtonmind.org.uk)

Registered charity no. 294535



[islingtonmind.org.uk/refer](http://islingtonmind.org.uk/refer)

Find out more and/or refer yourself by scanning this QR code!





# Satisfied Customers



We value your feedback and read and act on all the comments you make via our text, telephone, card and email surveys.

Here are a selection satisfied customer comments from December's feedback:

*Thank-you to the gentleman. He was a very polite man. He's done some nice work and I'm happy with it.*

*I was very happy with the work that was carried out and he was a very polite gentleman.*

*The speed of the repairs being done. It was two in one day. One was the light and the other was the drains. They were done with such speed and professionalism. I couldn't be happier.*

*He did a really good job. He was very friendly, and very helpful. It exceeded what I thought it would look like, and I was really impressed.*

*I reported it at ten past twelve, and the operative was here within twenty minutes. It was absolutely excellent.*

Sometimes residents aren't happy with our service and where residents tell us this we listen and try to help. Here is feedback from a resident who wasn't happy with our service:

*The only time we were treated badly was when we had a leak in the kitchen which meant all of the carpets got soaking wet. We never got one penny of compensation and that was really disgusting. That was the only time we were let down by them. It cost us £1,200 to put things right.*

We were very sorry that the resident's carpet was damaged by a leak, but Partners are not responsible for resident's belongings and do not insure them. 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](http://www.islington.gov.uk/housing/council-tenant-services/your-tenancy/home-contents-insurance) or by calling **020 7527 2000**.

## Help us to get PEEP ready

Personal Emergency Evacuation Plans are escape plans for people who need help evacuating a building if there's a fire. In April 2026 all residents who live in a property over 11 meters tall and who need a PEEP should have one.

Examples of streets with properties which are over 11 meters tall include some properties on:

Beresford Road  
Essex Road  
Grosvenor Avenue  
Mildmay Grove  
Harecourt Road  
Milner Square  
Pyrland Road

Over the next few months we will be contacting all residents in properties which are over 11 meters high to find out whether they need a PEEP.

If you live in a building over 11 meters tall and want to agree a PEEP with us, you do not need to wait for us to contact you. You can contact our Housing Team to arrange an appointment on **0800 587 3595** or via [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).

If you have any questions about PEEPs please contact Partners Housing Team on **0800 587 3595** or [enquiries@partnersislington.net](mailto:enquiries@partnersislington.net).





# Green Fingers Giveaway

**It may still be the winter, but if you're lucky enough to have a garden, there is plenty to do when the weather allows.**

## Here are some garden tasks for February!

1. February is pruning time for Clematis, Wisteria, Winter Jasmine, Hydrangea, Buddleia, Cornus, Mahonia, Evergreen shrubs, Climbing and Bush roses.
2. It is also time to sow early seeds, under glass with extra heat and light.
3. Plant summer-flowering bulbs.
4. Cut back Sedum and other perennials.
5. Chit Potatoes
6. Remove leaves from Hellebores.
7. Remember to regularly deadhead pansies and other winter bedding plants to prevent seed setting and prolong flowering.
8. Relocate overgrown shrubs during this month.



If you don't have your own garden there are community gardening opportunities in Islington. Full details are available the Garden Classroom's website: [www.thegardenclassroom.org.uk](http://www.thegardenclassroom.org.uk)

Everyone is welcome, no gardening experience is needed. They provide tools, plants, guidance, hot refreshments, and a low key, relaxed and friendly, couple of hours gardening.

They advise you to wrap up warm and wear clothes you don't mind getting a bit muddy.

Under 16's should be with a responsible adult.

Volunteers who may need some support to access the sessions are very welcome.

### **Newington Green, N16 9PX**

**February** 4th, 11th and 25th

**March** 4th, 11th, 18th and 25th

### **Market Road Garden, Market Road, N7 9GR**

**February** Tuesday 3rd, 10th and 24th and Wednesday 4th, 11th and 25th

**March** Tuesday 3rd, 10th, 17th, 24th and 28th and Wednesday 4th, 11th, 18th and 25th

## Garden Giveaway

Start planting for the year ahead with one of four £25 National Gardening Gift cards that we've got to give away.

To enter the prize draw email **enquiries@partnersislington.net** and include 'Gardening Voucher' in the subject line with your name and address by the 6 March. 4 winners will be randomly selected, and we'll email the lucky winners with their voucher details by the 10 March. You can also enter by calling **Katrina Dalby** on **020 7288 7733** by the 6 March.



# What is mediation and how can it help?

If you're experiencing anti-social behaviour or have issues with a neighbour our Housing and Anti-Social Behaviour Teams may have suggested mediation as a tool to help resolve your issues, but what is mediation and how can it help?

Mediation is a voluntary process where a specially trained, impartial mediator who is independent from Partners and the residents helps people to discuss the problems they're experiencing and identify and agree solutions to try and resolve the issues.

Initially the mediator will contact both parties to hear their views and concerns and if there is agreement to proceed, then they will arrange for everyone to meet and mediation to take place.

At the meeting both sides will have the chance in a safe environment to have their say and listen to other's views. The mediator will facilitate the conversation and encourage everyone to

find a way forwards which is mutually agreed and not imposed upon either party.

Mediation can happen with everyone in one room or with parties in different rooms with the mediator moving between them.

Mediation can help participants understand the situation from other's perspective and consider ways to resolve the issues.

The strength of mediation is that the communication is directly between the involved parties and empowers them to resolve their own dispute, rather than Partners or the Court taking a view following an investigation and imposing a judgement.

If you would like to find out more about how Mediation could help you and your situation, please contact our **Housing Team** on **0800 587 3595** or **enquiries@partnersislinton.net**.

## Partners' Cinema Club

### Partners Cinema Club is back!

Partners' residents and their family and friends are invited to our free cinema club:

**When:** Wednesday 25 March. Take your seats from 12:45pm and the film starts at 1300. Event finishes at 3:15pm.

**Where:** Screen on the Green, 83 Upper Street, London, N1 0NP

**What:** 6 times Oscar winning, romantic comedy, 'La La Land' certificate 12A, starring Ryan Gosling and Emma Stone. Plus light refreshments.

**How:** Places are limited so register soon by contacting **katrina.dalby@partnersislinton.net** or by calling **Katrina Dalby** on **0800 587 3595** or **020 7288 7733**.

When registering, please tell us your name, your address and how many places you'd like.





## Staying well this winter

During the winter, the NHS in north London is helping residents to stay well by providing information on their local services so they know where to turn for care during the colder months.

Last winter saw a sharp rise in A&E attendances, often for illnesses that could have been treated more quickly by other NHS services.

Clear guidance is available on **[www.londonwinterwellness.nhs.uk](http://www.londonwinterwellness.nhs.uk)** which provides information for anyone looking for health tips, on:

- Using Pharmacy First, for fast help with minor illnesses
- Accessing evening and weekend GP appointments
- Getting free medicines if on a low income with Self-Care Medicines Scheme
- Accessing urgent care, mental health support, and dental care

### How can you help?

Please help by encouraging your friends and family to visit their local pharmacy, GP or call **NHS 111** if their condition isn't life threatening.

For more information on staying well this winter, visit **[LondonWinterWellness.nhs.uk](http://LondonWinterWellness.nhs.uk)**



## Partners Open Forum 2026

Here are the dates for this year's Open Forums.

19 March 2026  
21 May 2026  
16 July 2026  
17 September 2026  
19 November 2026

The Open Forum is for all Partners residents. There is no membership, you don't need to apply to join, and you can attend as often as you choose.

At the meetings you'll get chance to meet other residents and hear from a selection of Partners staff. You can ask questions, share information or just listen to everyone else.

Meetings are generally held on Zoom and are chaired by Partners. They last for one hour and notes from each meeting are published on Partners website: **[www.partnersislington.net/get-involved/open-forums/](http://www.partnersislington.net/get-involved/open-forums/)**

If you have any questions about the meetings, please contact **Katrina Dalby** on **020 7288 7733** or **[Katrina.dalby@partnersislington.net](mailto:Katrina.dalby@partnersislington.net)**

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

We haven't had the summer yet and Christmas feels a way off, but bookings are open for this year's residents' 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](mailto:Katrina.dalby@partnersislington.net)** with your name, address and how many tickets you'd like.



# Tree Query? New Online Portal available now!

The Council have launched a new portal to enable you to report an issue with a tree rather than having to call Partners or the Council.

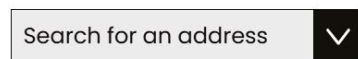
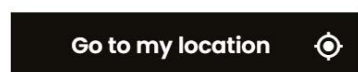
After you send your report, the Council will check it and get back to you within 10 working days. They'll let you know what they are going to do or ask for more information if they need it.

## How to use the portal:

Go to the portal here:

[www.islington.gov.uk/physical-activity-parks-and-trees/looking-after-our-trees/report-an-issue-with-a-tree/trees](http://www.islington.gov.uk/physical-activity-parks-and-trees/looking-after-our-trees/report-an-issue-with-a-tree/trees).  
[islington.gov.uk/Trees/Map](http://islington.gov.uk/Trees/Map)

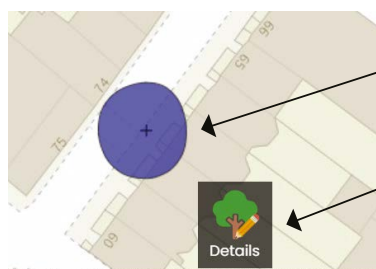
### Step 1



If you are on a mobile, you can use your current location to find the tree

Find the tree using the 'Search for your address' box and entering the postcode (if you know it)

### Step 2



Find the tree you're looking for and tap on

A tree icon will appear called 'Details'.

### Step 3

Information and a picture of the tree will be displayed so that you can check it is the right one.



If it's the right tree, select 'Enquire' and fill in a few details, including as much as you can about what the issue is. If it is the wrong tree repeat steps 1&2 and select a different tree.





# FREE GADGET SUPPORT

If you need help using your android smartphone, tablet or your digital camera you can get 1-1 support.

**By appointment only.**

To book please call: 020 7527 6966

**Thursdays, hourly appointments.**

**First Steps**

**Central Library, 2 Fieldway Crescent, N5 1PF**

**Adult Community Learning**

## **FOUNDATIONS FOR WORK**

### **Plan your Success with our Information Advice and Guidance**



**Get impartial one-to-one information advice and guidance from a qualified advisor to help you move forward into work or further training.**

**Wednesdays 9:30–12noon or Fridays 1–4pm  
First Steps Learning Centre, Islington Central Library.**

**By appointment only.**

Contact Alison on 07808 879 044 or email [alison.moore@islington.gov.uk](mailto:alison.moore@islington.gov.uk) to book.



### **Employment Support**

**Get help writing your CV, searching for jobs, filling in application forms and interview tips.**

We can also offer you information on courses to help you improve your skills and chances of gaining employment.

**This is a drop-in service (no appointment needed) on  
Tuesdays 9.30am – 12.30pm at the Arsenal Learning Hub.**

SUPPORTED BY  
**MAYOR OF LONDON**

 **ISLINGTON**  
For a more equal future



## Stand Out CV Secrets; Write an Effective CV



**Learn how to write an effective CV to help get the job you want.** These one-to-one sessions will help you to decide what to include in writing a comprehensive and skills-based CV.

**Thursdays 10am-12noon  
Arsenal Learning Hub.**

**By appointment only**

Contact Alison on 07808 879 044 or email [alison.moore@islington.gov.uk](mailto:alison.moore@islington.gov.uk) to book.



## Digital Skills Kickstarter

**Develop your computer skills!**

Get help and support with using computers, laptops or other devices. Work at your own pace and find out about other courses available to help you improve your digital skills.

**Fridays 1-4pm  
Islington Computer Skills Centre**

To book an appointment contact Sharon  
07818 529 355

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**MAYOR OF LONDON**



# Have your say on Tenancy updates!

The Council are reviewing your **Conditions of Tenancy** to keep them up to date with new legislation, enhanced building safety standards, and to strengthen your rights and responsibilities as a tenant.



For more information **scan the QR code** or visit the **Let's Talk Islington** website @ **Service.Development@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 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)



## 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