

Avenues Estate Residents' Meeting

Agenda – 6th November 2026

1. Introductions and apologies
2. Housing Management Updates
3. Caretaking Services Updates
4. Enfield Safer Neighbourhood Teams
5. A.O.B.

Meeting:	Minutes of Avenues Estate Meeting				
Date:	5th June 2026	Time:	1pm to 3pm	Held at:	Wheatsheaf Hall
No. of Residents Present:	7				
Officers Present:	Jany Badoye (JB) - Resident Liaison & Engagement Officer, minute-taker Soribe Euzegha – Community Manager				

Item No	Details
1	Welcome and Introductions
1.1	Introductions were made at the end of the meeting for a new resident.
1.2	Attendance was noted to be lower than expected, with concerns raised about declining engagement.
1.3	It was acknowledged that future meetings may be reviewed if attendance does not improve.
2	Housing Management
2.1	Discussion: Issues raised: • Waste disposal misuse by residents. • Items stored in communal areas and balconies. • Anti-social behaviour impacting neighbours.
2.2	Emphasis placed on: • Education before enforcement. • Need for evidence prior to tenancy action.
2.3	Residents frustrated about: Delayed responses from services. Lack of clarity on reporting channels.
2.4	Clarification provided: Repairs should be logged via the app where possible. Direct reporting improves response times.
3	Estate Management Issues
3a	Waste, Bins and Fly-Tipping
3a.1	Concerns raised regarding: • Bins being left outside for extended periods. • Damaged and unsuitable bins contributing to rat infestations. • Commercial waste being dumped by nearby businesses. • Residents and private tenants not following waste disposal rules.
3a.2	Pest control advice includes:

	- Improving bin hygiene (washing bins). - Replacing damaged bins. - Possible relocation of bins to disrupt rat activity.
3b	Estate Cleaning and Caretaking
3b.1	Discussion: Residents expressed dissatisfaction with: - Cleanliness of communal areas (including blood stains, weeds, waste). - Inconsistent caretaker presence. Request for clarity on caretaker duties and service levels.
4	Repairs and Maintenance
4.1	Structural and Repair Issues Discussion: - Collapsed floor reported at 30 Roman Way. - Multiple paving and trip hazards across the estate. - Need to avoid piecemeal repairs and consider whole-area improvements for cost efficiency.
5	Estate Safety and Anti-Social Behaviour
5.1	Crime and Safety Concerns Discussion: - Reports of: - Theft and distribution of goods within bin areas. - Lack of visible security patrol presence. - Drug-related activity and suspicious behaviour. - Residents expressed concern about safety, particularly at night.
6	Parking and Abandoned Vehicles
6.1	Discussion: - Concerns raised regarding: - Multiple vehicles occupying limited spaces. - Vehicles appearing unsafe but still holding valid MOT. - Residents running informal vehicle-related activities. - Clarified: Legal limitations around enforcement unless vehicles are non-compliant.
7	Date of next meetings
7.1	Estate Walkabout at 11am: 18th June 2026 - Avenues Estate, Agricola & Hadrians 4th February 2027 - Avenues Estate - Roman Way & Ermin Side
7.2	Next residents meeting at 1pm: 6th November 2026

Avenues Estate – Action Tracker by Service (05.06.26)

1. Estate Services

Action	Owner	Notes	Updates
Investigate bins left out for extended periods	Waste Services	Linked to resident complaints	

and enforce storage rules			
Replace damaged or unsuitable bins across estate	Waste Services	Required to reduce pest activity	
Review bin placement and consider relocation to disrupt rat activity	Waste Services	To align with pest control advice	
Address commercial waste dumping from local businesses	Waste Enforcement	Requires enforcement action	
Deliver resident awareness on correct waste disposal practices	Waste Services / Housing	Education before enforcement	
Improve cleanliness of communal areas (waste, weeds, stains)	Caretaking Team	Strong resident dissatisfaction	
Review caretaker attendance and visibility on estate	Estate Services	Perceived inconsistency	
Clarify and communicate caretaker duties and service standards	Estate Services	Transparency requested by residents	

2. Repairs & Maintenance

Action	Owner	Notes	Updates
Inspect and repair collapsed floor at 30 Roman Way	Repairs Team	Immediate health & safety risk	

Survey and repair paving/trip hazards across estate	Repairs Team	Estate-wide issue	
Assess feasibility of whole-area improvements vs piecemeal repairs	Repairs / Asset Team	For cost efficiency	

3. Community Safety / Police

Action	Owner	Notes	Updates
Increase visible patrols across estate	Roving Patrol / Police	Residents report low visibility	
Investigate theft activity within bin areas	Roving Patrol / Police	Linked to anti-social behaviour	
Address reported drug-related and suspicious activity	Police	Requires targeted intervention	
Review safety measures for estate, especially at night	Community Safety	Resident reassurance needed	

4. Parking Enforcement

Action	Owner	Notes	Updates
Investigate vehicles occupying multiple spaces	Parking Enforcement	Capacity issue	
Assess vehicles perceived unsafe but with valid MOT	Parking Enforcement	Limited enforcement powers	
Monitor and address informal vehicle-related activities	Parking Enforcement / Community Safety	Requires joint working	

Communicate enforcement limitations to residents	Parking Enforcement	Manage expectations	
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5. Housing Management

Action	Owner	Notes	Updates
Address misuse of waste disposal by tenants	Tenancy Management	Link to enforcement escalation	
Enforce removal of items in communal areas and balconies	Tenancy Management	Fire safety and estate standards	
Investigate and manage anti-social behaviour cases	Tenancy Management	Evidence-led approach required	
Deliver resident education before enforcement actions	Tenancy Management	Agreed approach in meeting	

6. Resident Engagement

Action	Owner	Notes	
Improve response times to resident enquiries	Customer Services	Key resident frustration	
Clarify reporting channels for services	Customer Services	Communication gap identified	
Promote use of repairs reporting app	Digital / Customer Services	Encouraged in meeting	
Review effectiveness of current	Customer Services	Linked to engagement issues	

communication methods			
Review meeting format to improve attendance	Engagement Team	Attendance declining	
Explore alternative engagement methods	Engagement Team	Suggested in meeting	
Encourage ongoing resident participation beyond issue-based attendance	Engagement Team	Behavioural change needed	