



Issue 1
April 2003

Who are Partners?

Partners for Improvement in Islington ("Partners") is a new type of organisation set up to run the PFI contract in Islington.

From the end of April, Partners will be:

- managing your home on behalf of Islington Council
- dealing with all day to day and planned repairs (such as external painting) to your home
- carrying out a refurbishment programme and improving council dwellings over the next five and a half years.

Partners will be working from our new office in Islington at 4-6 Colebrooke Place, London N1 8HZ.

Working in partnership with the London Borough of Islington, the organisations that make up Partners have lots of experience in improving, managing and maintaining council-owned properties. They are:

- Hyde Housing Association
- United House Ltd
- HBOS (Halifax Bank of Scotland)

Also Rydon Property Maintenance Ltd will be providing the repairs service to you.

The Partners team and office



What will the changes mean for me?

The main changes that you'll notice is that your day-to-day contact on all matters to do with your home will be through Partners and not the Council. However:

- **You will stay a tenant or leaseholder of Islington Council – your landlord will not change**
- **If you are a tenant, you keep the same tenancy agreement. None of your rights or responsibilities under your tenancy agreement will change**
- **If you are a leaseholder, you keep the same lease. None of your rights or responsibilities under your lease will change**
- **The Council will continue to set rents for tenanted properties – Partners has no say in the rents that are set, nor does the fact that works will be carried out to properties affect your rent**
- **Tenants' Right to Buy will not be affected**
- **The Council will still set all housing policies related to the properties – and Partners will work within those policies.**

Come and meet us

Although we don't officially take over from the Council until 28th April, you can come along and meet us beforehand.

We'll be open two drop-in sessions during April so you can come along and see where we are based, meet the team and find out more about the service you'll get from us.

We'll be open on:

- **Thursday April 17, from 10am-2 pm**
- **Wednesday April 23, from 3-7pm**

We'll also be holding a series of meetings around the area during May and June, so you can meet us, hear more about the works programme and how it will affect you. We'll be writing to people about this nearer the time.

You'll see us around...

During April, but before we actually open our doors to residents, you'll start to see Partners around the area.

- **We will be contacting some residents to carry out detailed surveys of the properties. We need this information to assess exactly what works we will be doing to each property**
- **We will be inspecting the shared hallways of as many of the properties as we can to carry out health and safety inspections. Where there are concerns, we will be carrying out works to put this right soon after we take over the contract.**

We'll also be training our staff in the new office, so we're ready when the doors open at the end of the month.

We'll be in touch..

We will be sending out a newsletter to all residents in the PFI area the week before we start the contract. This will give you a lot more information about Partners and what you can expect from us.

In the meantime, if you have any questions about what is happening drop in to see us on our open days.



**Partners For Improvement
in Islington Ltd**

4-6 Colebrooke Place
(off Essex Road)
London
N1 8HZ