

Partners' Residents Open Forum Meeting 21 March 2024

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Michelle O'Toole, Complaints and Communications Manager

Islington Council Representative: Stacey Payne

6 resident attendees

Discussion Item	Response if applicable	Actions
<p>Action points from last meeting</p>	<ul style="list-style-type: none"> The letters that the Open Forum provided feedback regarding residents who've had no repairs in last 3 years were updated with their suggestions and sent. The Cyclical decorations programme for 2024 has been added to the news section of our website. Page numbers have been added to S20s and FAs 	
<p>No Repairs Letters</p> <p>At the last meeting we shared a draft letter we planned to send residents who haven't reported any repairs in the last 3 years. Thank you to the Open Forum for their suggestions which we incorporated.</p> <ul style="list-style-type: none"> 49 letters were sent on 2 February. 30 residents have since been visited. 4 residents had repairs which we have booked in. 1 resident required a referral to Occupational Therapy. <p>To date there are 19 residents who have not responded. We have telephoned and cold called these residents. We will continue to try and speak to them.</p>		

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<p>Meeting dates</p> <p>Katrina Dalby is on leave for the next two scheduled meeting dates. The Forum were asked whether the dates can be changed from the 16 May to the 9 May and the 18 July to the 4 July?</p> <p>We were planning to make the July meeting an in-person meeting.</p>		<p>If any residents are not happy with any of the proposed meeting dates, please contact Katrina Dalby on Katrina.dalby@partnersisington.net before the 19 April. If no changes are requested the new dates will be advertised.</p>
<p>Partners Gazette</p> <p>The next edition of the Gazette is due in April. If any residents have suggestions for articles, please contact Katrina Dalby.</p> <p>At a previous meeting a resident suggested using a child's drawing to change our approach and draw attention to the communal areas policy. The resident's nephew kindly provided a drawing which was included.</p> <p>We also included an article on fire safety and e-scooters/e-bikes and fibre broadband as per residents' suggestions from the last meeting. So far, we've had 6 residents register for this year's Partners Christmas party.</p>	<ul style="list-style-type: none"> • A few attendees asked for details of signing up for automated email alerts as featured in the Gazette to be sent to them. 	<ul style="list-style-type: none"> • Residents to share Gazette article ideas. • Send sign up details to relevant staff
<p>Text message satisfaction surveys</p> <p>We will be introducing a new text message satisfaction survey, asking residents who've called Partners whether they were happy with</p>		

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<p>the way that their call was dealt with. A text will be sent, and residents can choose to answer 3 questions about the service they've received:</p> <ul style="list-style-type: none"> • Did the agent listen to you and treat you with respect? • Did they provide helpful information? • Are you satisfied with the way your call was handled? <p>These questions mirror the questions the Council asks it's residents.</p>		
<p>Lease Extensions Changes to leasehold as detailed in the King's November speech are currently in their third reading at the House of Lords.</p>	<ul style="list-style-type: none"> • Some leaseholders at the meeting suggested working together when applying for lease extensions to save money. • One attendee suggested this website as a good source of information for leaseholders: Home - The Leasehold Advisory Service (lease-advice.org) www.lease-advice.org. 	Partners to send November meeting notes to resident.
<p>Emergency Repairs – Vulnerable Residents</p> <p>A resident raised concerns about the way an emergency electrical repair was responded to by Partners. They felt that their individual circumstances were not considered, and a standard approach was taken regarding timescales. They were left without access to their telecare system and were concerned that their medication which required refrigeration may be unusable.</p>	<p>An emergency repair is classified as a problem that could endanger the health and safety of anyone living in your home if we don't put it right. Our target is to complete the work within one working day. We are sorry that in this case the resident's individual circumstances had not been adequately responded to. Islington Council are reviewing their vulnerabilities policies and have engaged with stakeholders to draft a new process which is based on the Housing Ombudsman's framework. Once the new policy has been launched, where possible, Partners will adopt it. Details of any changes to our service will be shared with residents in Partners Gazette and on our website. One resident suggested always keeping a fully charged power bank at home so if there is a power cut, devices can be charged.</p>	



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<p>Fire Safety Works Leaseholders raised concerns about Islington Council's fire safety works.</p> <p>A leaseholder had received a section 20 notice from Islington Council for fire safety works. They were concerned about the cost and the lack of information provided. They questioned whether the work would be included in the £10k cap.</p> <p>The leaseholder asked whether the works could be paid for by insurance rather than by leaseholders.</p> <p>The leaseholder noted that they hadn't been provided with a breakdown of costs and frequently asked questions in the information they had received. They felt that there should have been an opportunity to speak to someone about the work. When they asked questions of their resident liaison officer, they were told that they needed to raise their concerns with the Council.</p> <p>Leaseholders asked how the Council's contractors were procured.</p>	<p>The Fire Safety Works are being delivered by Islington Council.</p> <p>They will install a mains powered communal early warning fire detection system. This will consist of detectors in the communal areas and within each flat. All detectors will be radio (wireless) interlinked to one another. In the event of fire, in either the communal area or a flat, all detector alarms will be triggered within the building/block, to facilitate a simultaneous evacuation. Where required, they will also upgrade flat front doors and update the emergency lighting.</p> <p>The £10k 5 year rolling cap only applies to work delivered by Partners. The fire safety work is not included in Partners contract and is being delivered by Islington Council and is therefore not included in the cap.</p> <p>The work cannot be funded by insurance.</p> <p>Residents' feedback was shared with the Fire Safety Team who have committed to reviewing their communication with residents to ensure that queries are dealt with efficiently. The team have also been asked to be more visible on site so that residents can raise concerns directly with them.</p> <p>The Fire Safety Team expect leaseholders to raise any questions about the scope and cost of works with them through the Section 20 process.</p>	<p>Partners to invite the Fire Safety Team to a future meeting.</p>

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Leaseholders at the meeting described feeling like they were being used by the Council to finance their projects.		
<p>Partners Annual Service Plan</p> <p>The plan was distributed to residents in advance of the meeting, and they were asked for their feedback.</p> <p>Two residents noted that they were glad to see actions relating to damp works included.</p>		Partners to investigate damp repairs for two residents.

Date of next meeting – Proposed 9 May