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PARTNERS

gazette

Residents'
Newsletter
October 2025
Issue 77

Partners Resident Engagement Strategy Review

Partners' Resident Engagement Strategy details the opportunities available to residents to ask questions of Partners services and give feedback on improving them.

The strategy is due for review, and we would like to know what you think should be included.

You can read the current strategy on Partners website here www.partnersislington.net/get-involved/resident-engagement-strategy/ or contact **Katrina Dalby** on **020 7288 7733** who will post you a copy.

Tell us what you think is important and how you think we should engage with residents by emailing **Katrina Dalby** on **Katrina.dalby@partnersislington.net** or by calling **020 7288 7733** or complete a questionnaire on our website **www.partnersislington.net/news**.

Please provide your feedback by the 30 October 2025.



In this issue...

- Tenant Satisfaction Measures 2024/25
- Fly-tipping is against the law
- Winter Fuel Payments
- Keeping you safe - Communal Areas
- Top Tips for Reducing Moisture in your home

Tenant Satisfaction Measures 2024/25

Tenant satisfaction measures (TSMs) help show how well social housing landlords are doing at providing good quality homes and services. They help tenants hold their landlords to account and landlords must show the results of their surveys.

Islington Council carried a tenant perception satisfaction survey during August-November 2024. Partners residents were included in the surveys.

Full details of the Council's results are available on their website:

www.islington.gov.uk/housing/council-landlord-performance/tenant-satisfaction-measures.

Here are the tenant satisfaction measure results for Islington Council which includes Partners:

What we asked our tenants about	Percentage of satisfied responses from our tenants in 2024/25	Percentage of satisfied responses from our tenants in 2023/24	London median (middle of all London results) 2023/24
Overall satisfaction (TP01)	66.5%	64.3%	60.3%
Repairs (TP02)	69.9%	65.7%	63.5%
Time taken to complete most recent repair (TP03)	68.1%	63.5%	61.7%
Home is well maintained (TP04)	68.3%	66%	60.9%
Home is safe (TP05)	71.3%	69.4%	66.8%
Landlord listens to views and acts upon them (TP06)	59.3%	56.7%	51.4%
Landlord keeps tenants informed about things that matter (TP07)	72.5%	71.7%	66.7%
Agreement that landlord treats tenants fairly and with respect (TP08)	74.8%	75.5%	70.1%
Landlord's approach to complaints (TP09)	25.3%	25.6%	26%
Landlord keeps communal areas clean and well-maintained (TP10)	67.3%	64.3%	62.4%
Landlord makes a positive contribution to neighbourhood (TP11)	70.8%	69.9%	62.5%
Landlord's approach to handling anti-social behaviour (TP12)	60.6%	59.5%	58.3%

HOW WE HELP YOUNG PEOPLE

The King's Trust provides free support to young people aged 16 to 30 who are not in education, employment or training. Working with partners and volunteers, our courses are designed to boost confidence and build skills to get a job or start a business.

If you work with young people in your community, here is your quick guide to our support.

Build skills and confidence

Explore Ages 16 to 25

The **Explore** programme is often for young people who are furthest away from employment, education or training. The programme offers a mix of group activities and one-to-one support to help young people develop the skills and confidence they need to move forward.



Team Ages 16 to 25

Team is a 12-week personal development programme and is ideal for young people looking to build foundations for work, such as teamwork and English and Maths skills. Team gives young people the chance to gain a qualification, lead a group community project and take part in a residential trip.



Get Started Ages 16 to 30

Taking place over one week and covering topics from fashion and music to construction and sport, **Get Started** courses are for young people who want to develop their skills towards employment, education or training whilst learning about and experiencing a theme that interests them.



Support to get a job

Get Ready Ages 16 to 30

Get Ready courses focus on building skills in rapidly-growing industries such as AI or Sustainability. Taking place over one to two weeks, these courses are ideal for young people who want to learn about new career pathways and connect with local employers.



Get into Ages 16 to 30

Get into courses are for young people seeking hands-on work experience. Ranging from 3 to 12 weeks in length, we provide hands-on experience and access to opportunities and qualifications in a range of sectors - from sales, retail and media to construction, engineering or health and social care.



Get funding to train and learn Ages 16 to 30

Our **Development Awards** can cover the cost of course fees, tools or equipment. To be eligible, young people must be: Aged 16 to 30 and living in the UK, studying less than 14 hours a week or not in compulsory education and unemployed or working less than 16 hours a week.



Get Hired Ages 16 to 30

Get Hired events are ideal for young people who know the sector they want to work in. Taking place over one to three days, workshops focus on equipping young people for job applications and connecting them with employers at our recruitment events.



Steps to self-employment

Enterprise Ages 18 to 30

With expert-led workshops, one-to-one support and opportunities to apply for funding, our **Enterprise** programme supports young people to turn their business idea into a reality.



[Click here to find out what we offer in your area](#)

Contact your local team:

natasha.hughes@kingstrust.org.uk

Or call us for free on 0800 842 842



Household Support Fund - £200 available

If you live in Islington and receive pension credit, you can apply for help with household costs through the Government's Household Support Fund.

There is only one payment per household, and money is limited, so apply soon.

Who can apply?

This help is for people who:

- are 66 years or older (State Pension Age)
- are on low incomes and are receiving pension credit, guarantee credit or savings credit
- live in Islington as your main and permanent address.

To apply go to Islington Council's website www.islington.gov.uk/benefits-and-support/cost-of-living-support/household-support-fund or call **020 7527 8222**.

PEEPS – Coming soon

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.

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

If you have any questions about PEEPs please contact Partners Housing Team on **0800 587 3595** or enquiries@partnersislington.net.

Fly-tipping is against the law

Fly-tipping is 'the illegal/unlawful deposit of any waste onto land with no licence to accept waste'. It includes anything from general household waste to fridges, sofas, mattresses, garden waste, rubble and tyres.

If you leave large items, builders' waste, cardboard/boxes of waste, and multiple bags (including recycling bags) alongside street recycling points, you are fly-tipping.

If you're caught, you could be fined £400. If you don't pay your fine or persistently fly-tip, you can be prosecuted and fined up to £50,000 in court.

It is also an offence to permit fly tipping on private land.

Report it

If you discover a fly-tip you should visually inspect the site, but do not touch it or disturb it.

You can report it in the following ways:

- Download the Love Clean Streets app to your phone. From Google Play or the Apple store.
- Log into your My Islington account. If you don't have an account and want to track your reports and access more services like council tax, register now via **www.islington.gov.uk**.
- Report anonymously through the Love Clean Streets website. You won't be able to track your report if you choose this option. We remove any fly-tipped waste, except from private land, within 72 hours of it being reported.

Bulky waste or large household items will not be collected by the council unless a pre-arranged collection has been made and a fee paid. Please ensure you do not leave these items in the bin area if you have not booked a collection.



Items the council collect

The council collect household waste that is too big for the bin and not suitable for reuse. Here are some examples of bulky waste items:

- soiled carpets
- broken white goods (fridges/fridge freezers, washing machines, tumble dryers, cookers, etc)
- mattresses
- broken televisions
- broken furniture



They can't accept:

- broken furniture that is not bundled together and secure
- hazardous waste or unsafe items, such as items with protruding nails, or sharp edges
- builders waste
- fixtures or fittings attached to the property, such as toilets, doors and countertops
- garden waste
- commercial waste
- items over six feet
- soil

How much it costs

The charge £10.82 per item, with a minimum cost of £32.46. There is a limit of 10 items per collection, but you may book as many collections per year as you need.

There is a 50% discount if you have a valid reference number to show you receive either Housing Benefit or Council Tax Support. You will need to provide a reference number when you book your collection. You'll find it on your Benefit Decision Notice.

Affordable (+Free) Food in Islington

Monday	Tuesday	Wednesday	Thursday	Friday	Weekends
<p>Margins Project, Union Chapel, (*closed in July) 19B Compton Terrace, N1 2UN Drop-in session for people facing homelessness. Eat-in & takeaway meals, hot showers & laundry. 11am-12.30pm</p> <p>Caxton House, N19 3RQ - surplus bread & cakes in reception when available, from 12.30pm</p> <p>Muslim Welfare House 233 Seven Sisters Rd, N4 2DA - Hot meals, 2pm</p> <p>Hilldrop Community Centre, N7 0JE - free surplus food/bread, if available, 11am-2pm</p> <p>ISLINGTON FOOD PARTNERSHIP</p> <p>Last updated: June 2025</p>	<p>St Giles Pantry, N7 9GJ - Community Pantry, Tues, Weds & Thurs. £3.50 per visit. Tuesdays 2-4pm, Wednesdays 9:45am-4pm, Thursdays 9:45am-12:30pm/2-4pm Appointment only. To seek a referral, contact St Giles or visit: www.stgilestrust.org.uk/how-to-get-support</p> <p>St Luke's Food Hub EC1V 8AJ - Tues & Weds, 1:30-3:30pm - For some EC1 area, by appointment (please call to check eligibility) 02075498181 info@slfpt.org.uk</p> <p>Elizabeth House, N5 1ED - Pop-up food store, £3, for residents in: N4 2, N4 3, N5 1, N5 2, N7 Register: 02076 091300, info@elizabeth-house.org.uk</p> <p>Holloway SDA Church, N7 ORN - Food bank, 12-2pm</p> <p>Mildmay Community Centre, N16 8NA - Hot soup or stew, meat/vg options available, donations based. 12.30-2pm.</p> <p>Contact Have a question or need to update your details shown here? Please email Elliot, IFP Coordinator elliot@manor-gardenscentre.org</p>	<p>The Peel EC1R 0HU Wednesdays: fresh food available. Queue from 12:45pm</p> <p>Brickworks Community Centre N4 4BY Food parcels 12pm-3pm. For local area (N4 4BY). On other days, can provide emergency food bags (if available), please ring reception: 02072631067. colin.adams@hanleycrouch.org.uk / vanessa.freeman@hanleycrouch.org.uk</p> <p>Hornsey Lane Community Centre: 020 7272 5938 Giving out surplus food 10:30-2pm at Hornsey Lane N19 3YJ</p> <p>Margins Project, Union Chapel (*closed in July) 19B Compton Terrace N1 2UN. Drop-in session: as detailed on Monday (left). 11am-1pm</p> <p>Manor Gardens Centre N7 6LA. 11am-12pm. Register at Coffee Morning from 10.30am.</p> <p>St. George's N7 0ND Free Hot Lunch. 10.30am -1 (lunch 12-1)</p> <p>FoodCycle Islington. New River Baptist Church, N1 2TL Free hot meal, 1pm. No need to book!</p> <p>The Ringcross Foodbank N7 8RH - Food parcels, meals & essentials £3. 1-4pm. 07565256537. Open to residents of Holloway, Laycock, Caledonian Wards & Hyde Housing Estates (must prove address), & those facing homelessness</p> <p>Holloway SDA Church N7 ORN. Haven Cafe 12- 2pm Advice, activities + free lunch (at 1.30pm)</p> <p>Muslim Welfare House 233 Seven Sisters Rd N4 2DA. Giving out hot meals 2pm</p> <p>The Hive Foodbank N19 3AD. 6.30-8.30pm. Referral needed: 020 7916 2710 hivefoodbank@gmail.com</p>	<p>Mildmay Community Centre N16 8NA Community Cookup Free shared meal. Meat / vg options. Donations welcome Cooking activity: 9.30am - 12.30pm Food served: 12.30 - 2pm</p> <p>Hillside Clubhouse N7 9GJ Hearty Thursdays 12:30 - 3pm Free hot meals. Halal, kosher & vg options.</p> <p>Copenhagen Street Foodbank: N1 0SR - Fresh food + non-perishable items 02078378378 copenhagenstreetfoodbank@gmail.com</p>	<p>Mildmay Community Centre N16 8NA - Food Co-op for residents of Mildmay ward. £1 per person in household. Register: mildmaycp@gmail.com 020 7249 8286, or visit the centre. Fridays 11.30am-1.30pm.</p> <p>Andover Surplus Food project Andover Community Centre, N7 7RY. 1:30pm Residents of Finsbury Park Ward. Free - choose 5 items 020 7272 3493 andovercc@islington.gov.uk</p> <p>St Mary's Church & The Hive Foodbank N19 3AD Cook Together Drop-in. Learn cheap & easy recipes. Ingredients provided. 3 - 5.30pm</p> <p>Hargrave Hall N19 5SP Food pantry, 2-7pm. Free dinner, 5pm. Drop-in, all welcome.</p> <p>St Luke's EC1V 8AJ - Community Dinner (monthly), for residents of South Islington. 5-6pm. Upcoming dates: 20 Jun, 18 Jul, 15 Aug</p> <p>Jean's Café, Jean Stokes Community Centre N1 0DX - Pay-what-you-feel lunch. Food from 1pm.</p>	<p>Choices CIC African Caribbean Cultural Food Co-op Pay £5 in return for £20 - £25 worth of Afro-Caribbean foods. First Saturday of every month at 2pm, Caxton House N19 3RQ. If you are on low or no income, please contact us about joining: info@choiceslondon.org.uk</p> <p>FoodCycle Finsbury Park, Andover Community Centre, N7 7RY.- Free 3 course vg meal, 1pm onwards. No need to book!</p> <p>UCKG Finsbury Park, N4 3NX - Soup Kitchen, 11am-1pm. For anyone in need, no referral required. For queries, call Gertrude Marabi, 0207 686 6000.</p>

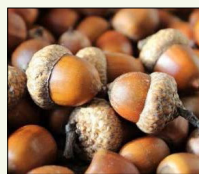


Autumn Quiz

- Why do leaves on trees change colour in the Autumn?
- Hedgehogs start to hibernate in Autumn, but what is a baby hedgehog called?
 - Hogling
 - Hoglet
 - Hedgekit
- Which of the following is an acorn?



a)



b)



c)

- What is the Autumn equinox?
- Which farming activity traditionally takes place in the Autumn?
- Pumpkins are a fruit, true or false?
- Which of the following is a Muntjac Deer?



a)



b)



c)

- Which of these birds migrates in Autumn?
 - Swallow
 - Robin
 - Cuckoo
- Why do some animals collect and store food in the autumn?
- When does Autumn finish in the Northern hemisphere?
 - End of November
 - End of September
 - End of January

Answers on page 11

Winter Fuel Payments

What is the Winter Fuel Payment?

Winter Fuel Payment is an annual payment for households that include someone born on or before 21 September 1959 (for 2025-26). If you have over £35,000 of taxable (gross) income per year, the payment you receive will be recovered through the tax system later on.

Winter Fuel Payment is designed to help you cover your heating costs over the winter months.

Am I eligible for Winter Fuel Payment?

You are eligible for the Winter Fuel Payment in 2025-26 if:

- you were born on or before 21 September 1959
- you are living in England or Wales for the qualifying week.

The qualifying week is the week beginning from the third Monday in September. This is 15 to 21 September in 2025.

How much Winter Fuel Payment could I get?

If you or your partner are over State Pension age, you could receive £200 towards your bills. If you or your partner are over 80, you could receive £300.

If you or your partner receive Pension Credit, Universal Credit or income related Employment and Support Allowance, one person will be paid the whole Winter Fuel Payment for the household.

If you and your partner do not receive one of these benefits the payment is split between you and the other qualifying people you live with.

If you are 80 years old or older, you will receive:

- £300 if you do not live with anyone else who qualifies for a payment
- £200 if you live with someone else who is under 80 years old and qualifies for a Winter Fuel Payment themselves
- £150 if you live with someone who qualifies and is also 80 or older

If you are under the age of 80, you will receive:

- £200 if you do not live with anyone else who qualifies for a payment
- £100 if you live with someone else who qualifies for a payment

How do I claim Winter Fuel Payment

Payments are automatic you do not need to do anything.

If you have not received your Winter Fuel Payment by January 2026, you can make a claim before 31 March 2026. Contact the Winter Fuel Payment helpline on 0800 731 0160.

When will winter fuel payments be paid?

If you're eligible, the Winter Fuel Payment for 2025 will be paid directly into your account between November and December 2025.



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

Keeping you safe - Communal Areas

The internal communal areas (stairs and landings etc) of your building should be kept clear of personal belongings.

This is to ensure that there are no obstacles which would prevent a quick exit if there was an emergency and also to reduce the risk of a fire starting and spreading in the communal areas.

Partners' Communal Area Risk Assessment Officer, John Canham regularly checks the internal communal areas to ensure that they are clear and safe. If he finds items stored in them, we write to all residents in the building asking them to remove the items, otherwise we will dispose of them. Following this, our Housing Officers check whether the items have been

removed and if not, will add stickers to them informing residents that they will be removed. We then arrange for the area to be cleared and any stickered items which remain will be disposed of. We do not store items we remove, so if you don't want your possessions disposed of please do not leave them in the communal areas.

If you have a bike you'd like to store check out the Council's bike hanger scheme: www.islington.gov.uk/roads/cycling/cycleparking.

If you are concerned about items being stored in your communal area or have any questions about the policy, please contact us on **0800 587 3595** or enquiries@partnersislington.net

Communal areas must be kept clear and safe at all times



Do not store personal items in communal areas; it is a major fire and safety hazard

- Please ensure all communal areas are free of personal possessions and obstructions at all times. Any items left in these areas will be disposed of.
- Appropriately dispose of all rubbish and items you no longer need.
- Do not store items in or close to electrical or meter cupboards.

Your safety is our priority

If you have any concerns, contact our housing team on **0800 587 3595**.

PARTNERS

Last Call to Book your place for Partners' Residents' Christmas Party

Christmas doesn't feel too far away now and this is a final reminder to join the 30 Partners residents who've already booked their place at Partners Residents Christmas Party.

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** with your name, address and how many tickets you'd like.

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

Open Forums 2025

Thank you to all the residents who attended July's Open Forum where we met in person and online and received a very interesting presentation from the Kitchen Team on the replacement programme. We got to see examples of the colour and drawer choices and hear about how residents are kept updated and safe during the installation.

Planned meetings for the rest of the year are:

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** or call **0800 587 3595**.

COST OF LIVING DAY



**Thursday 16th October
1- 3.30pm**

**Andover Community Centre,
55 Corker Walk, N7 7RY**

**Drop-in to speak to us about
money worries & other support**

- ★ Money & debt
- ★ Hardship support
- ★ Free hot lunch
- ★ Support for families



Free
Give-aways!!

Or call Help on Your Doorstep: 020 3931 6080 or
Age UK Islington: 020 7281 6018 for support



Partners' Social Budget

Each year we allocate funds to pay for resident events. Examples of the sorts of events we've organised over the years include:

- Residents' Christmas Party – Lunch, bingo and a raffle
- Cinema Club – free cinema event with refreshments
- Residents' Fun Day – stalls and activities for all the family
- Beach coach trip
- DIY skills workshop

This year we already have a Christmas party booked for the 3 December but what else would you like to see?

Please go to our website

www.partnersislington.net/news to vote for your preference by the 30 October 2025. Further updates will follow in the next edition of Partners Gazette. Alternatively call **Katrina Dalby** on **020 7288 7733** to share your views.

Top Tips for Reducing Moisture in your home

When drying laundry



Do ensure your tumble dryer is vented to the outside or that the room it is in is well ventilated so moisture can escape



If you don't have any outside space to dry your laundry, open the window or put your fan on



If you do have outside space, hang your washing out to dry

Washing clothes =



1 pint of moisture

Drying clothes =



10 pints of moisture



Don't dry your washing on the radiators (if you do, open a window)

Bathing and showering



Do try putting cold water in the bath before adding hot water to reduce the amount of steam

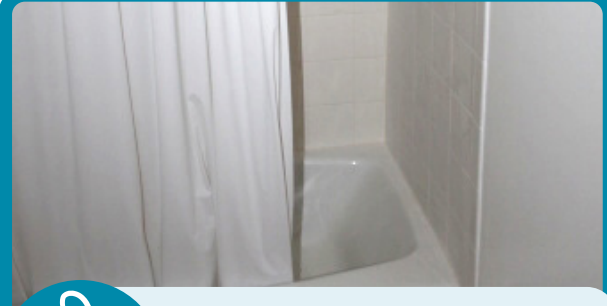
Taking a bath =



2 pints of moisture



When bathing avoid splashing water over walls if they are not tiled



Always use a shower curtain. Please tell us if you fit a shower

Tips for improving ventilation



If you don't have vents or extractor fans, open windows for a short time during and after bathing or cooking



Do use vents and extractor fans where provided, with regular checks to ensure they are working and not blocked



Do position wardrobes and other furniture against internal walls rather than colder external ones where possible



Don't place furniture or curtains in front of radiators

Heating tips



 Do close your room doors to keep heat in and moisture out

 Use your timer and thermostat to set your heating

 Do try to keep your home warm enough to reduce condensation – between 18–21°C for healthy adults when you are moving about

 Don't switch your heating off. Contact **Islington Council's Energy Advice Team** if you're struggling to pay your heating bills

Further information

For advice on energy saving and managing your heating bills contact Islington Council's energy advice team on **0800 953 1221** or **020 7527 2121**.

@ energyadvice@islington.gov.uk

www.islington.gov.uk/energy

As a council tenant you are responsible for keeping condensation down. We will do what we can to advise you and fit extractor fans and vents where possible.

To report a problem or a leak

Go online to www.partnersislington.net or call Partners on **0800 587 3595** or email enquiries@partnersislington.net

Answers to the Autumn Quiz:

1. Trees reduce the production of chlorophyll which is green, so the leaves appear red or orange as they prepare for winter
2. b) Hoglet 3. b) 4. The Autumn equinox is when day and night is of equal length, usually around the 20th September
5. Harvest 6. Pumpkins are a fruit 7. b) 8. a) Swallow 9. To prepare for hibernation 10. a) End of November



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

Residents' Corner

Partners Gazette is posted to all Partners tenants and leaseholders 5 times a year, and we would like to dedicate a section of the newsletter to you! If you would like to contribute an article, advert, shout out, poem, news from your area then Residents' Corner is for you!

If you have any questions or want to send an article to be considered for the next Gazette please contact **Katrina Dalby** via **Katrina.dalby@partnersislington.net** or **020 7288 7733**.

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