

A new way to give us feedback

We want to make sure we're delivering a good service to our residents and one of the best ways of doing this is to ask you for feedback.

Currently we ask you how we've done when we've carried out a repair, completed a kitchen replacement, carried out cyclical decorations or closed an antisocial behaviour case.

We've recently introduced a text message satisfaction survey so that we can find out whether residents are satisfied with the way we've dealt with their call.

Every Wednesday we'll send a text message to all residents who've called us the previous week.

The text message and survey will look like the pictures in this article.

Don't worry if you've called us more than once, we won't keep texting you! Within a rolling month period we will only text a resident once, regardless of how many times they have called us. The texts will be sent between 8am-8pm.

If you don't respond to the message within 72 hours a follow up reminder text will be sent.

If you don't want to receive texts from us, the message will include an opt out link. Alternatively you can contact us on 0800 587 3595 or enquiries@partnersislington.net and let us know that you don't want to receive texts.

The text will invite you to click on a link to complete the survey. Clicking on the link will take you to 3 online questions:

1. Did the agent listen to you and treat you with respect?
2. Did they provide helpful information?
3. Are you satisfied with the way your call was handled?

The feedback from all surveys we carry out is important because it helps us to monitor the service we're providing and ensure that we're meeting residents' expectations. Look out in future editions of the Gazette for the results of the text message surveys.

We read all the feedback we receive, and our favourite thing is to hear about when things have gone well. Here are a few positive comments from residents who've recently had a repair:

Resident from Milner Square:

It was brilliant. My electrics went and in minutes they were here. It could not have been better and they found out it was my kettle that was causing the problem. It is always good when they come out and sort things for me. They are a good team

Resident from Pyrland Road:

He was just kind and helpful.

Resident from Barford Street:

He was very polite and friendly. He also cleaned up afterwards.

Resident from Remington Street:

I think it was very efficient and quick. They were very helpful.



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Fire Safety Door Checks

The Fire Safety Act 2021 amended, the Regulatory Reform (Fire Safety) Order 2005, and the new Fire Safety (England) Regulations 2022 came into force on 23 January 2023.

Following last year's initial check, it is an annual requirement that we inspect the front entrance door to homes where a block is 5 storeys or higher and a flat entrance door leads onto a communal area to check:

- The door frame is in good condition
- The door is in good condition and fits the frame
- If door closers are in place whether work well
- Door latches are working

Residents will need to provide access for these inspections as we must check both sides of the door.

If we find that any repairs are needed, we will arrange these with you.

We have completed the door checks for 2023/24 and would like to thank residents for their co-operation with these. Will soon be in touch to arrange this year's inspections.

If a block is less than 5 storeys high or a flat entrance door does not lead into a communal area, we will not be inspecting your flat doors.

If you are a tenant or leaseholder, you live in a block that is over 5 storeys and you have an entrance door that leads into a communal area, we will write to you to arrange your inspection. If you have any questions about the new door inspections, please contact us on **0800 587 3595** or **enquiries@partnersislington.net**.



Join Partners Engagement Register!

Partners Engagement Register is simply a group of residents who've volunteered to feedback on our services. You can choose how we contact you and you can do as little or as much as suits you.

Joining the register also means that you can opt into receiving information from 3rd parties on events, training, job opportunities and general borough information via email.

Partners Engagement Register gives you the chance to get involved on the issues that are important to you, in a way that suits you.

Your feedback is important as it helps us make decisions that enable us to improve services.

Join the register via our website: **www.partnersislington.net/get-involved/engagement-register/** or call Katrina Dalby on **020 7288 7733**.

Clean out Cash In!

You could receive a £250.00 payment for leaving your home clean and tidy when you move out.

Please remember when moving out that your tenancy conditions state that you should leave the property in a clean condition, take all your personal belongings and pets with you and remove all rubbish from the property (including any garden area attached to it). **Partners will assume you do not want anything you leave behind and will ask you to pay costs for storing or getting rid of any belongings you leave behind.**

In exchange for £250, we need you to leave your property clean, tidy, in good repair and clear of your belongings. This will enable new tenants to move in quickly, after you have moved out.

To be eligible for the payment **ALL** the following criteria must be met:

- **Notice Period** – you must give us 4 weeks-notice that you are leaving by completing a Notice of Termination form and giving us your forwarding address.
- **Vacant Possession** – nothing must be left in the property when you are ready to move out. No furniture or white goods should be left in the property. All rubbish must be removed.
- **Keys** – you must return us a full set of keys, including any communal door keys.

- **Alterations** – if you have made any changes to the layout of the property, the original layout may need to be reinstated. If you are unsure on this point, please contact your Housing Services Officer.
- You must leave any garden areas you are responsible for maintained and free from rubbish. Sheds and loft spaces, which you have sole access to, should also be left clear.
- Only carpet or flooring that we have agreed can remain, should be left in the property. All other floor coverings must be removed.

At the end of your tenancy, when you hand your keys back, your Housing Officer along with our Voids Supervisor will carry out an inspection of the property and if all the above criteria have been met, they will authorise the payment of £250, to you.

PLEASE NOTE: If you have outstanding rent arrears; the £250 payment will be added to your rent account.

For any further information on this scheme, please contact us at **enquiries@partnersislington.net** or on **0800 587 3595**.



Bulky Waste and Reuse Collections

Bulky waste collections are for domestic waste that is too big for the bin and not suitable for reuse e.g. soiled carpets, broken fridges.

The council will collect up to three items from a street property in one collection for £30. Additional items can be booked for £10 each; up to 10 items can be collected in one visit.

Half-price collections are available for people who receive housing benefit or council tax support.

You can book a collection online here:

www.islington.gov.uk/recycling-and-rubbish/large-items/bulky-waste/bulky-waste-collection

Residents can book a free home collection of large electrical items. This service is provided by AnyJunk in partnership with the North London Waste Authority (NLWA). Collections take place in Islington on Thursdays. This service is **ONLY** for large, heavy household waste electrical appliances that cannot be easily carried by one person.

For example:

- Fridge
- Freezer
- TV / Monitor
- Cooker
- Tumble dryer
- Microwave
- Dishwasher
- Vacuum
- Washing machine

Book a collection at www.islington.gov.uk/recycling-and-rubbish/recycling/recycling-electricals

Can your items be reused?

If your items are in good condition and can be reused, please arrange a reuse collection instead. It's cheaper and the items will be cleaned or refurbished and sold to local people at affordable prices.

You can donate unwanted but reusable household and electrical goods to be collected from your address.



What can be collected?



We accept:

- most furniture in good, clean and reusable condition
- household electrical equipment
- dishwashers and tumble dryers
- soft furnishings with the appropriate fire safety labels attached and intact.



We can't accept:

- mattresses
- bulky waste
- cookers, fridges, freezers or washing machines
- broken, stained, ripped or torn items
- divan bed bases.

Prices start at £15 for 3 items, with discounts if you're in receipt of Housing Benefit or Council Tax support. For more information and to book a collection go to Islington Council's website:

www.islington.gov.uk/recycling-and-rubbish/large-items/collecting-for-reuse



Date for Your Diary

This year's Partner's residents' Christmas party will be on Wednesday 4 December 2024. The party will be at the same venue as last year, The Lift, White Lion Street.

To book your place please contact Katrina Dalby on **katrina.dalby@partnersislington.net** or **020 7288 7733**.

Open Forums 2024

Do you want to meet other residents? Do you want to ask questions about the service Partners provides? Are you interested in what's happening at Partners?

If you've answered Yes to any of these then Partners Open Forum is for you!

Partners Open Forum is an hour's informal meeting with residents, Partners staff and representatives from the Council. We 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.

Thanks to everyone who attended our March meeting where we discussed fire safety work, vulnerable residents, and cyclical decorations.

Meeting dates for the rest of this year:

9 May, 4 July, 19 September, 21 November 2024.

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

Advice about leaks through ceilings

A leak can significantly increase the risk of a ceiling collapse and it is important that you act quickly to reduce the likelihood of damage to you and your possessions.

If you suspect a leak from above, do not use the room below it until a repairs operative has repaired the leak and made the ceiling safe.

Look out for sagging ceilings, cracks or dripping water and if you spot any of these, contact our Repairs Team immediately on 0800 587 3595. We will then arrange for one of our Repairs Team to visit within 24 hours.

If you have a leak, and there are flats below your property, please let your neighbours know to

take care and consider moving their possessions away from the leak until the repair is complete.

Please remember, contents insurance is your responsibility and Partners will not cover the cost of replacing items damaged by a leak. Islington Council offers a low cost insurance scheme run by Aviva which is available to Partners tenants and right-to-buy leaseholders.

Full details are available on their website www.islington.gov.uk or call the Tenants and Leaseholders Home Contents Insurance Scheme team to request an application form, on **020 7527 2000**.



Decorating After a Repair

Occasionally your decorations can be damaged when a repair has been carried out e.g. fixing a leak.

If a small area of a room has been affected, we will repaint the affected area, not the whole room on a 'like for like' basis. This can mean that the decoration of the affected area may not match the other surfaces in the room.

If a substantial area of a room needs to be redecorated, you will be offered these choices:

- Johnstone's decoration vouchers to purchase paint and materials to paint the area yourself.
- Partners to paint the whole wall or ceiling using paint/wallpaper supplied by Partners.
- Partners to paint the whole wall or ceiling using paint/wallpaper supplied by the you.

If you have a repair where re-decoration is needed our Repairs Supervisor will talk you through the options, answer your questions and record your preference. If you have any questions about redecoration, please contact our Repairs Team on **0800 587 3595**.

TV Aerial Repairs

Partners are responsible for maintaining communal TV aerials which were installed by Islington Council.

When you report an issue with an aerial, we will check our records to see whether yours is one that we are responsible for. If we are responsible for it, we will arrange a repair with you.

If your aerial was not installed by Islington Council, Partners will not repair it. Residents will be responsible for arranging any repairs.

If you're unsure whether your aerial is communal and not maintained by us, please contact our Repairs Team on **0800 587 3595** or **enquiries@partnersislington.net** to check.



We are sorry that our telephone number was incorrectly printed alongside the kitchen article in the last edition of Partners Gazette. If you have any questions about the kitchen replacement scheme, please contact us on 0800 587 3595.



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

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.



New Universal Credit Tool available on our website and here:
uc-helper.co.uk/partners-for-improvement-in-islington

Islington in Bloom 2024 is for you!

The annual gardening competition, run by Islington Council and Islington Gardeners, is open for entries from 3 May – 7 June 2024.

There are lots of different categories to enter and you don't need to have any experience, or even a garden, to take part!

It doesn't matter whether you're an expert gardener or a new budding enthusiast – Islington in Bloom is for you.

Win great prizes – plus FREE compost for every entrant!



**FREE to
enter!**



For more information please visit
islington.gov.uk/inbloom
or email **inbloom@islington.gov.uk**



Follow us on Instagram
@islingtoninbloom



ISLINGTON
For a more equal future

Gardening has many benefits for people and the environment:

- it raises our spirits by making our surroundings more beautiful
- it supports biodiversity and helps protect our environment by making Islington more attractive to pollinators and other wildlife
- it brings people and communities together
- it is great for health and wellbeing, and it's fun

Categories are:

- Best community garden
- Best park garden
- Best estate garden
- Best children's planting
- Best edible garden
- Best window box
- Best container garden
- Best front garden
- Best tree pit
- Best blooming business
- Best street
- Best hidden gem



Do you need this information in another language or reading format such as Braille, large print, audio or Easy Read? Please contact **020 7527 2000**



Home Ownership Administration Fees 2024-25

Partners manages leasehold properties on behalf of Islington Council. Some aspects of your Home Ownership services are managed by Partners and some by Islington Council.

Below is a summary of the 2024/25 updated fees leaseholders may incur and which team are responsible:

Buying, selling, subletting or remortgaging

Fee	Responsible Team	Amount
Sell-on pack - Your solicitor should contact Partners to us ask for a pack. They can pay over the phone with a debit or credit card or via BACS	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	£227
Re-mortgage pack - Your solicitor should contact Partners to us ask for a pack. They can pay over the phone with a debit or credit card or via BACS	Partners 0800 587 3595/020 7288 8310 pfihot@partnersislington.net	£162
Sublet registration - please contact the Home Ownership Team by phone on 0207 288 8310 or 0800 587 3595 to make a debit or credit card payment.	Partners 0800 587 3595/020 7288 8310 pfihot@partnersislington.net	£50
Notice of assignment Fee and serving of legal notice	Islington Council 020 7527 2000 www.islington.gov.uk	£80
Notice of charge (fee to register change of mortgage lender or a secured loan)	Islington Council 020 7527 2000 www.islington.gov.uk	£80
Combined notice of assignment and charge	Islington Council 020 7527 2000 www.islington.gov.uk	£160
Removal of Land Registry charge (for repayment of right to buy discount)	Islington Council 020 7527 2000 www.islington.gov.uk	£134
Lease Extension	Islington Council 020 7527 2000 www.islington.gov.uk	£1174.00
Leasehold Enfranchisement	Islington Council 020 7527 2000 www.islington.gov.uk	£1256.00
Leasehold Enfranchisement with a Leaseback	Islington Council 020 7527 2000 www.islington.gov.uk	£1655.00

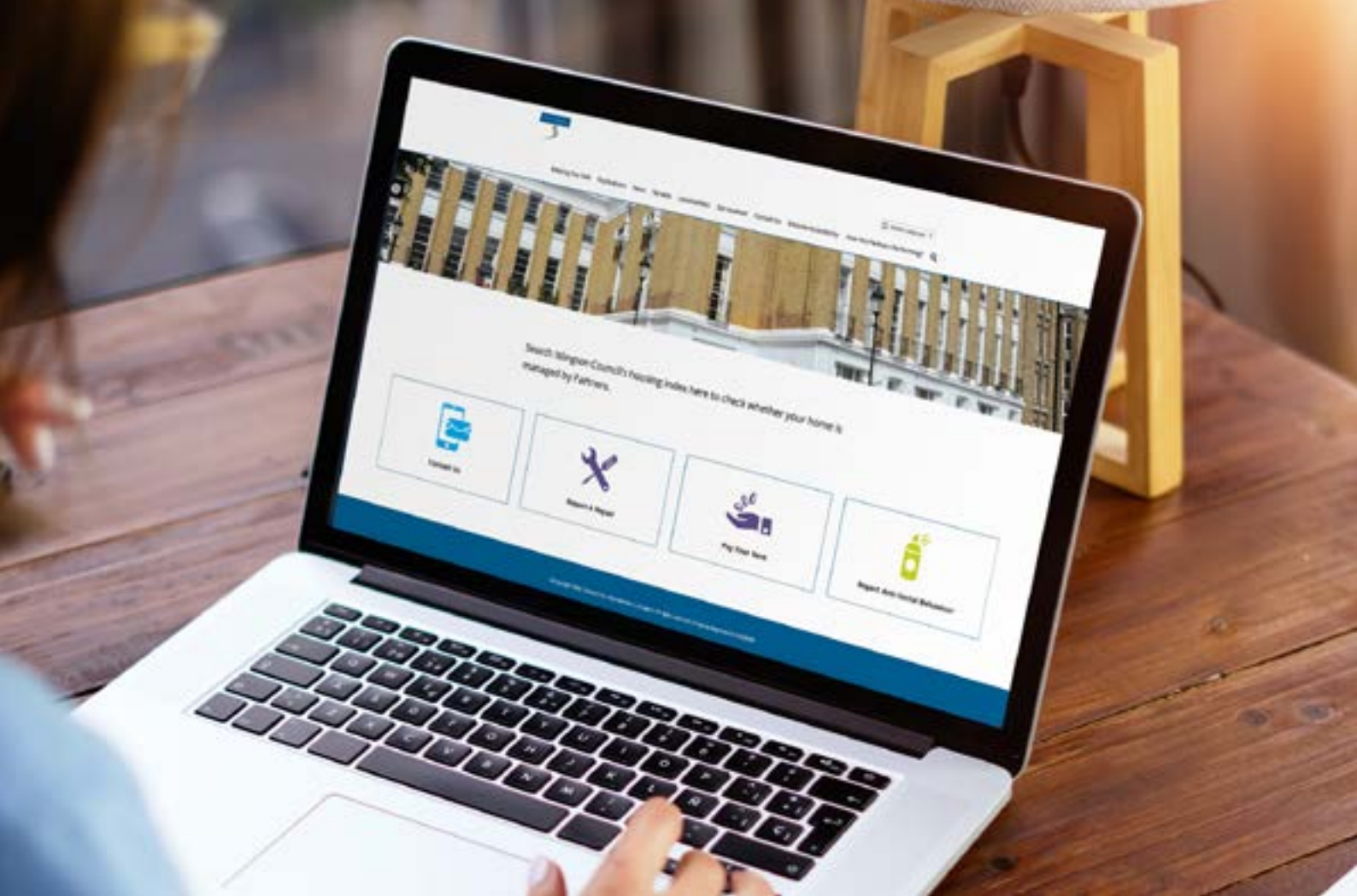
Requests for documents/information

Fee	Responsible Team	Amount
Copy of lease/transfer document	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Copy of invoice for a previous year	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Breakdown of charges for a previous year	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Details of planned major work (for your block/estate in the next 5 years)	Partners 0800 587 3595 / 020 7288 8310 pfihot@partnersislington.net	N/A
Letter of satisfaction council (to confirm a county court judgment debt has been paid)	Islington Council 020 7527 2000 www.islington.gov.uk	£65

Home improvements/alterations

If you have a query regarding the alterations process or associated fees please contact Partners. You can make an alteration request via our website **www.partnersislington.net**.

Description	Partners Home Ownership Team	Islington Legal/Technical/ Home Ownership fees
Minor alterations (e.g. flues, extractor fans)	£105.00 (letter of consent)	n/a
Deed of Variation for windows		£291
Major alterations (e.g. conservatories)	£127.00 + £234 per technical inspection.	£1092 (Deed of variation and Licence for alteration)
Retrospective consent	Standard fee +£368. £234 for the first inspection and £70 per hour for additional technical inspection	£1089 (Deed of variation £643 and Letter of consent £446)
Re-drawing lease plans	Advice provided by Partners but fees paid to the Council	£62 Home Ownership fee £563 for a Deed of variation Technical fees: £567
Purchase of land / space (e.g. garden/loft/basement)	Advice provided by Partners as part of alterations application but fees paid to the Council	£130 Home Ownership fee £703 and any additional inspections at £70 per hour, £587 valuation fee £1092 (Deed of variation and Licence for alteration) £815 for a "supplemental lease"



Partners Website

Partners website, **www.partnersislington.net** is there for you. We control what's on the site and can change information immediately, so if there's something you think that's missing from the site or needs changing please contact us on enquiries@partnersislington.net and share your feedback.

As well as information, you can use the site to contact us. You can request a repairs appointment, report anti-social behaviour, make a complaint, or submit an enquiry.

In the last year, 16,082 users visited our website and viewed 33,280 pages.

The most popular pages were:

/leaseholders/section-20-notice-frequently-asked-questions /	7,195
/contact-us/	3,546
/leaseholders/alterations- and-improvements-to-your-home/	1,003
/contact-us/who-are-partners/	570
/leaseholders/getting-along-with-your-neighbours/	498
/leaseholders/subletting-your-home/	495
/leaseholders/buying-or-selling-your-home/	457
/tenants/services-for-older-people/	438
/leaseholders/trees-in-leaseholders -properties/	434

MONTHLY LUNCHEON CLUB



Thursdays,
12 to 2pm

(lunch will be served at 12.30pm)

Beginning of every month

May 9th

July 4th

Oct 3rd

Dec 5th

Feb 6th

June 6th

Sep 5th

Nov 7th

Jan 9th 2025

March 6th

Come along and enjoy some tasty, healthy meals with us!

BOOKING REQUIRED

Call 07547 867921/07547 867901

or email vibast@islington.gov.uk

Vibast Community Centre, 167 Old St. EC1V 9NH



HERE TO SUPPORT ISLINGTON RESIDENTS



WE CAN SUPPORT YOU WITH

- **Advice, Information and Guidance**
On housing, money matters, welfare benefits, health and well-being, employment, legal issues and more
- **Support for the cost of living rises**
- **Community-led groups**

CONTACT US

Monday- Friday
10am - 4pm



020 3931 6080



connect@helponyourdoorstep.com





HOW CAN WE HELP ?

WE CAN HELP

- Advice appointments on money management and debt
- Support navigating your welfare benefit entitlements
- Advice appointments on money management, debt and energy
- Guidance about mental health support in the borough
- Advice on employment opportunities and training
- Grants support for residents experiencing financial hardship
- Referrals into Macmillan for specialist cancer support, counselling, grants & more



All our support is free and confidential
Contact us on 020 3931 6080
Monday to Friday 10am-4pm



Every
Thursday
May 23rd -
11th July



6 Week Creative Writing Course

FREE course, explore your imagination and learn new techniques and writing styles. Explore your creativity through poetry and more.

 Booking at: info@slt.org.uk | 020 7713 9304



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.

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 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