

DECEMBER 2022

HOUSING NEWS



REPAIRS ONLINE

BOOKING NOW AVAILABLE

JOIN CUSTOMER VOICE

AND MAKE A DIFFERENCE

DUGDALE ARTS CENTRE

ACTIVITIES

www.enfield.gov.uk/councilhousing



Crystal Insurance
Scheme

Protect your home contents and belongings

Did you know that in the event of a flood, fire, burglary or burst pipes, the Council is not responsible for replacing your damaged or stolen items?

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance may help provide peace of mind.

To help you decide whether home contents insurance is right for you, we have teamed up with Thistle Tenant Risks and Ageas Insurance Ltd who provide the Crystal Insurance Scheme, a specialist tenants contents insurance policy.

Crystal Insurance Scheme can bring you peace of mind offering cover for theft, fire, vandalism, burst pipes and other household risks.

The Crystal Insurance Scheme can offer you insurance for the contents of your home including cover for items such as:

- furniture
- clothes
- jewellery
- carpets
- bedding
- pictures
- curtains
- electrical items
- ornaments

Benefits of the scheme include:

- You don't need to have special door or window locks (just a lockable front door)
- Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge)
- No excess (you don't pay the first part of the claim).

Terms and conditions, limits and exclusions apply. A full policy wording is available on request.

For more information, visit www.crystal-insurance.co.uk or call Thistle Tenant Risks on **0345 450 7286**. You can also ask your housing officer or email tenancy.council.housing@enfield.gov.uk for an application pack.

This is a provider the Council recommends, however you can choose to find your own insurance provider.

The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Limited is part of the PIB Group. For information about what we do with personal data please see our Privacy Policy at www.crystal-insurance.co.uk/Privacy-Policy

THISTLE
TENANT RISKS



Message from your Cabinet Member for Social Housing, Cllr George Savva

I am pleased to announce the new online system for reporting repairs. You can now easily and quickly report repairs online using the webform which includes a repairs diagnostic tool which will help you to identify what your repair is and provide advice and assistance, see page 10.

We are currently recruiting tenants and leaseholders to join our Customer Voice group, for more details on what this involves and how to apply, see page 19.

This December, The Dugdale Arts Centre is reopening offering a wide range of activities and entertainment, see page 21.

Wishing you all a happy Christmas and a happy new year.



Message from Housing News' Editorial Board

Following the resignation of Editorial Board member Georgie Perrott, here is a fond farewell message from the Housing News' Editorial Board members Marcia Russell, Marcella Soalla-Bell, Nicola Espeut, Thomas Devine and Vinod Mehra.

We can't remember a time when our dear Georgie wasn't a part of the tenant involvement landscape. Nicola encapsulates our every thought when she writes of Georgie's 'dedication and passion towards making Enfield a better place to live,' because those attributes were always evident in everything that she did. Georgie, we are going to miss you so much. Our group will be poorer for your absence. Please don't forget us, we won't forget you!

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Housing News is produced by Enfield Council's Communications Team. We thank the Housing News Editorial Board members for their contributions to this newsletter. The content is correct at the time of printing this publication. It is available online at www.enfield.gov.uk

If you require any content in this newsletter translated, please email HousingNews@enfield.gov.uk

MAJOR WORKS PROGRAMME UPDATE

WE CONTINUE TO INVEST IN IMPROVING OUR HOUSING WITH VARIOUS WORKS CURRENTLY ONSITE ACROSS THE BOROUGH.

Homes requiring works are identified based on the age and/or condition of the data we hold. When your property has been identified to have investment works carried out, the Council or its contractor will be in touch to carry out a validation survey. This survey will determine whether or not the element identified qualifies for replacement at that time.

Flat entrance doors

More than 700 fire rated flat entrance doors have been installed since April 2022, improving the safety of homes. If your home is identified as requiring a replacement door, when it is due in the programme, you will have an opportunity to choose the colour and style of the door from the pre-approved options, the contractor will request these choices to be made in advance to allow manufacture prior to installation.



External wall insulation

Installation of external wall insulation has been completed to 52 properties, improving the energy efficiency of these homes. This is the first stage in the Council's plan to improve the energy efficiency of its homes.



Roofing renewals

Since April, we have completed 191 roof renewals across the borough, which include new roofs, brickwork repairs, fascia, soffit and rainwater goods renewals and loft insulation where required.

Kitchen, bathrooms and electrics

Since April, 111 kitchens, 128 bathrooms and 19 electrical rewire have been carried out. When the time comes for your home to receive a renewal to one of these elements, you will have a choice with regards to some works including the colour of wall paint and flooring for both kitchen and bathrooms, and the colour of worktops and door/drawer fronts for kitchens. Once your home has been identified as requiring a renewal, the contractor will contact you to discuss these options as part of the planning process.



Block works

Upper Edmonton works are nearing completion, these works include roofing repairs and replacement where required, window replacement, flat entrance and lobby door replacement, communal redecoration and structural repairs to 17 blocks.

Brittany House works are nearing completion, these works include sprinkler installation and flat entrance and lobby door replacement.

Electrical upgrade works to six blocks have been completed, including installation of emergency lighting.

Works to around 20 blocks in the Manor Court, Hoe

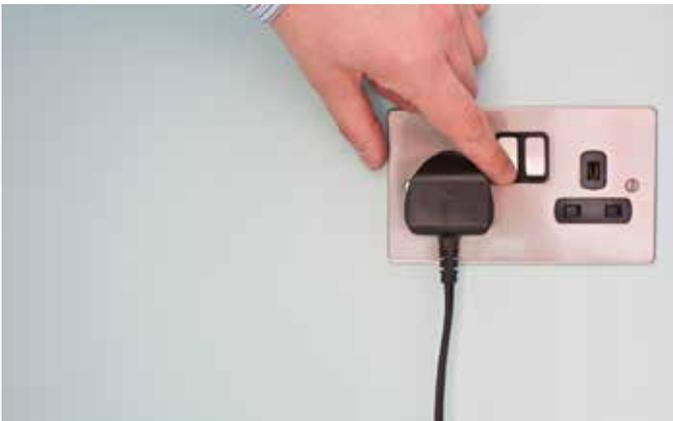
Lane and Hertford Road areas are also underway. With roofing renewal and repairs where required including fascia, soffit and rainwater goods upgrades, window replacements, communal electrics and emergency lighting upgrades.



HELPING YOU WITH THE COST OF LIVING

WE KNOW THIS IS A REALLY DIFFICULT TIME AS MANY OF US ARE FACING RISING LIVING COSTS. IF YOU'RE STRUGGLING TO AFFORD THE ESSENTIALS, OR NEED SUPPORT OF ANY KIND, PLEASE DON'T SUFFER IN SILENCE - HELP IS AVAILABLE.

The Council, the Government and other agencies are offering support to help those most in need during this difficult time. The following help is available:



The HEET project offer a free energy advice service for eligible residents. You can check eligibility and ask for a visit on the HEET website (www.theheetproject.org.uk) or by calling **020 8520 1900**.



The Energy Saving Trust has many tips for saving energy at home and the SHINE service offers help with energy bills and ways to keep well and warm. For more information, visit: energysavingtrust.org.uk

Thames Water offer low income families a discount on their water bills – check your eligibility at www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp

You may also be able to apply for a Warm Homes discount – you can find out more at: <https://www.gov.uk/the-warm-home-discount-scheme>

The Council's Welfare and Debt Advisory Team is on hand to offer assistance to people in financial difficulty – you can apply for help at www.enfield.gov.uk/financialhardship



If you're struggling to pay your rent our Rent Income Team can offer advice and help arrange a payment plan – email rent.council.housing@enfield.gov.uk or ring **020 8379 1000**, option 4

If you find yourself in financial difficulty, it is important not to panic. The first thing you should do is check you are receiving all the benefits you are entitled to. You should also apply for Universal Credit at www.gov.uk/how-to-claim-universal-credit or call **0800 144 8444** if your income has been reduced because you are unable to work or are working fewer hours.



We are continuing welfare checks with our vulnerable residents to discuss any cost-of-living and any weather-related issues.



Our **Council Tax Support Scheme** helps families afford their Council Tax. You can check your eligibility at www.enfield.gov.uk/services/benefits-and-money-advice/council-tax-support

If Universal Credit or Housing Benefit is awarded and you find that your full housing costs (rent) are not being met and you find you are struggling to pay the rent shortfall you can apply for further assistance from the Council by way of a Discretionary Housing Payment via the Enfield Council website. Please follow the link www.enfield.gov.uk/services/benefits-and-money-advice/discretionary-housing-payment

For a range of support available, visit: www.enfield.gov.uk/helpingyou



Food Pantries are available in the borough when residents require urgent or emergency access to food.



Enfield Town Pantry

Enfield Town Library, 66 Church Street, Enfield, EN2 6AX.
Open Thursdays and Fridays.

Referral only through the welfare advice and support team. To make a referral to the team, visit www.enfield.gov.uk/helpingyou

Edmonton Green Pantry

Edmonton Green Library, 36-44 South Mall, Edmonton, N9 0TN.
Open Tuesdays and Wednesdays.

Referral only through the welfare advice and support team. To make a referral to the team, visit www.enfield.gov.uk/helpingyou

Ordnance Road Pantry

Ordnance Road Methodist Church, 100 Ordnance Road, Enfield, EN3 6BW.
Open Saturdays, 1pm to 3pm.

No referral required. For more information, email ordnancepantry@gmail.com

Bounces Road Pantry

229 Bounces Road, Edmonton, N9 8LN.
Open Wednesdays and Thursdays 9am to 3pm

No referral required. For more information, email sadiyaam@hotmail.co.uk

Fore Street Pantry

Edmonton Methodist Church Fore Street, Edmonton, N9 0PN.
Open Saturdays 11am to 1pm.

No referral required.



Food



Debts & Bills



Income



Health & Wellbeing



Energy



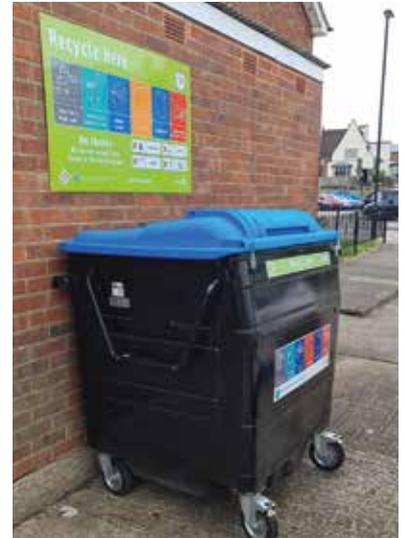
Jobs & Skills

CARETAKING SERVICE UPDATE

THE CARETAKING SERVICE CONTINUES TO PROVIDE ESTATE CLEANING TO THE INDOOR AND OUTDOOR COMMUNAL AREAS. IT IS IMPORTANT THAT WALKWAYS, INTAKE CUPBOARDS, STAIRWELLS AND BALCONIES ARE KEPT CLEAR OF BULKY ITEMS TO PREVENT SERIOUS RISKS SUCH AS FIRE, SLIPS AND TRIPS TO THOSE WHO LIVE IN THE BLOCK.



While we are aware that most residents dispose of their waste correctly, it is strongly advised that all residents adhere to the correct waste disposal process for communal or individual bins as well as household bulk refuse. This means refuse bags and recyclable items are separated and disposed of in the correct bin.

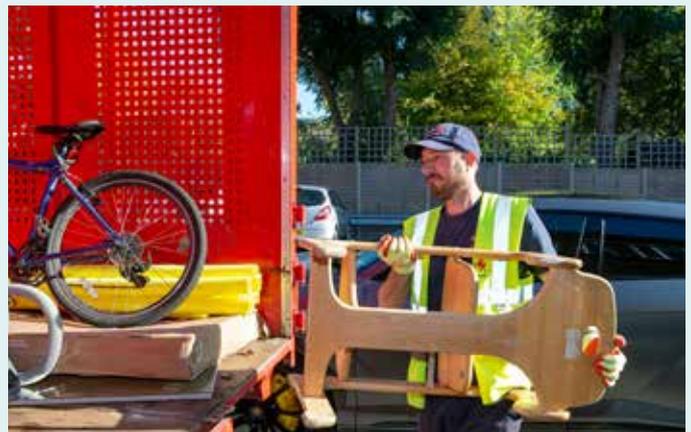


For more information on the refuse and recycling bin collection days and frequency, visit:

www.enfield.gov.uk/services/rubbish-and-recycling

The Council is offering a free bulk refuse collection service (for household items only) for all residents across the borough. For a list of items that are recognised as 'household bulk' and to book a free collection, visit: www.enfield.gov.uk/services/rubbish-and-recycling/bulky-rubbish.

You will be provided with a specific date and time to leave your items ready for collection. Items should be left by a visible bin area or safe location opposite the block.



Free Bulky Waste Collection Service



Climate Action Enfield
Good for Enfield, Good for the Planet

Estate Operations is working with waste enforcement to challenge and investigate incorrect waste and recycling disposal.

If household bulk refuse is left away from the collection point (bin area) and/or is not deemed as a household item, this will also be investigated further as a fly-tip.



**ENFIELD COUNCIL IS
INSTALLING CCTV IN YOUR AREA**

We're installing cctv in your area to catch the people who are dumping rubbish in our borough.

Help us keep your neighbourhood clean by reporting fly-tipping and dumped rubbish to www.enfield.gov.uk/cleanerenfield

You can report a fly-tip/dumped rubbish by calling:
020 8379 1000

Fly-tipping is a criminal offence under section 33 of the Environmental Protection Act 1990. Where offenders can be identified, fixed penalty notices of up to £400 will be issued.

You can report any fly-tipping online at www.enfield.gov.uk/cleanerenfield.

By working together we can ensure your community is kept clean, tidy and safe.

CARETAKER TEAMS THANK YOU...

Whether we live in a high-rise or low-rise block of flats, you can bet that there is a team of caretakers ready to provide a service for us. Sometimes, we don't see them, but we know they have arrived, carried out their work and left site without fanfare. We know their job is difficult, and often it may appear that no-one appreciates their efforts, but that's not true! Teams, we know you, we appreciate you, we thank you.

Marcia Russell
(Tenant)



Window Cleaning

In July, we introduced two types of communal window cleaning programmes within council housing.

Working in partnership with 'Rope Access Window Cleaning Services' we were able to successfully complete all high-rise block cleaning works.

Low-rise window cleaning works continue to take place through the caretaking service two days per week. The team use a low pressure specialist reach and wash system to ensure a high standard of cleaning.



ENFIELD REPAIRS DIRECT *update*



WINTER IS ALWAYS A VERY BUSY TIME FOR US AND WE CONTINUE TO WORK HARD TO DELIVER A RESPONSIVE REPAIRS SERVICE THROUGHOUT THIS PERIOD. THROUGHOUT THE FESTIVE PERIOD WE ARE CONTINUING TO PRIORITISE EMERGENCY AND URGENT REPAIRS TO YOUR HOMES.

- **EMERGENCY REPAIRS** (such as a boiler breakdown or an electrical power cut) can continue to be reported to us 24 hours a day by calling **020 8379 1000**. We aim to respond within four hours in order to make safe and fully resolve where possible.

-
- **URGENT REPAIRS** (for example a containable water leak) can be reported Monday to Friday, 9am to 5pm, by calling **020 8379 1000 and choosing option 4**. We aim to attend within 48 hours.

-
- **ROUTINE REPAIRS** (for example a leaking tap) We will be doing all we can to attend all existing routine repair appointments working with our sub-contractors over the festive period. If you need to report a new routine repair, where possible, we would ask you to book this online at **www.enfield.gov.uk/repairs**

Alternatively, you can report via the phone Monday to Friday, 9am to 5pm, excluding bank holidays on **020 8379 1000 and choosing option 4**.

New online system for reporting repairs

You can now report repairs online with our new webform at: **www.enfield.gov.uk/repairs**



You can easily and quickly report any routine repairs and we will contact you with a convenient appointment.

The webform includes a repairs diagnostic tool which will help you to identify what your repair is and provide advice and assistance.

Prize draw

Use the webform to report your next repair and you will be entered in our monthly prize draw with a chance to win a £50 love 2 shop voucher.



HELP OVER THE CHRISTMAS PERIOD

We will only be dealing with emergency situations from 5pm on Friday 23 December 2022 until 9am on Tuesday 3 January 2023.

Please continue to report any emergency repairs on **020 8379 1000 (option 4, option 2)**.

You can also now report repairs via **Webchat** and receive an immediate response. The Webchat page can be found at: **www.enfield.gov.uk/repairs**

In the next phase of works once we have completed the integration with our new housing system you will also be able to book and cancel repairs online.

Our housing resolution officers are now giving advice on digital channels as a quick way to report routine repairs.

Your repairs responsibilities

We have updated the repairs responsibilities table which has a checklist of who is responsible for which repairs – both what the Council and residents need to repair, you can view online at: **www.enfield.gov.uk/repairs**

Bin it, don't flush it – Please remember to not flush baby wipes and nappies down toilets to help keep drains working and avoiding leaks in blocks. Baby wipes and other items block the communal drains and can cause sewage to flood into residents' homes.

You are responsible for any damage that is caused by negligence. If a fault is caused by you, your family or friends, or through negligence of failure to meet your obligations under your tenancy agreement, you may be recharged for these repairs. If the damage is caused by vandalism, report the incident to the police and get a crime reference number before reporting the repair to us.

Repairs service satisfaction

Our repairs team continue to listen to your feedback on service received and make improvements to service delivered to you.



Our performance for October 2022:



9 out of 10 residents are satisfied with the Repairs and Maintenance Service



82% of repairs are completed at the first visit



93% of repairs are completed in time

While our repairs team are visiting your home we will also carry out the following checks for:

- Draughts from windows, doors and letterboxes
- Insulation of roof and water tanks
- Use of Thermostatic Radiator Valves to control areas of the home to heat
- Damp and mould, and adequate ventilation.

Where possible we will immediately resolve the issue, provide helpful advice or where necessary we will arrange a follow up repair.

Winter programme of works

Enfield Repairs Direct have now set up a team for supporting elderly and vulnerable people with heating and other maintenance problems over the winter period. With dedicated scheduling staff, trades people and a stock of ready-to-hand portable heaters, the team is ready to resolve heating outages, damp and mould, security and other repairs and maintenance issues very quickly. Please contact us on **020 8379 1000**.

SKILLS, TRAINING AND JOB OPPORTUNITIES



ENFIELD COUNCIL'S SKILLS AND EMPLOYMENT TEAM PROVIDES DEVELOPMENT OPPORTUNITIES FOR RESIDENTS IN THE BOROUGH.

The Skills Training Employment Pillar (STEP) is a free development programme, designed to support Enfield residents who are looking for work experience, training, or to find a job.

STEP offers:

- A personal advisor
- Access to training and volunteering
- Help to identify your unique skill set
- CV writing and job applications
- Career counselling
- Confidence building and skills development
- A confidential and individual service based on your career goals
- ESOL classes for residents that do not use

English as a first language

- Links to local employers in the construction, health and care, creative, retail, logistics and digital sectors
- Face-to-face support provided by our experience employment advisers.

The STEP programme is available across the borough, and we will also be running pop-up sessions.

Please visit the STEP webpage

www.enfield.gov.uk/helpingyou to keep a look out for events, jobs fairs or other opportunities to meet potential employers and advisors.

To book a face-to-face appointment with a STEP employment advisor or for more information, email step@enfield.gov.uk or call **020 3855 5859**.

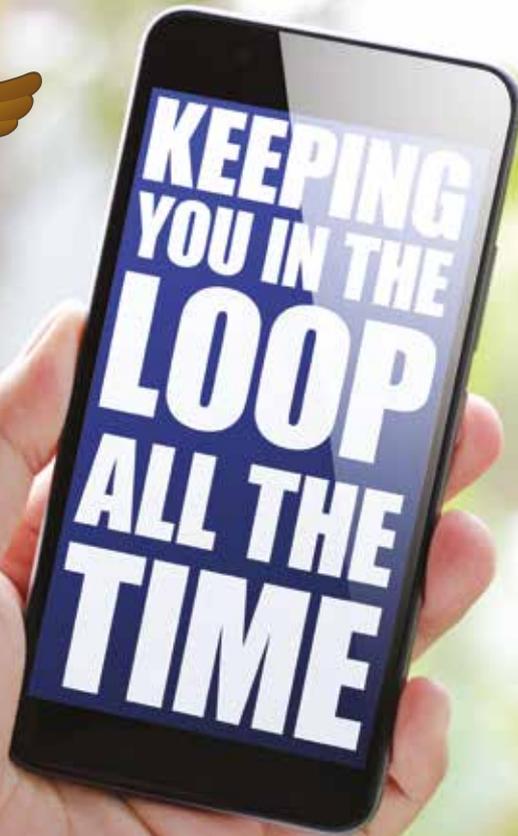
BECOME AN APPRENTICE

APPRENTICESHIPS GIVE YOU FANTASTIC EXPERIENCE WITH HANDS-ON TRAINING WHILST PUTTING YOUR SKILLS INTO PRACTICE

- ▶ 600+ apprenticeship standards available – at Enfield we have used in excess of 50 standards.
- ▶ Apprenticeships are available to those aged 16 and over
- ▶ Enfield residents are given priority to our entry level opportunities
- ▶ Study Level 2 (GCSE) up to Level 7 (Masters) including Degrees!
- ▶ Earn and Learn at the same time
- ▶ We pay our apprentices at least the London Living Wage

Scan the QR Code below on a mobile device to find out more information.





OWL is the latest way to interact with your local police and Neighbourhood Watch

- Regular local updates from your local police
- Get alerts on scams
- Advice on improving your home and personal security
- Builds stronger ties with Neighbourhood Watch leading to safer communities
- A unique collaboration between the police and the public designed to tackle the issues that are important to you
- A quick, easy, and flexible system that fits in with your lifestyle
- For Police non-emergencies Call 101 or make a report online

Register for **FREE** at www.owl.co.uk/met or download the app on your smart phone/device



MOPAC | METROPOLITAN POLICE OF LONDON



BE AWARE OF **BOGUS CALLERS**

Most people who call at your home will be genuine. However, occasionally people may turn up unannounced and try to:

- trick their way into your home to steal valuables or money
- sell you services or items you do not want or need
- carry out unnecessary repairs to your home.

They could pretend to be from the Council, say they work for a water, gas or electric company.

If you have concerns about anyone calling at your home, don't open the door.



POLICE

In an emergency - Call 999

For non-emergency concerns - Call 101

RETROFITTING HOMES TO IMPROVE ENERGY EFFICIENCY

THE COUNCIL IS PROUD TO BE PART OF A GROUND-BREAKING INNOVATION PARTNERSHIP ALONGSIDE SIX OTHER COUNCIL LANDLORDS IN LONDON, WHO ARE LOOKING TO DELIVER OVER 250 NET ZERO HOUSING RETROFITS. THIS PARTNERSHIP, ALONGSIDE FOUR BUILDING CONTRACTORS, FOLLOWS A FOUR-STAGE PROCESS OVER THREE YEARS.

The first phase of the process focusses on the design; with other phases being prototyping, piloting and finally commercialisation, which is where other housing providers can use what we have done to retrofit homes at scale.

We're currently in phase two which focusses on 10 properties that were identified as the worst performing thermally inefficient homes in Edmonton Green and Haselbury Wards and works have now started on these properties.

Retrofit means undertaking improvement works on a home to improve its energy efficiency, making it easier to heat while also able to hold heat for longer, and replacing fossil fuels with renewable clean energy. Over the next few months, we will be:

- removing gas from the home
- fitting new double-glazed windows and high-performance doors
- adding solar panels to generate electricity and installing a new efficient heating and ventilation system which will regulate the temperature of the home so it is warm in the winter and cool in the summer
- externally insulating the home.

To help us do this work we have secured over £500,000 of government funding. This helps the Council meet some of its climate action plan aims. This means our homes will also be better protected against energy price increases because they can generate their own energy as well as requiring less energy.

Some examples of other homes benefited from retrofit works



REGENERATION SCHEMES UPDATE

In September, our **Bury Street West** scheme won the Inside Housing Development Awards 2022 award for Best Development in their rural/suburban category.

This is great recognition for the scheme which will be ready for residents to move into from January 2023 and will deliver 50 (2, 3 and 4 bedroom) family homes, with half going to council tenants and the other half being sold.



The housing development and regeneration teams also won an award for Best Development Team at the Inside Housing Development Awards for the work they are doing to directly deliver much need affordable housing schemes such as our **Bullsmoor Lane** (29 new council rent homes) and at **Reardon Court** (70 council rent extra care flats for older resident) and on our estate regeneration schemes at the **Alma and New Avenues** estates. Also more recently, on the direct delivery of **Joyce and Snell's** estate regeneration where the first 4 phases, which starts with enabling works in March 2023, will deliver nearly 600 new homes.

For more information on all the schemes please visit www.enfield.gov.uk/housingschemes

UNDER OCCUPATION PROJECT

IF YOU LIVE IN A PROPERTY THAT IS TOO BIG, WE CAN HELP YOU TO MOVE INTO A SMALLER MORE MANAGEABLE HOME. WE CAN OFFER YOU UP TO £2,500 TO GO TOWARDS REMOVAL COSTS.

£1,250 for giving up 1 bedroom space

£2,000 for giving up 2 bedroom spaces

£2,500 for giving up 3 bedroom spaces

There are many benefits to downsizing, such as spending less money on heating and bills. If you wish to discuss, contact **020 8148 4388** or email claire.feiner@enfield.gov.uk



For more information, visit: www.enfield.gov.uk and search for **under occupation**.

TENANCY POLICY

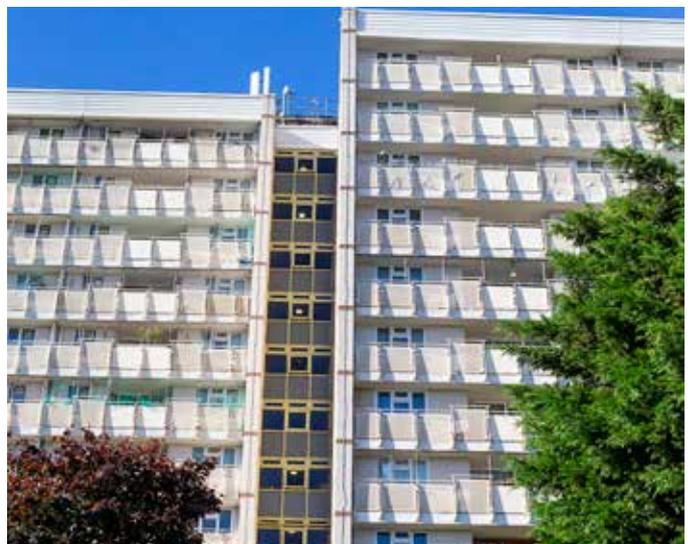
THE COUNCIL IS INTRODUCING A NEW TENANCY POLICY FOLLOWING CHANGES TO THE TENANCY MANAGEMENT STRATEGY APPROVED BY THE COUNCIL IN FEBRUARY 2022, ON WHICH WE CONSULTED ON WIDELY.

Lifetime tenancies will continue to be the Council's preference. An important change though is the proposal to use fixed term tenancies for homes of four bedrooms or more or homes that are specially adapted. These will have a minimum fixed term of 10 years with a longer term encouraged for families with children aged five years and under or 10 years and under if the child has special educational needs or disabilities.

A key reason for this change in policy is due to a shortage of these particular properties in Enfield in comparison to the demand. The change in policy proposed gives the Council the chance to make sure that both these larger homes and adapted homes in short supply are well used.

The new policy will also better support residents who have been a victim of domestic abuse so that they can safely sustain their tenancy.

Residents will have the opportunity to comment on the policy after it has been considered by the Cabinet Member for Social Housing, Cllr George Savva.



DOMESTIC ABUSE HOUSING ACCREDITATION

THE COUNCIL DOES NOT TOLERATE DOMESTIC ABUSE AND TAKES ITS DUTY TO SUPPORT VICTIMS/SURVIVORS AND THEIR CHILDREN SERIOUSLY. KEEPING PEOPLE SAFE FROM DOMESTIC ABUSE IS A HIGH PRIORITY AND WE UNDERSTAND THAT HOUSING IS ONE OF THE MAIN FACTORS WHY SURVIVORS DON'T LEAVE ABUSIVE HOMES.

Enfield Council is a member of the Domestic Abuse Housing Alliance (DAHA). The DAHA accreditation scheme is the UK benchmark for how housing providers should respond to domestic abuse in the UK. DAHA are the only project in the UK offering a domestic abuse accreditation for the housing sector. DAHA accreditation is recognised in the government's **Ending Violence against Women and Girls Strategy: 2016 to 2020**. By becoming DAHA accredited, housing providers and services are taking a stand to ensure they deliver safe and effective responses to domestic abuse.

The accreditation framework includes eight priority areas that considers an organisation's operations and delivers safe and effective interventions in domestic abuse. It builds in processes that help guide staff to adequately address the needs of survivors and hold abusers to account. Enfield Council Housing and Housing Advisory services are working in partnership to obtain the accreditation.



If you are a victim of domestic abuse you can contact the Enfield Domestic Abuse Hub by calling our freephone number **0800 923 9009**, Monday to Friday, 9am to 5pm. Or you can contact the team by emailing callusdah@enfield.gov.uk.

- In an emergency, always call 999
- For non-emergency reports, call 101
- The National Domestic Violence Helpline operates 24 hours a day on 0808 2000 247, which is a freephone number. The helpline can provide details of refuge accommodation across the UK and services in your local area.

We need your views on Council Tax Support

Local Council Tax Support Schemes help towards the cost of Council Tax for low income households.

The Council wants to know what local people think of proposals to change the Local Council Tax Support Scheme for 2023-24.

You can complete the questionnaire at home or make arrangements to use a computer at your local library.

Find out more and complete the questionnaire online

**Council Tax Support Scheme
Consultation closes on
6 January 2023**

For more information email:
consultation@enfield.gov.uk

www.enfield.gov.uk/consultations





COUNCIL HOUSING Walkabouts

THE HOUSING MANAGEMENT TEAM IS WORKING HARD TO MAKE OUR ESTATES CLEANER.

We are inviting residents to attend our Block and Estate Walkabout programme which improves communication with residents and makes it easier to report problems and make sure we repair things quicker.

We want residents to play an active role in designing the areas where they live, and we want to ensure you and your neighbours let us know where improvements are needed. We also want you to have a good relationship with your Housing Management team so that you feel comfortable to

let us know when we have not got things right and we can get to work to make things better.

If you want to raise issues in your block or estates, meet other residents, your Housing Management team, and your local councillors, please do attend one of the walkabouts below. Each walkabout will last 90 minutes.

You do not need to book to attend, simply meet us at the allocated meeting point and time.

Any questions about the walkabouts please either call **020 8375 8008** or email HCREST@enfield.gov.uk or visit: www.enfield.gov.uk/getinvolved

LOCATION	DATE	TIME	MEETING POINT
Moor Park House & Carpenters Gardens	7 December 2022	12noon	Main Entrance Moor Park House
Bullsmoor Way Kempe Elsinge	14 December 2022	11am	Kempe Hall
Ayley Croft	10 January 2023	9am	Main Entrance Bonington House
Oxford Gardens	17 January 2023	11am	21 Oxford Gardens
Joyce & Snells	26 January 2023	11am	Langhedge Close Car Park
Klinger Estate Incorporating Copperfield, Pickwick Mews, Dorrit Mews & Tanners End Lane	2 February 2023	11am	1 Copperfield Mews
New Avenues Estate	9 February 2023	11am	Car Park
Beale Close	15 February 2023	11am	In Car Park
St. Mary's St. Josephs and Emsworth Close	23 February 2023	11am	Communal Car Park St. Mary's
London Road, Enfield	28 February 2023	11am	Outside 88 London Road, EN2 6HX
Alma Estate	21 March 2023	9.30am	Main Entrance Peregrine Point
Avenues Estate	23 March 2023	9am	1 Hadrians Ride
Crawford Gardens	30 March 2023	11am	Outside 70 Crawford Gardens

WANT TO JOIN CUSTOMER VOICE?

Your Customer Voice is the main representative body for tenants and leaseholders in Enfield. The central aim of the Customer Voice is to ensure that customers' views, aspirations and priorities are at the heart of the housing service.

With your help, we will deliver the services that you want. We'll work closely with you to support resident involvement and to set objectives for the coming year. We will report back to residents on a regular basis in terms of our work plan and are accountable to you.

If you require any further information please contact your Resident Engagement Officer, Maria Bird on **020 8132 2432** or email maria.bird@enfield.gov.uk

WE'RE CURRENTLY RECRUITING TENANTS AND LEASEHOLDERS FOR THE CUSTOMER VOICE.

If you can answer 'Yes' to any of these questions, then we want to hear from you:

- Do you know the aspirations of local people and communities?
- Can you make a positive difference to your housing service?
- Do you want to help influence how Enfield Council delivers local services?
- Do you want to work in partnership to help improve housing services?
- Can you spare some of your valuable time to help us understand resident opinion?

We're looking for energetic, committed and enthusiastic individuals, who want to see improvements in housing services and are willing to work in partnership.

We can only make positive changes with your help. We'll provide you with support and you don't need to have any previous experience of involvement, just a

willingness and enthusiasm for driving change and making a difference.

Your Customer Voice looks at a wide range of issues that impact on the housing service, such as:

- Housing performance issues such as repairs and communal cleaning services
- New service initiatives and changes to housing services
- Approving environmental improvement projects
- Monitoring contractor performance
- Developing new ideas and policies.

If you would like any more information on how to apply or want to discuss what it means to be a member of the Customer Voice, please contact Jim Dunn (Resident Liaison & Engagement Manager) on **020 8132 1014** or email jim.dunn@enfield.gov.uk



SUMMER ENGAGEMENT EVENTS

The Resident Engagement Team successfully held 15 'On Your Doorstep' events that took place throughout the summer.

Over 160 residents were engaged with throughout the sessions with many children enjoying the bouncy castle and giveaways.

At each of the sessions, we were joined by a variety of different officers assisting residents with their queries. These included the Caretakers, First Response Officers, Community Managers, Repairs, Employment Services, Anti-Social Behaviour Team and Grounds Maintenance. We were also joined at several of the events by the Police Safer Neighbourhood Teams and local councillors.

We hope these events were useful and we look forward to holding them again next year.



CONTRIBUTING TO HOUSING NEWS

If you have an item you would like to see featured in Housing News, simply send us your suggestion.

Also, we'd like to hear from you if you have feedback or comments about how we could improve our Housing News newsletter.

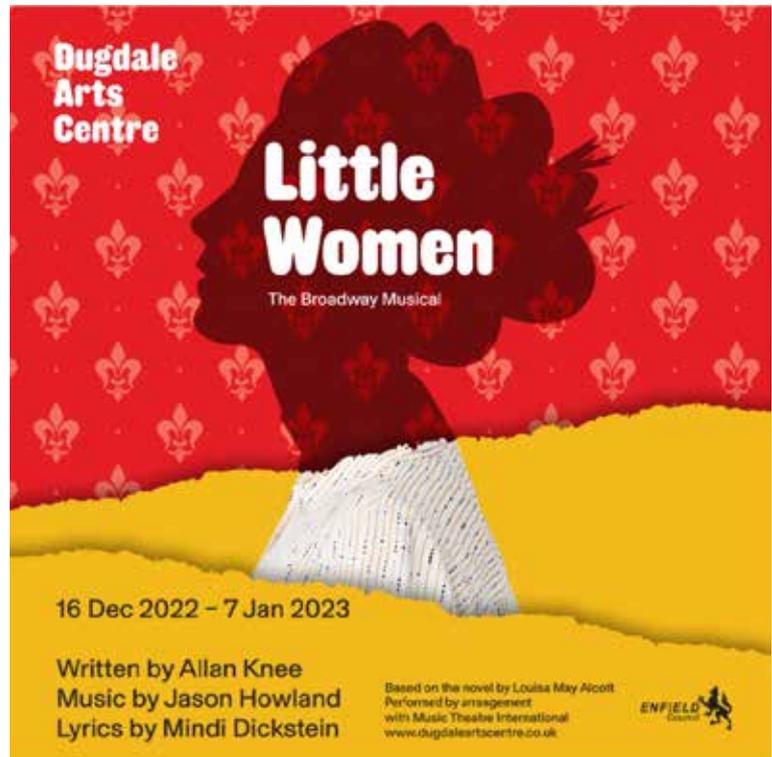
You can do this by emailing:
HousingNews@enfield.gov.uk



DUGDALE ARTS CENTRE

READIES FOR REOPENING

The Dugdale Arts Centre is reopening in December offering a wide range of activities, entertainment and community facilities. Following a two-year renovation, the venue will reopen on 16 December, in time for the Christmas season with a specially commissioned production of *Little Women: The Musical*, a story following four sisters dealing with poverty, sisterhood and coming-of-age. Tickets are on sale now and can be booked online at: www.dugdalecentre.co.uk/events/little-women-the-musical



30 day
FREE TRIAL
for all new
customers

Your Local Personal Alarm Service

Gain greater independence and peace of mind inside & outside your home with help on hand 24/7 all year round from 70p a day

For more information call 020 8803 1524

www.enfield.gov.uk/safeandconnected



RESIDENT TRAINING COURSES - SIGN UP TODAY



The Resident Engagement Team is offering Enfield Council tenants free iLearn training courses.

iLearn courses are:

Flexible – can be done in your own time in bitesize chunks that can fit around your daily schedule

Mobile – iLearn sessions can be done on your laptops, tablets and phones

Tailored to you - courses aren't fixed; you can skim over areas you already know and concentrate more on areas you feel you need to work more on.



Courses on offer:

- CV Writing
- Interview Success
- Brush Up Your English Language Skills
- Effective Minute Taking
- Effective Writing
- Basic English, Maths and IT Skills
- Bitesize Online IT Training Portal
- Coaching
- Emotional Intelligence
- Conflict Resolution
- Mental Health and Illness
- Drug and Alcohol Awareness
- Healthy Lifestyles
- Yoga Exercise
- Grow your Own Fruit and Veg
- Learn a New Language
- Cakes and Baking.

iLearn courses are limited, to secure your place contact the Resident Engagement Team by emailing HCREST@enfield.gov.uk or call **020 8132 1066**.

HOUSING OMBUDSMAN COMPLAINT HANDLING CODE



THE HOUSING OMBUDSMAN CONTINUES TO UPDATE ITS COMPLAINT HANDLING CODE, A CODE DESIGNED TO HELP LANDLORDS DEAL WITH COMPLAINTS QUICKLY AND EFFICIENTLY.

If you are unhappy with something we have done or failed to do, we will listen to your concerns and investigate them fully to decide whether your complaint has been upheld (meaning we accept we are at fault) or partially upheld (meaning we accept we are partially at fault). When we are at fault, we will try to put things right as soon as possible.

The easiest way to make a complaint is online at: www.enfield.gov.uk/tellus

You can also write to us at: Place Complaints, London Borough of Enfield, Silver Street, Enfield, EN1 3XA or call us on **020 8379 1000** between 9am and 5pm Monday – Friday.

If you are still unhappy after your complaint has been considered under the Council's complaints procedure you can then escalate this to the Housing Ombudsman to review.

The Housing Ombudsman will investigate your complaint fairly and impartially.

You can contact the Housing Ombudsman by:

- emailing info@housing-ombudsman.org.uk
- using their online complaint form at: www.housing-ombudsman.org.uk/residents/make-a-complaint
- calling on **0300 111 3000** (9.15am to 5.15pm, Monday to Friday).

Stage One

We will acknowledge your complaint within five working days. An officer from the relevant service will then be allocated the case to investigate where we aim to respond within 10 working days.

Final stage

If you are not satisfied with the initial response, you may request a further review of your complaint. This will be conducted by a senior member of the service. We aim to respond to this stage within 20 working days. At both stages you will be provided with the expected response time and a unique reference number.



This information is for Enfield residents only. Please check local information if you live outside the Borough.

Arrangements for your recycling and refuse service over the Christmas and New Year 2022/23

There will be no changes to your rubbish, recycling, food and paid for garden waste collection days over the festive period 2022/23.



Council offices will be closed from **23 December** and will re-open on **28 December 2022**
We close again on **2 January 2023**
For emergency enquiries only please call **020 8379 1000**
For Libraries and Registrars, visit www.enfield.gov.uk

Barrowell Green Recycling Centre

The recycling centre will be open for bookings except for:

Saturday 24th December 2022	Open until 2pm only
Sunday 25th December 2022	Closed
Monday 26th December 2022	Closed
Saturday 31st December 2022	Open until 2pm only
Sunday 1st January 2023	Closed
Monday 2nd January 2023	Open usual hours

Christmas Tree recycling

Please remove all decorations, pots and turf from your tree as these cannot be recycled.

- If you have subscribed to the Garden Waste Collection Service, have a real Christmas tree and want it to be collected and recycled please place this out for collection on your scheduled garden waste collection day. If your tree is taller than 6ft please cut it into smaller pieces, otherwise it can't be collected, or take it to one of the parks listed below.
- Alternatively, Christmas trees can be taken to Barrowell Green Recycling Centre throughout the festive season and beyond – booking is required.
- Until Sunday 29 January 2023 trees can also be taken to:
The car park at Firs Farm Park, Firs Lane - Pymmes Park, Bush Hill Park, Bury Lodge Gardens, Town Park, Jubilee Park, Albany Park, Arnos Park, Durants Park, Broomfield Park, Tottenham Sports Ground, Oakwood Park, Grovelands Park and Trent Park. Please leave trees inside the park gates for collection by park staff.



Good for Enfield, Good for the Planet

www.enfield.gov.uk/bins

