

Notes from Partners' Open Forum – Thursday 17 July – 1700-1800

Staff Attendees: Katrina Dalby – Service Improvement and Engagement Manager, Paula Redpath, Head of Operations, Joe Keeling, Contracts Manager

Council Attendee: None

Resident Attendees: 4 – 2 in person, 2 online

Subject	Record of Discussion	Action Points	Key
Action updates from May's meeting.	<ul style="list-style-type: none"> The planned resident consultation on future events was not included in June's edition of Partners Gazette. It will be in next edition. Resident added to Christmas party attendees. The suggestions on the Gas Team's letter were shared with the team. Resident feedback on the draft letter regarding Islington Council taking over management of arrears from Hyde was shared with the Council, and changes were made. The format of Open Forum notes have been amended to reflect the feedback from residents at the last meeting. 		Gazette – Partners newsletter posted to all residents 5 times a year.
Information from Partners	<ul style="list-style-type: none"> Partners are preparing for Awaab's law which is due to be enacted in October. Many requirements of the law are already met within our contract with the Council. 		Awaab's Law: Awaab's Law is new legislation that will come into force on 27 October 2025. It requires social landlords to address reported

	<p>The law sets out clear timescales on how quickly we need to respond to reports of mould and that we must take into account any resident vulnerabilities at the address which may impact on our plans and timescales e.g. if a resident is asthmatic.</p> <ul style="list-style-type: none"> • A resident at the meeting described the challenges of managing moisture in the home based on her experience of letting property. Communicating to residents on how important it is to ventilate and where possible reduce drying clothes indoors, moving furniture away from walls, not overcrowding the property. • Partners noted that we have an increase in damp and mould jobs in the winter when residents have their windows closed. Properties that are overcrowded generally experience more issues and with limited larger council homes available it can take a significant amount of time before residents can be rehoused to a more suitable property. • Last year we asked the Open Forum for ideas to help deal with fly tipping in a void area of Milner Square. Residents made some very useful suggestions, and a proposal was submitted to planning. It was rejected. The Planning department citing railings not being in keeping with the area. The architect has suggested an 		<p>issues of damp and mould within strict timeframes, focusing initially on these hazards before expanding to other housing issues in 2026. The law is named after Awaab Ishak, a two-year-old boy who tragically died due to mould in his home.</p> <p>Fly tipping - Fly-tipping is the illegal dumping of waste on land or in water</p> <p>TSM – Tenant Satisfaction Measures. Landlords must provide information to the Housing Regulator each year to show how they are performing.</p>
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	<p>alternative approach which we are pleased with, and it is currently with planning. The proposal was shared with residents who agreed that it looked promising.</p> <ul style="list-style-type: none"> • We are working closely with the Council to meet the requirements of the TSM's and Consumer Standards. 		
Partners Kitchen Team Presentation	<p>Joe Keeling, Partners' Kitchen Project Manager gave an overview of the kitchen replacement programme. He also shared examples of the colours and worktops available to residents.</p> <ul style="list-style-type: none"> • All tenanted kitchens were replaced during the initial refurbishment that Partners completed at the beginning of the contract, unless a resident signed a waiver to say that they didn't want their kitchen replaced. • The current kitchen replacement programme started in 2022 and is expected to last for 5 years. Partners contract states that no kitchen should be over 20 years old, therefore we are targeting the older kitchens first. • We're finding that around a third of residents are declining the offer of a new kitchen. This is usually because they have put in their own kitchen, or their current kitchen is in a good condition. There is no requirement for residents to have a 		

	<p>kitchen if they don't want one. If further down the line people change their minds and decide that they do want a new kitchen, they can be put back into the programme and have theirs replaced. However, when the current programme ends this will be more difficult as the kitchen replacement team will be disbanded. If this happens, we expect that we will wait until we have a few residents who want their kitchen replaced and then run a programme to complete them.</p> <ul style="list-style-type: none"> • It takes 10 working days to complete an installation. Residents have 6 choices from our supplier Benchmarx who are part of the Travis Perkins group. • The team work Monday-Friday they don't work weekends unless a specific agreement has been made. • The process starts with a pre-works survey and a pre start visit. We visit residents with examples of the choices available and work with them to agree the kitchen specification. We generally fit like for like following the existing layout of the kitchen. We contact residents before work starts to check that they are happy with their choices and the design of their kitchen. At this stage changes can still be made if needed. 		
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	<ul style="list-style-type: none"> • Before work can begin, the kitchen needs to be cleared of possessions. We also must move out resident's domestic appliances and therefore space must be cleared in another area of the house for these to be stored. Boxes are delivered to residents before the installation starts so that they can pack up their kitchens. If residents don't empty their kitchens we are unable to carry out the replacement. • Residents are given a 2-ring electric hob to cook on whilst their kitchen is out of use. • Before work starts an asbestos survey is completed. Although no electrical work is included in the replacement, the team do check for electric cables in the walls and occasionally some minor electrical work is needed. • When work starts every property is given a property pack. This details all the health and safety information, the kitchen design, any notes that Joe has made, a signing in. If residents have any questions, they can contact the team. • Following completion of the replacement residents are asked for their feedback on the process. Resident satisfaction with the kitchen replacement programme is very high, currently it is at 90%. • The main area where residents are dissatisfied is where worktops are over 3 		
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	<p>meters in length. The maximum length worktops come in is 3 meters, therefore where a resident's is longer than this a jointing strip needs to be used to join two pieces of worktop together. Some residents don't like this approach, but it is the only option available to us.</p> <ul style="list-style-type: none"> • Every kitchen replacement is checked by our surveyor. The surveyor checks the quality of the installation and speaks to residents about their experience of the work. He provides a weekly report to the Head of Asset Management to monitor the quality of the programme. 		
Freeholder Legal Challenge	<ul style="list-style-type: none"> • An attendee at the meeting wanted to make everyone aware that a group of freeholders had taken the Government to court over the recent leasehold reform changes and that the case was starting today. 		<p>You can read about the case on the BBC website: www.bbc.co.uk/news/articles/c3vd23g29deo</p>
Next Meeting – 18 September 2025 – Via Zoom – Partners Gas Team are due to attend			