

Tenant Satisfaction Measures 2023/24

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 out a tenant perception satisfaction survey during 2023/24 as part of the new regulatory requirements. This was

the first tenant perception survey and Islington Council will now conduct and publish the results every year. 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.

What we asked our tenants about	Percentage of satisfied Council, Partners and TMO residents
Overall satisfaction	64.3%
Repairs	65.7%
Time taken to complete most recent repair	63.5%
Home is well maintained	66%
Home is safe	69.4%
Landlord listens to views and acts upon them	56.7%
Landlord keeps tenants informed about things that matter	71.7%
Agreement that landlord treats tenants fairly and with respect	75.5%
Landlord's approach to complaints	25.6%
Landlord keeps communal areas clean and well-maintained	64.3%
Landlord makes a positive contribution to neighbourhood	69.9%
Landlord's approach to handling anti-social behaviour (ASB)	59.5%

In this issue...

- Legionella – What to do if you're going away
- Blocked Drains – What to look out for and what you can do to help
- Top Tips for Reducing Moisture in your home
- Partners Open Forum 2024
- Cyclical Decorations 2025
- Summer Holiday Fun
- Falls From Open Windows

Legionella – What to do if you're going away

Legionella is a type of bacteria that lives in water, such as rivers and ponds. It's most often found in stagnant water, so it's not usually a risk in your home.

If you go away on holiday or stay away from home for a while, legionella bacteria can sometimes grow in your water system if you have a water tank. This is because the water doesn't move through the system like usual when you're not flushing the toilet or running taps regularly.

Not everyone who comes into contact with legionella becomes ill, but the bacteria can cause a lung infection called legionnaires' disease.

If you have a water tank, when you come back home after being on

holiday or being away for more than a week, flush your toilets and run all taps and showers continuously for about two minutes to flush out any bacteria. Keep the lid down when you flush the toilet and run the taps slowly for the first few seconds to avoid being sprayed by any bacteria in the water.

These measures do not apply to the cold water tap in your kitchen which is fed directly from mains water. For more information about legionella please go to:

www.hse.gov.uk/healthservices/legionella.htm



Asbestos, what you need to know

What is asbestos?

Asbestos is a naturally occurring mineral. The rock is crushed and processed to produce long thin fibres and has been added to many different types of building materials.

Why was asbestos used?

Asbestos is heat and fire resistant and was used in buildings to prevent the spread of fire.

Is there a risk to my health?

When asbestos is in good condition and not damaged it is not dangerous. If it is disturbed and its dust gets into the air there is a possible risk to health. Therefore do not tamper with or touch any asbestos material. If you think you may have disturbed asbestos material in your home, please report it to us on **0800 857 3595** or **enquiries@partnersislington.net**

You can read Partners policy for managing asbestos on our website: www.partnersislington.net/keeping-you-safe/asbestos/ and find out more about asbestos safety in your home on the HSE website: **www.hse.gov.uk**

When you're carrying out minor DIY in your home, please take the following precautions to keep you safe:

- Don't drill, sand or scrape anything you think may contain asbestos
- Don't try to remove textured coatings from ceilings. Wash any areas of flaking paint before repainting
- Don't try to remove old floor tiles or linoleum. Leave them in place and lay new floor coverings over them
- Don't remove doors which you think may have asbestos panels

With landlord consent, you can make alterations to your home. If landlord consent is granted it will be on the condition that residents and their builders manage asbestos risks in a proper manner. If possible, asbestos containing materials should not be disturbed. If you do need to remove them, this must be done in accordance with HSE guidelines. You can find out more about making alterations on our website **www.partnersislington.net** or call us on **0800 587 3595**.

Blocked Drains – What to look out for and what you can do to help

A blocked drain stops wastewater from properly draining away from your home. Left unchecked, it can lead to anything from an unhygienic mess to flooding that can cause serious damage to your home and garden. Look out for these signs that may indicate that your drain is blocked:

- Water is draining slowly from your sinks, bath and shower.
- Water levels rise higher than usual when you flush the toilet.
- There are unpleasant smells coming from your sinks and outside drains. This could be due to trapped, rotting food and rancid fats stuck in the drain for example.
- Loud gurgling noises as water drains away and dislodges air trapped in the pipes by the blockage.

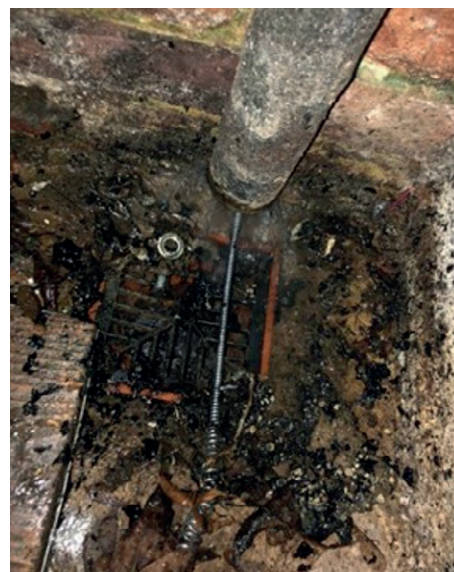
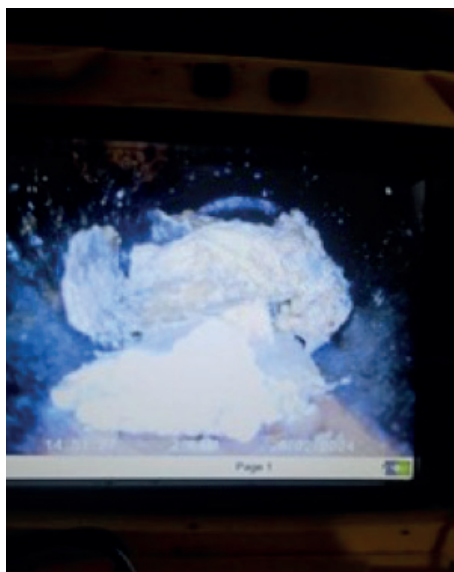
Every year Partners Repairs Team responds to many reports of blocked drains. Since January 2024 we've dealt with 160 repairs jobs for drains.

Of these 160 jobs

- 18** blockages were caused by fat down the drains
- 11** were caused by wipes
- 5** were caused by food waste
- 1** was caused by rags being flushed down the toilet

Blocked drains are an issue for all residents in the building and minimising the risk of your drains being blocked is essential.

Here are some examples of what we found:



How can I prevent a blocked drain?

Most household blockages happen because of what we flush down our toilets and pour down our sinks.

Leftover food, cooking oils and fats can solidify in pipes and clog them. Wet wipes and sanitary towels flushed down the loo are also common culprits that clog up our pipes and prevent wastewater from swiftly exiting our homes.

- Leave food, cooking oil and fats to cool, then put them in the bin.
- Avoid wet wipes. Even ones that say they're

'flushable' block drains. If you do use them, dispose of them in the bin.

- Wrap sanitary items like towels and tampons in toilet paper and put them in the bin. Do the same with condoms and never flush a nappy down the toilet either.
- Don't pour things like leftover paint, cement, plaster or engine oil down sinks.

If you think that your drains are blocked, please contact **Partners** on **0800 587 3595** or **enquiries@partnersislington.net**.

Cecelia's Café - Islington

A service designed to promote well-being and build confidence for people living with memory problems in Islington.

Held at Harry Rice Hall, 2 – 74 Hargrave Park Road, Archway, London, N19 5JN.

The Café runs fortnightly on a Wednesday throughout the year.
Time 1.30 – 4pm.

4 September
18 September
2 October
16 October

6 November CLOSED
20 November
4 December
18 December

If you would like more information about any of our services or to book a place, please contact: –

Alzheimer's Society Islington
Telephone 07484 089543 (9am – 5pm Monday to Friday)
Email islington@alzheimers.org.uk

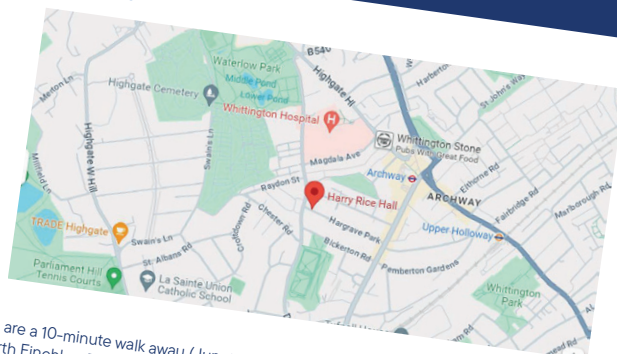
Please turn over for further information.

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



Cecelia's Café - Islington (Page 2)

How to find us



Buses

Bus stops are a 10-minute walk away (Junction Road or Holloway Road). Bus services are from Brent Cross, North Finchley, Tottenham Court Road, Kensington, London Bridge, Waterloo, Tottenham Hale and Lambeth.

Routes: 390, 134, 143, W5, C11, 41 stop on or near Junction Road

Routes: 263, 271, 43, 17 stop on Holloway Road

Routes: 4 runs along Dartmouth Road

Underground

Nearest Underground Station is Archway which is a 10-minute walk away and is served by the Northern Line. Upper Holloway station is also a 10-minute walk away.

Parking

There are meters on Hargrave Park Road.

London Taxicard

The 'Taxicard' scheme offers subsidised taxi fares for people with mobility or sight impairment, who live in the London boroughs (www.taxicard.org.uk) or call 0207 934 9791 for an application form.



Alzheimer's Society



Registered charity no. 296645. Alzheimer's Society operates in

Alzheimer's Society

Together we are help & hope for everyone living with dementia

Registered charity no. 296645. Alzheimer's Society operates in England, Wales and Northern Ireland.

Top Tips for Reducing Moisture in your home

To minimise the chance of your home becoming damp it is important that you take steps to reduce moisture in your home. If moisture is trapped in your home, it can result in damp and living in damp conditions is bad for your health.

When cooking



Do cover pans



Do use your extractor fan or cooker hood if you have one

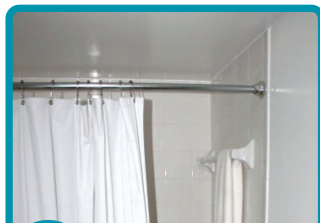
3 hours of cooking =



3 pints of moisture



Do keep your kitchen door closed to stop moisture escaping to other areas of your home



Do open your windows for a short time to let steam and moisture out

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

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



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

Drying clothes =



10 pints of moisture

Heating tips



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



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



Use your timer and thermostat to set your heating



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

Housing Services Resident Satisfaction Survey

Between September and November, Islington Council is inviting a sample of council managed and Partners for Improvement managed tenants and leaseholders to share their views on how satisfied they are with the housing services they receive. The feedback will be included in Islington Council's Tenant Satisfaction Measures for 2024/25.

The Council want to hear about what is important to you and how satisfied you are with your housing services. Your feedback will be used to help improve the services that are provided.

The Council are using a company called Kwest Research to carry out the survey over the phone on their behalf. If you are called, do take the opportunity to have your say. Your feedback is important in helping the Council to improve the services that they provide you. They will be getting feedback from around 2,500 tenants and 1,000 leaseholders in total.

If you are called, the Kwest researcher will let you know they are calling on behalf of Islington Council so you will know the call is genuine.

The survey contains 15 questions.

If you have any questions about the survey, you can contact Islington Council directly at service.development@islington.gov.uk or **020 7527 4005**.



Congratulations to a resident on Grosvenor Avenue who was this quarter's lucky winner of our Repairs Satisfaction prize draw.

Give us feedback on your repair via the operatives PDA or a telephone or email questionnaire and you'll automatically be entered into our £100 quarterly prize draw.

PARTNERS



Partners Open Forum 2024

We continue to 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. A member of Islington Council's Clienting Team, who monitor Partners' performance also usually attends.

Thanks to everyone who attended our July meeting where we met in person at our office. We discussed fly tipping, fire safety and trees.

There's only one meeting date left this year on the **21 November 2024**.

Meeting dates for **2025** are:

16 January, 20 March, 15 May, 17 July, 18 September and the 20 November.

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



Singing for the Brain® Islington

A service designed to promote well-being and build confidence for people living with memory problems in Islington.

Held at Harry Rice Hall, 2 – 74 Hargrave Park Road, Archway, London, N19 5JN

Every Monday from 1pm – 3pm

23 September

30 September

7 October

14 October

21 October

28 October CLOSED

4 November CLOSED

11 November

18 November

25 November

2 December

9 December

16 December

If you would like more information or to book a place, please contact: -

Alzheimer's Society Islington
Telephone 07484 089543 (9am – 5pm Monday to Friday)
Email islington@alzheimers.org.uk

Please turn over for further information.



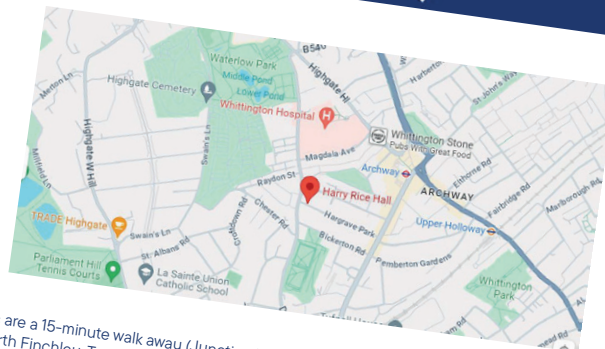
Registered charity no. 296645. Alzheimer's Society operates



We've started this year's leaseholder front door checks. Where a leaseholder's front door opens into a communal area, we must check that it meets fire regulations. Thank you to those residents who've already provided access for the 5-minute check. If you have a door that needs checking we will write to you.

Singing for the Brain® Islington (page 2)

How to find us



Buses

Bus stops are a 15-minute walk away (Junction Road or Holloway Road). Bus services are from Brent Cross, North Finchley, Tottenham Court Road, Kensington, London Bridge, Waterloo, Tottenham Hale and Lambeth.

Routes: 390, 134, 143, W5, C11, 41 stop on or near Junction Road

Routes: 263, 271, 43, 17 stop on Holloway Road

Routes: 4 bus from Holloway Road towards Whittington Hospital, get off at Chester Road bus stop, cross the road and you will see Harry Rice Hall on Hargrave Park Road

Underground

Nearest Underground Station is Archway which is a 10-minute walk away and is served by the Northern Line. Upper Holloway station is also a 15-minute walk away.

Parking

There are meters on Hargrave Park Road.

London Taxicard

The 'Taxicard' scheme offers subsidised taxi fares for people with mobility or sight impairment, who live in the London boroughs (www.taxicard.org.uk) or call 0207 934 9791 for an application form.



**Alzheimer's
Society**

**Alzheimer's
Society**

Together we are help & hope
for everyone living with dementia

Registered charity no. 296645. Alzheimer's Society operates in England, Wales and Northern Ireland

COST OF LIVING DAY



Friday 25 October

1 - 3.30pm

Peel Institute

Northampton Rd, London EC1R 0HU



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

- ★ **Money & debt**
- ★ **Hardship support**
- ★ **Support for families**
- ★ **Information & guidance**



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



Register for this year's Residents' Christmas Party

This year's Partner's residents' Christmas party will be on Wednesday 4 December 2024 between 12-14.00. The party will be at The Lift, White Lion Street. There'll be a traditional Christmas lunch, bingo and a raffle.

If you haven't already done so, please book your place by contacting Katrina Dalby on **Katrina.dalby@partnersislington.net** or **020 7288 7733**.

Thank you to everyone who's already booked their place. We're looking forward to celebrating with you.

Cyclical Decorations 2025

Our Cyclical Decorations Team are already thinking about next year's programme and will be contacting residents in the next 3 months whose external decorations are due in 2025 and can provide access to the rear of their property to carry out an initial survey, and to discuss the work that's planned.

Over the life of our 30-year contract with Islington Council the outside of every property will receive cyclical decorations 4 times.



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.

Resident Engagement Strategy

Islington Council is setting out its commitment to a more transparent relationship with council tenants in its new **Resident Engagement Strategy**.

View the strategy and tell us what you think by scanning the QR code or visiting www.letstalk.islington.gov.uk/homes-and-neighbourhoods-resident-engagement-strategy



Closing date: **29 September 2024**

For more information please email: Service.Development@islington.gov.uk



Summer Holiday Fun

Islington Holiday Camps collaborated with the Vibast Community Centre to host a 4-week summer camp tailored for young people of all ages. The camp's primary aim was to boost self-esteem and enhance social interaction skills through engaging and creative activities. The initiative was met with an overwhelming response, with over 40 young people attending each week.

This unique program combined drama, dance, and singing, helping each participant build confidence, improve communication, and unleash their creativity. The camp also featured Q&A sessions with West End actors from shows like *Stranger Things* (the play), *Shrek*, *Hamilton*, and *Mean Girls*, who provided valuable insights and inspired the young participants to pursue careers in the performing arts.

Funded by HAF (Government programme), the camp offered an enriching program filled with exciting activities and ensured the children enjoyed healthy meals throughout the summer holidays.

The feedback from the children was outstanding! One child shared, *"I loved every moment! I learned so much, made new friends, and can't wait to come back next week!"*.

A parent said, *"it's pretty special to see what the kids can achieve within 4 days, imagine what they could do if they had more time"*

Email **Riece Weathers** on **islingtonholidaycamps@gmail.com** for details of the next exciting holiday programme!



Falls from open windows

With the arrival of better weather, windows are likely to be left open in the hope of catching a breeze.

Parents often see falls from windows as 'freak' accidents but nationally, one child under five is admitted to hospital every day after falling from a building – often from open windows and balconies.

Why are pre-school children at particular risk?

Pre-school children are particularly susceptible to falls from a height:

- They are curious and want to see what's happening outside but have no real understanding of danger.
- They can take parents by surprise by a sudden breakthrough in their development. You think they don't climb but, before you know it, they can clamber up on furniture or haul their toy box across the floor and open a window. And accidents can happen very quickly, when your back is turned or you're distracted for a minute.

- Small children are built differently to adults – their heads are proportionally much bigger than ours, so they have a different centre of gravity. This means that, if they lean out of a window, they may topple out. And when they land, their head takes much of the impact.

Window restrictors can minimise the risk of falling from a window. We install window restrictors in your sash windows and some others, depending on their style and height to limit the amount that they can open. This is because opening them fully could be dangerous.

Please do not remove your window restrictors. They are there to protect you. If you have removed them, please put them back.

If you have any issues with your restrictors not working or think they need to be installed, please contact our **Repairs Team** on **0800 587 3595** or email enquiries@partnersislington.net.



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.**

Autumn Wordsearch

As we draw closer to autumn here's a word search to remind you of what there is to look forward to in the autumn.

Find these autumnal words in the grid below:

T	E	K	A	R	O	Z	H	K
C	A	S	S	E	R	O	L	E
R	B	S	X	C	U	T	M	S
E	T	A	N	R	E	B	I	H
Q	D	Z	G	E	N	F	J	M
S	K	R	O	W	E	R	I	F
L	A	V	Q	E	R	O	E	U
A	L	H	D	D	F	S	G	N
V	R	E	Z	H	D	T	J	D
I	T	Y	A	P	D	R	V	V
N	L	K	C	V	J	H	C	S
R	J	D	F	U	I	N	X	R
A	K	X	P	G	A	S	Z	E
C	M	R	O	Y	Z	X	P	K
F	N	U	K	T	C	S	O	N
D	E	R	I	F	N	E	P	O
X	V	I	N	E	V	W	K	C

Leaves
Conkers
Open Fire
Casserole
Dew
Carnivals
Fireworks
Hibernate
Frost
Rake

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