

Notes from Partners' Open Forum – Thursday 18 September – 1800-1900

Staff Attendees: Katrina Dalby – Service Improvement and Engagement Manager, Paul Sealey, Gas Contract Supervisor

Council Attendee: Ross Treseder

Resident Attendees: 3

Subject	Record of Discussion	Action Points	Key
Action updates from July's meeting.	<ul style="list-style-type: none"> No updates on the freeholder challenge to the Government's changes to leasehold legislation have been found. Details of the challenge are on the BBC website: Freeholders begin High Court challenge over reforms - BBC News 	KD - Check with Partners Home Ownership Team.	
Information from Partners	<ul style="list-style-type: none"> Partners have opened a consultation on our Resident Engagement Strategy. The strategy sets out how Partners engages with residents. It includes the Open Forum, Engagement Register, Chance to chat etc. Residents were asked to complete the questionnaire and share their views in the meeting. Partners are also consulting on how we spend our social responsibility budget. Residents are invited to complete the questionnaire on Partners website by 30 October. This information is also in the next edition of Partners Gazette. 	Residents to complete the questionnaires on the website	Details of Partners Engagement strategy are available on Partners website: What is Resident Engagement?
Resident feedback on Partners' Engagement	<p>Ways to get more people involved:</p> <ul style="list-style-type: none"> Share the benefits of being engaged with residents. 		

Strategy consultation	<ul style="list-style-type: none"> • Explain what the requirements of being involved are – make sure people know there is no commitment and state how much time is needed. • Explain how much work is needed. • Demonstrate the personal development/better understanding of services etc that can be achieved through involvement. • Use events to engage with residents – e.g. at cinema club and Christmas party, talk to them about engagement opportunities. • People want to be involved in something positive, rather than be bought down by negativity, so make sure it's clear that engagement is positive and productive. • People don't need to be in a crisis or desperate for help to attend meetings. 		
TSM presentation	<ul style="list-style-type: none"> • Slides from a presentation given to Islington Council engaged residents were shared at the meeting. They provide information on Partners and the TSMs. <p>Questions from residents on the slides:</p> <ul style="list-style-type: none"> • How many residents does Partners have? 640 leaseholders and 1600 tenants. • How many leaseholders report ASB. There are currently 16 open ASB cases and 4 are from leaseholders 		<p>TSM – Tenant Satisfaction Measures. Landlords must provide information to the Housing Regulator each year to show how they are performing.</p>
Partners Gas Team	<ul style="list-style-type: none"> • We are finalising the plan for the last gas boiler replacement programme. We are using a contractor FDH to replace tenants' boilers over the next 3 years. Residents will be written to when we are ready to schedule their replacement. 		<p>EPC rating: Energy Performance Certificates were introduced by the government in 2007, to help people understand the current energy</p>



	<ul style="list-style-type: none"> Residents at the meeting asked about environmentally friendly energy efficiency measures such as double glazing, heat pumps, and solar panels. The Council have projects to explore more environmentally friendly and cost-effective approaches to improving energy efficiency residents' homes. There is a government requirement to ensure all social rented homes meet the EPC rating C by 2030. www.rightmove.co.uk/guides/energy-efficiency/energy-performance-certificates/what-is-an-epc/ The council has a 'warmth on prescription' programme to help the most vulnerable with energy efficiency, details are available on their website: Warmth on prescription for people in dire need Islington Council News SHINE can provide heat and energy advice to all residents. SHINE Seasonal Health Intervention Network Islington Council It was recognised at the meeting that these types of measures are much easier with new builds as they can be included from the beginning of the project and developers are incentivised to include them. A lot of Partners' properties are in conservation areas which makes double glazing, solar panels and heat pumps more challenging to install as they need sign off from the conservation department. Heat pumps for Victorian street properties would not be cost effective as the properties would require huge investment in double glazing and insulation to make them efficient. Solar panels may be more appropriate for street properties. They are effective for heating water and reducing electricity bills. 		efficiency of their homes, and offer guidance on how to make them greener
--	---	--	---

	<ul style="list-style-type: none"> Partners contract was written over 25 years ago and reflects the requirements at that time. This is why gas boilers rather than heat pumps etc are being installed. 		
Resident Gas bill experience	<p>A resident recently contacted Partners to share her story. She had been incorrectly billed by her gas provider for several years. She would like to share her experience to ensure other residents don't suffer the same issue:</p> <ul style="list-style-type: none"> Her gas meter was replaced in 2019 with a metric (m³) meter. A yellow sticker detailed this and was stuck onto the new meter. The new meter was not updated and the resident kept being billed as imperial (100s of ft³). For 4 years, bills were more than twice as high as they should have been. This meant the resident didn't use their heating, rushed showers and baths were a no no! She was so cold because the bills were so high. After finally working out the problem and proving the mismatch, the bills were recalculated, and a large refund was paid back. This took almost a year of calls asking why her small flat was costing so much money??? She persisted and researched and finally realised the problem herself! 	Include details in next Gazette	
Next Meeting – 20 November 2025 – Via Zoom – Partners Housing Team are due to attend			