

**Dujardin Mews Residents' Focus Group Meeting  
Thursday 12<sup>th</sup> November 2026 at 7pm  
Agenda**

1	Welcome and apologies
2	Safer Neighbourhood Team – SNT (Ponders End)
3	Housing Updates from Community Manager
4	LBE Caretaking Updates (Neighbourhood Caretaker Manager)
5	CPZ Updates
6	Grounds Maintenance Updates
7	A.O.B.
8	Date of next meeting: TBC

**Minutes**

<b>Meeting:</b>	<b>Dujardin Mews Residents' Focus Group Meeting</b>				
<b>Date:</b>	<b>15<sup>th</sup> May 2026</b>	<b>Time:</b>	<b>7pm to 9pm</b>	<b>Held at:</b>	<b>Oasis Hadley</b>
<b>No. of Residents Present:</b>	Andrew Bailey Bob Sculpher Eileen Oxley Lorraine Sculpher Peter Oxley Ricky Powell Sishita Patel				
<b>Officers Present:</b>	Soribe Ezugha – Community Manager, Housing Department Jany Badoye (JB) - Resident Liaison & Engagement Officer, minute-taker				

<b>Item No</b>	<b>Details</b>	<b>Action</b>
<b>1</b>	<b>Welcome and pologies</b>	
1.1	Jany welcomed everyone and apologies were received from Andrew Bailey who arrived late.	
<b>2</b>	<b>Safer Neighbourhood Team (SNT) – Ponders End</b>	
2.1	Residents discussed several community safety concerns affecting the estate and surrounding area.	
2.2	The group also discussed concerns relating to cuckooing and the exploitation of vulnerable residents. Information was provided about how perpetrators gain access to properties, the risks involved, and the role of the Police and Council in tackling these issues. Residents were advised that cuckooing is now a criminal offence and that enforcement action can be taken where sufficient evidence exists.	
2.3	Violence against women and girls, aggressive begging and related anti-social behaviour were highlighted as ongoing priorities for local policing and partnership working across the borough.	
<b>3</b>	<b>Housing Updates from Community Manager</b>	

3.1	<p><b>Building Safety and Compliance</b></p> <p>Residents raised concerns regarding delays in progressing building control and compliance issues. It was reported that inspections had taken place on multiple occasions but that residents had seen little progress in resolving outstanding concerns. The implications of both the Building Safety Act and Fire Safety Act were discussed, including the need for compliance and clear communication with residents.</p> <p>Residents were advised that formal notices had been issued where necessary and that works may need to cease until legal requirements have been satisfied.</p>	
3.2	<p><b>Estate Management and Housing Association Matters</b></p> <p>Residents reported concerns about unauthorised access to the estate and youths entering communal areas. Discussions took place regarding the responsibilities of Southern Housing and the need for clearer communication between all parties. Contact details for the appropriate Southern Housing representatives will be shared with residents as required.</p>	
3.3	<p><b>Solar Panels and Automatic Opening Vent (AOV) Maintenance</b></p> <p>An update was provided regarding delays to solar panel and ventilation system maintenance following the suspension of the previous contractor. The Council is currently procuring a replacement contractor to undertake the necessary inspections, repairs and servicing. Residents were advised that existing technical reports would be provided to the new contractor to avoid unnecessary repeat surveys.</p> <p>Residents were reminded to switch off any malfunctioning ventilation units and report concerns immediately.</p>	
3.4	<p><b>Estate Adoption and Service Delivery</b></p> <p>Residents expressed concern that the estate has not yet been formally adopted and discussed the impact this continues to have on the provision of council services. Issues raised included street cleaning, weed control, lighting maintenance and other environmental services. Residents questioned why council tax and service charges continue to be paid where some services have not been delivered.</p> <p>The Community Manager confirmed that discussions are ongoing with senior officers across Housing and Environment services to seek resolutions.</p>	
3.5	<p><b>Encroachment and Environmental Enforcement</b></p> <p>Concerns were raised regarding unauthorised sheds, the burning of rubbish and potential encroachment onto council-owned land. Residents requested clarification of land ownership boundaries and appropriate enforcement action where necessary.</p>	
<b>4</b>	<b>LBE Caretaking Updates (Neighbourhood Caretaker Manager)</b>	
4.1	<b>Street Cleaning and Environmental Services</b>	

	Residents reported a lack of routine street cleaning and environmental maintenance across the estate. It was acknowledged that the estate's adoption status continues to affect service provision and that this matter remains under review.	
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4.3	<b>Grounds Maintenance</b> Residents raised concerns regarding grounds maintenance services, including hedge cutting, planting and general upkeep. Concerns were expressed that residents had been charged for services that were either not delivered or not completed to the expected standard. The possibility of refunds or service charge adjustments was discussed, and further enquiries will be made with the relevant teams.	
4.4	<b>Encroachment and Environmental Enforcement</b> Concerns were also raised regarding unauthorised sheds, the burning of rubbish and potential encroachment onto council-owned land. Residents requested clarification of land ownership boundaries and appropriate enforcement action where necessary.	
4.5	The meeting also received an update on fly-tipping and illegal waste disposal. Residents were reminded of the importance of reporting incidents and advised that bulk and electrical items can be collected free of charge through the North London Waste Authority when booked in advance. Residents were also encouraged to use the Edmonton EcoPark Recycling Centre for the disposal of larger items.	
<b>5.</b>	<b>Controlled Parking Zone (CPZ) Updates</b>	
5.1	Residents received an update regarding ongoing discussions around the introduction of a Controlled Parking Zone.	
5.2	Concerns were raised about the length of time the process has taken and the impact of parking pressures on residents. It was noted that the current review of permit charging arrangements and estate adoption issues continue to affect implementation timescales.	
5.3	As an interim measure, residents supported the installation of two "Resident Only Car Park" signs to discourage non-resident parking. Appropriate locations for the signage will be agreed and progressed.	
<b>6</b>	<b>Any Other Business (A.O.B.)</b>	
6.1	<b>Formal Complaints and Resident Advocacy</b> Residents discussed submitting formal complaints regarding estate adoption, service delivery, grounds maintenance and service charges. It was agreed that each complaint should focus on a specific issue to assist investigation and monitoring. Residents were also advised on the Council's complaints process and escalation routes where necessary.	
6.2	The meeting closed with thanks to all residents for their attendance and continued involvement in improving Dujardin Mews.	

<b>7</b>	<b>Date of Next Meeting</b>	
7.1	Thursday 12 November 2026 at 7:00pm.	

### Agreed Actions

Action	Lead
Submit a formal complaint regarding estate adoption and service charges.	Ricky
Arrange installation of two Resident Only Car Park signs and confirm locations.	SE
Follow up on grounds maintenance refunds and future charging arrangements.	SE
Progress procurement of a new contractor for solar panel and AOV maintenance.	SE
Share contact details forward councillors.	JB
Request land ownership plans to investigate boundaries, sheds and alleyway concerns.	SE