

## Walmer House TRA Resident's Meeting Agenda – 21<sup>st</sup> October 2026

1. Welcome, introductions and apologies
2. Minutes of last meeting held on 17<sup>th</sup> July 2026 and matters arising not on agenda
3. LBE Housing Management Updates
4. LBE Caretaking Services Updates
5. LBE Repairs Services Updates
6. Enfield Safer Neighbourhood Teams (Police) Haselbury Ward
7. A.O.B.

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| <b>Meeting:</b>               | <b>Minutes of the Meeting for Walmer House TRA Meeting</b>                                                                                                |              |                      |                 |                         |
| <b>Date:</b>                  | <b>17<sup>th</sup> July 2026</b>                                                                                                                          | <b>Time:</b> | <b>1pm to 2.30pm</b> | <b>Held at:</b> | <b>WH Communal Room</b> |
| <b>Committee members:</b>     | Bobbie Evelyn Sontag (Secretary)<br>Doreen Houlding (Member)<br>Robert Daines (Chair)<br>Claire Georgina Mallia (Vice-Chair)<br>Linda Weenen (Member)     |              |                      |                 |                         |
| <b>Residents &amp; Others</b> | Barry McDonald<br>Alisha O'Brien<br>Mohammad Dhorowa<br>Cllr Mahym Bedekova                                                                               |              |                      |                 |                         |
| <b>Officers:</b>              | Jany Badoye (JB) – Resident Liaison and Engagement Officer<br>Ronnie Lyon– First Response Officer<br>Vilma Skapinskiene - Neighbourhood Caretaker Manager |              |                      |                 |                         |

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| <b>1</b> | <b>Welcome, Introductions &amp; Apologies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Action</b> |
| 1.1      | The Chair welcomed all, and introductions were made. No apologies received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               |
| <b>2</b> | <b>Election of Committee Members</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Action</b> |
| 2.1      | The meeting commenced with the annual committee elections facilitated by Jany. Existing committee members were invited to confirm whether they wished to continue in their roles for the forthcoming term. Following nominations and secondments from residents: <ul style="list-style-type: none"> <li>• Robert was re-elected as Chair.</li> <li>• Georgina Amalia was re-elected as Vice Chair.</li> <li>• Bobbie was re-elected as Secretary</li> <li>• Val was re-elected as Treasurer</li> <li>• Linda and Doreen were confirmed as Committee Members.</li> </ul> |               |

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|          | Members thanked the outgoing committee for their commitment and acknowledged the work undertaken during the previous year. Officers reaffirmed their support to the committee moving forward.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                              |
| <b>3</b> | <b>LBE Caretaking Services Updates</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                              |
| 3.1      | <p>Residents received updates regarding caretaking services and grounds maintenance activities across the estate.</p> <p>Completed works included:</p> <ul style="list-style-type: none"> <li>• Cleaning of communal areas and internal shared spaces.</li> <li>• Maintenance and tidying of garden areas.</li> <li>• Waste clearance works across communal locations.</li> </ul> <p>Residents generally expressed satisfaction with the current standard of cleaning and maintenance, although some concerns remained regarding waste disposal and ongoing monitoring of communal areas.</p>                                                                                                                                                                                              |                              |
| 3.2      | <p>Residents raised concerns regarding persistent waste management issues and fly-tipping. Discussion focused on the challenges of enforcement, resident responsibility, and the reporting process for environmental offences.</p> <p>Officers highlighted the importance of residents reporting incidents directly to the relevant enforcement teams to enable investigation and action. It was agreed that further information would be circulated to assist residents with reporting concerns.</p> <p><b>For Waste Management Team, please contact:</b><br/><a href="mailto:Waste.Admin@enfield.gov.uk">Waste.Admin@enfield.gov.uk</a></p> <p><b>For Waste Enforcement Team, please contact:</b><br/><a href="mailto:Area.Managers@enfield.gov.uk">Area.Managers@enfield.gov.uk</a></p> | <b>Jany</b>                  |
| 3.3      | <p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. Confirm completion of communal window cleaning with Aaron and update residents</li> <li>2. Request a professional clean of the entire building as a goodwill gesture and provide feedback to residents.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Aaron</b><br><b>Vilma</b> |
| <b>4</b> | <b>Repairs Services Updates</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |
| 4.1      | Residents were reminded to report repairs through the Council's repairs service or online reporting portal to ensure issues are logged and tracked appropriately. Officers agreed to pursue several outstanding matters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                              |
| 4.2      | <p><b>Water leak</b></p> <p>A resident reported an ongoing leak affecting ceilings and balconies. Officers discussed the need to identify the source property and ensure</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                              |

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|          | the responsible household takes remedial action. Escalation options were outlined should the problem remain unresolved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |
| 4.3      | <b>Communal doors</b><br>Residents expressed concern regarding the main entrance door being excessively heavy and difficult to operate. There were also concerns regarding communal room doors not functioning correctly.<br>Officers acknowledged that repairs had previously been reported and further chasing would be undertaken.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |               |
| 4.4      | <b>Outdoor slabs</b><br>Residents raised concerns regarding paving slabs outside the entrance.<br><b>Update: Jim Dunn has requested on 25<sup>th</sup> September, as a possible Estate Improvements Project, for the slabs to be removed and replaced with Tarmac.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |
| 4.5      | <b>Garage and Gate Repairs</b><br>Residents questioned delays surrounding garage and gate repairs first reported earlier in the year. Discussion covered access requirements, contractor attendance, responsibility for damage, and previous reports made to officers and external agencies.<br>It was confirmed that the gate was beyond repair and would require replacement. Arrangements were also made to ensure contractors could access the site when required.                                                                                                                                                                                                                                                                                                                     |               |
| <b>5</b> | <b>Any Other Business (A.O.B.)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Action</b> |
| 5.1      | <b>Community Safety, CCTV and Antisocial Behaviour</b><br>Residents discussed several security concerns including antisocial behaviour, fly-tipping, estate security, and the potential installation of CCTV.<br>Officers explained that CCTV installation would require consultation with residents and consideration of cost implications, particularly for leaseholders. Privacy concerns and long-term maintenance costs were also discussed.<br>Councillors encouraged residents to report incidents of antisocial behaviour promptly and provide supporting evidence where possible to allow enforcement action to be considered.<br><b>Action:</b><br><b>Undertake a resident consultation regarding the installation of CCTV, including estimated costs and resident feedback.</b> | <b>Jany</b>   |
| <b>6</b> | <b>Dates of the next meetings</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |               |
| 6.1      | The next meetings will be held at 1pm on:<br>21 <sup>st</sup> October 2026<br>13 <sup>th</sup> January 2027                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |