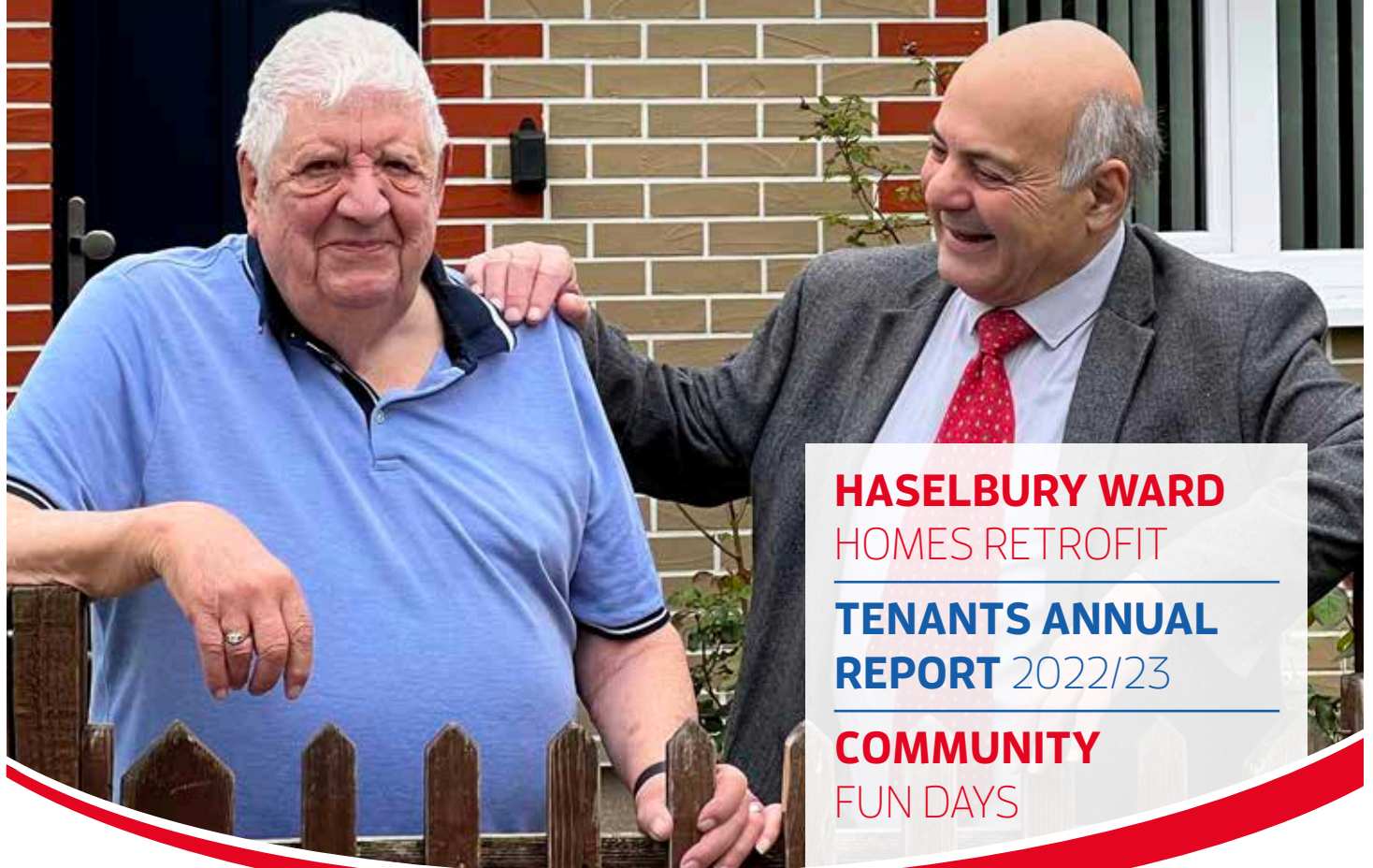


JULY 2023

HOUSING NEWS



HASELBURY WARD

HOMES RETROFIT

**TENANTS ANNUAL
REPORT 2022/23**

COMMUNITY

FUN DAYS

Investing in Enfield

Enfield Council Plan 2023-26



Read our new Council Plan at enfield.gov.uk/investinginfield



learn more here



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



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

In this issue of Housing News you can read the 2022/23 housing annual report to find out about the services we provide as a landlord and how we are doing – from responding to repairs, keeping our estates clean, to improving your homes, plus service improvements and what we're trying to do better. You will also see how tenants' rent is invested back into housing services. See pages 12-15.

Listening to, and acting on, your ideas and concerns is a key priority. It is important that your views shape the way services are delivered. There are lots of ways to get involved with shaping the services we provide, find out more on pages 18-19.

There are lots of events taking place over the summer including our community fun days where you will have the opportunity to meet your housing teams to talk about issues on your estate, for details see page 23.

Finally, have a lovely summer and don't forget to book your place at this year's housing conferences, for details see the back cover.



Message from Housing News' Editorial Board

The end of an Era? No, just moving with the times. For the past 23 years residents have been a part of the Housing News Editorial Board, but as with all good things that time has ended. The Editorial Board has been disbanded but the newsletter will continue under the guidance of the official consultative group – the Customer Voice.

There's no sadness just a calm sense of achievement! It's not goodbye but a fond farewell from everyone associated with the publication. Finally, thank you!

Cover page photo by Peter Langdown Photography.

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

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IMPROVING OUR COUNCIL HOMES

WE ARE CONTINUING TO MAINTAIN HOMES WITH A FOCUS ON IMPROVING THE QUALITY AND SAFETY.

Works are being delivered across the borough through different contracts. The benefits include:

- Internal upgrade works to replace or refurbish components e.g. electrical systems, boilers, kitchens and bathrooms
- External upgrades to houses and blocks to replace roof and windows and refurbish external walls/cladding

- Improving the safety of homes through projects and programmes including replacement of front doors and communal doors together with fire stopping and fire suppression systems.

Consultation with residents either at an individual or block level will be carried out as the requirements are refined and you will be contacted regarding your choices on those elements where appropriate e.g., kitchen units, flooring, and colours.

If you have any queries on the works carried out, please contact majorworks@enfield.gov.uk

CARTERHATCH LANE



MANOR COURT



CHANNEL ISLANDS FIRE DOORS



JERSEY HOUSE SPRINKLER INSTALLATION



MANAGING ANTI-SOCIAL BEHAVIOUR



ENFIELD COUNCIL IS COMMITTED TO REDUCING INCIDENTS OF ANTI-SOCIAL BEHAVIOUR (ASB) ON OUR STREETS. WE TAKE ALL REPORTS SERIOUSLY AND WORK CLOSELY WITH OUR PARTNERS, INCLUDING THE POLICE, TO TACKLE CRIME AND ASB. WE WILL INVESTIGATE ALLEGATIONS OF ASB AND USE ENFORCEMENT ACTION WHERE NECESSARY.

We have set up a new ASB team to respond to incidents and manage cases. We will contact the complainant within three working days of receiving the report and work closely with them to agree an action plan. We will agree a preferred method of contact during the initial conversation and keep the complainant updated on the progress of the investigation.

Examples of ASB include:

- hate related incidents based on race, sexual orientation, gender, disability, religion or age
- misusing or mistreating communal areas
- verbal abuse or threatening behaviour
- threats of physical violence.

There are some types of behaviour which may feel annoying to neighbours but are not considered to be ASB. Examples include:

- children playing in the street or communal areas
- cooking smells
- everyday living noises such as TV or music at a reasonable volume
- DIY during reasonable hours
- parking lawfully
- young people gathering socially – unless they are being inconsiderate and intimidating to individuals
- civic disputes between neighbours such as disputes over boundaries or shared driveways.

You can report ASB in the following ways:

- by calling us on **020 8379 1000**
- completing our online ASB reporting form at **www.enfield.gov.uk/asb**
- by email at **asbu@enfield.gov.uk**
- by reporting an incident direct to any Enfield Council Housing staff member or to the Council's Anti-Social Behaviour Team

If you're experiencing a crime or it is an emergency, call the police on 999.



HAVE YOUR SAY

We are continuing to develop and improve our approach to tackling ASB and we want your views on our new draft policy. Please visit **www.enfield.gov.uk/consultations** to have your say. The consultation will close on 17 September 2023.



DANGEROUS DOGS

Pet Policy updated

WE HAVE UPDATED OUR PET POLICY. AS A COUNCIL WE RECOGNISE THAT PETS CAN PROVIDE A RANGE OF BENEFITS TO THEIR OWNERS, INCLUDING COMPANIONSHIP AND OFFERING A MEANS TO MAKE CONTACT AND SOCIALISE.

We want to encourage and support our residents to enjoy that companionship and to keep pets responsibly. Whilst our tenancy and leasehold agreements allow for pets to be kept, we must comply with law and under no circumstances are households permitted to keep pets that are listed under the Dangerous Wild Animals Act 1976, for example, large mammals, primates, carnivores, larger or venomous reptiles, dangerous spiders and scorpions. Any endangered species or any hybrid between a domestic and a wild animal, and bees.

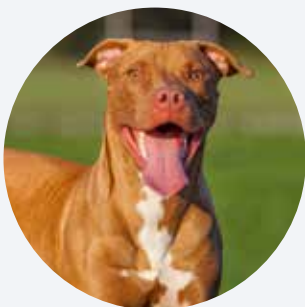
The dogs shown below are under the Dangerous Dogs Act 1991.

If residents fail to keep their pets under control, including excessive noise nuisance and are in breach of their lease or tenancy agreement, or if a pet is not removed once permission is withdrawn, the Council may be forced to take further action. This could include:

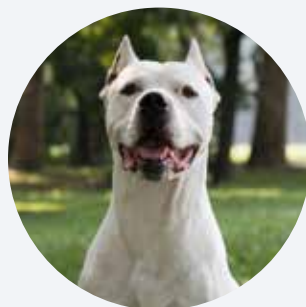
- Investigation under Anti-Social Behaviour
- Injunction
- Loss of Tenancy or Forfeiture of Lease.

If tenants are evicted as a result of breaching tenancy conditions, it could be determined that they have made themselves intentionally homeless.

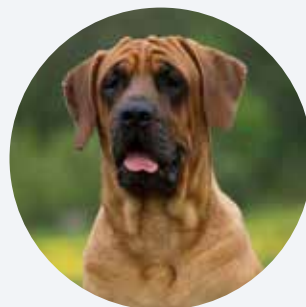
To view the updated pet policy visit:
www.enfield.gov.uk/petpolicy



Pit Bull Terrier



Dogo Argentino



Japanese Tosa



Fila Brasileiro

KEEPING YOUR HOME SAFE

when charging your electric bike or electric scooter



E-BIKES AND E-SCOOTERS CAN BE A GREAT WAY TO GET AROUND LONDON CHEAPLY, AND THEY'RE FUN TO USE.

If you have one or are thinking of getting one, there are some things you need to think about so that you can charge, store and use your bike or scooter safely.

E-bikes or e-scooters are fitted with a Lithium-Ion or Li-ion battery. If not looked after carefully Li-ion batteries can start serious fires. The Fire Brigade attend about 24 fires a week that are caused by batteries, chargers and cables. Here are some simple steps to stay safe:

- Buy the best new and replacement equipment you can afford. Do some research and choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.

- Take care not to damage the charger or battery. Don't drop it or allow it to get wet as this can damage it and make a fire more likely.
- Do not charge the battery at night or if you are out. Keep an eye on it and keep it clear of anything that could catch fire.
- Make sure you know what to do in case of fire. Keep your escape routes clear.

More information available at:
www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes

More information on fire safety in the home visit: www.electricalsafetyfirst.org.uk/guidance/product-safety/e-bikes

KEEPING SAFE THIS SUMMER

OVER THE SUMMER MONTHS LONG PERIODS OF HOT AND DRY WEATHER CAN INCREASE THE RISK OF GRASS FIRES.

Please think about how you can stay safe when you are planning outdoor activities. Below are some grass fire prevention tips because grassland and parks will burn quickly when exposed to even the smallest of sparks when the ground is extremely dry.

- Do not drop cigarettes or anything that is burning onto dry ground
- Do not drop cigarettes out of car windows – they may land on dry grass by the roadside
- Do not barbecue on balconies, the wind may carry smouldering ash towards nearby grassland
- Do not have barbecues in parks and public spaces
- Position your barbecue on level ground and keep it well away from anything that may catch fire (sheds, fences, trees, tents etc.)
- If you're barbecuing near dry grass have a bucket of water or sand nearby for emergency use
- Be aware that children, animals, balls or anything else may knock over barbecues, increasing the risk of grass fires.

Grass fires can spread extremely fast so if you see dry grass smouldering, please call 999 and report it immediately so that firefighters can deal with it and stop it from spreading.

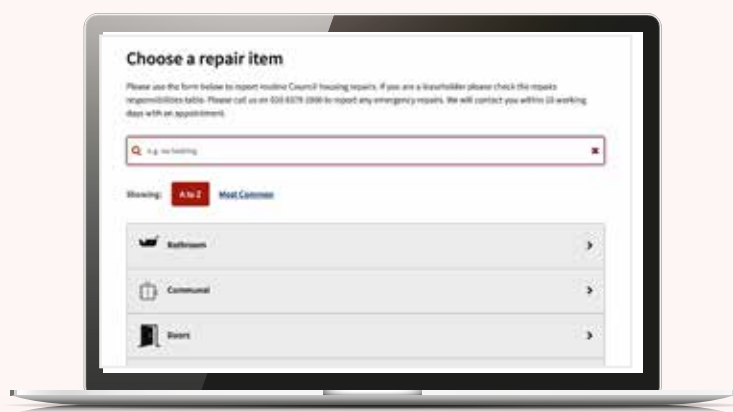
For more information, visit: www.london-fire.gov.uk/safety/the-home/grass-fires/ and www.rospa.com/home-safety/advice/general/barbecue-safety

ENFIELD REPAIRS DIRECT *update*



REPORTING REPAIRS ONLINE IS EASIER AND QUICKER.

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



PLEASE SCAN HERE



You can easily and quickly report any routine repairs and we will contact you with a convenient appointment. The online diagnostic tool will help you to identify what your repair is and provide advice and assistance.

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

REPORTING A REPAIR:

Critical Repairs (for example burst pipes) can continue to be reported 24 hours a day by calling **020 8379 1000**. We aim to respond within 4 hours in order to make safe and fully resolve where possible.

Emergency Repairs (such as a 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 24 hours in order to make safe and fully resolve where possible.

Urgent Repairs (for example a containable water leak) can be reported by calling **020 8379 1000**. We aim to respond within 5 working days.

Routine Repairs (for example a leaking tap). We aim to respond within 30 calendar days. If you need to report a new routine repair where possible please book online at www.enfield.gov.uk/repairs

Planned Works (for example roof or brick work repairs). We aim to respond within 90 days. If you need to report a new planned repair where possible please book online at www.enfield.gov.uk/repairs



HELPING YOU with the increased **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. You can visit our dedicated cost of living support page, www.enfield.gov.uk/helpingyou, where you will find information to help you.

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 call **020 8379 1000**, and select 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.

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

There are also useful tips and tricks to help you keep your energy costs low. For more details visit: www.enfield.gov.uk/helpingyou



Food



Debts & Bills



Income



Health & Wellbeing



Energy



Jobs & Skills

HELP IS AVAILABLE

to those in financial need



Risk of illegal money lending

As the cost-of-living crisis sets in, we want to do all we can to help protect people from the risk of approaching exploitative loan sharks. There are a number of options available for tenants facing financial difficulties; details of all these schemes can be found on the Council's website at:

www.enfield.gov.uk/financialhardship

Discretionary Housing Payments

If you do get help to pay your rent through Housing Benefit or

Universal Credit,

and still have problems paying rent, you may also qualify for further support through a Discretionary Housing Payment:

www.enfield.gov.uk/services/benefits-and-money-advice/discretionary-housing-payment



Council Tax Support Hardship payments

If you do get help to pay Council Tax through Council Tax Support, and

still have problems paying Council Tax, you may also qualify for further support through a Council Tax Support Hardship payment. For details on how to apply, visit:

www.enfield.gov.uk/services/benefits-and-money-advice/council-tax-hardship-scheme

Help with bills

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



If you are struggling to pay your rent or are in arrears, contact our Rent Income Team by emailing rent.council.housing@enfield.gov.uk

Finally, the Government's Help to Save scheme gives low-income earners claiming universal credit or working tax credit a savings boost. It pays a 50% bonus on the amount saved, up to a maximum of £1,200 over four years.

www.gov.uk/get-help-savings-low-income

For more information on cost of living support, visit: www.london.gov.uk/what-we-do/communities/help-cost-living



HOUSING TENANTS ANNUAL REPORT 2022/23


HOW WE PERFORMED IN 2022/23

The information below covers our performance and highlights, between 1 April 2022 and 31 March 2023.




REPAIRS

- **83%** of repairs fixed first time – target is 98%
- **79%** of calls to repairs service answered – target is 85%
- **8 out of 10** of tenants satisfied with last repair
- **31,575** responsive repairs completed




ENGAGEMENT

- **7** new members recruited to the Customer Voice (our resident engagement group)
- **137** resident meetings
- **100** residents attended online training




RENT COLLECTION

£62,026,357.22 rent collected (99.5% of rent due was collected)



CARETAKING

- The service has reached **81%** of all estates inspections, passing it's 81% target
- Annual completed inspections were **1,669**
- **87%** of estate cleaning inspections graded Gold Standard



COMPLAINTS

- Responded to **530** resident complaints
- **487** service complaints received (increase of 88 complaints from 2021/22)
- **66%** of complaints responded to in time – target is 95%
- The four areas which receive the largest number of complaints are:
 - Repairs – **62%**
 - Tenancy services – **15%**
 - Council housing – **6%**
 - Major works – **4.5%**



DOWNSIZING PROPERTIES

- **28** tenants supported to move to a smaller property and received an under-occupation grant
- Supported **41** mutual exchanges



IMPROVING HOMES

- Kitchen replacements to circa **640** properties
- Bathroom replacements to circa **690** properties



VOID PROPERTIES

388 properties let

GAS SAFETY

7,825 gas safety inspections completed (**99.86%**)

ESTATE IMPROVEMENTS AT GARAGE SITES

Last summer we completed improvement works at the Oswald and Newdales estates in Edmonton.

OSWARD ESTATE – BEFORE AND AFTER



NEWDALES ESTATE – BEFORE AND AFTER



WORKING WITH RESIDENTS TO IMPROVE OUR SERVICES

The Council aims to deliver a positive customer experience to its residents. We've been working closely with residents to improve complaints handling and are reviewing policies and processes. We've set up a Complaints Project group that

holds regular workshops with residents to share their experiences and address areas of concern. It also allows for feedback on our communications, processes, policies and procedures. To take part, email: engagement@enfield.gov.uk

ACHIEVEMENTS: DELIVERY OF THE MAJOR WORKS PROGRAMME

We have invested circa £40m in refurbishing our homes, with decency, building safety and energy efficiency improvements works.



New bathroom and kitchen installed



Roofing



New fire doors at Brittany House and Channel Islands



New block entrance door at Alma House and replacement windows at Cambridge Road West






















New block entrance door and entry system at Cambridge Road West

Between 1 April 2022 and 31 March 2023, we have successfully completed 350 out of the total 370 improvements, achieving an impressive success rate of 95%.

Works delivered include roofing, kitchen, bathroom, electrics, heating, door entry systems, fire rated door replacements and fire safety improvements.









Contractors are measured on the resident satisfaction of their works and communications as part of their contract, and where concerns are identified this will be addressed with contractors within monthly progress reviews. Where performance is not improved this would be escalated if necessary.

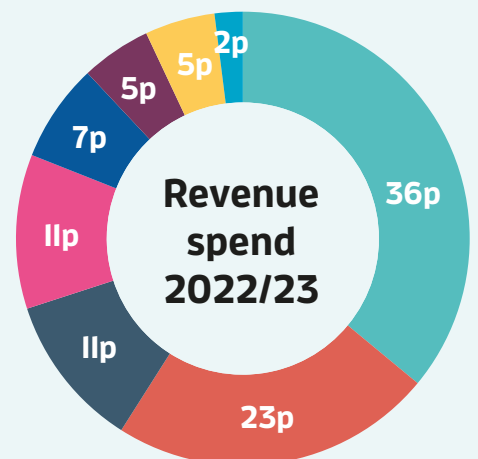
WE HAVE DELIVERED

	Roof replacements to circa 620 houses		Installation of fire rated flat doors, communal doors and compartmentation to 1 high rise block
	Kitchen replacements to circa 640 properties		Design and procurement of building safety works to 15 blocks
	Bathroom replacements to circa 690 properties		Installation of ground source heating to 43 properties
	Domestic rewires to 220 properties		Installation of 54 modular pods (bathrooms or kitchens)
	Replacement roofs to 13 blocks		External wall insulation installed to 52 properties
	Window replacement to 173 properties and communal windows to 12 blocks		Deep retrofit partly completed to 9 properties aiming to achieve net zero
	Communal electrics upgrades to 30 blocks (20 including emergency lighting)		Electrical supply upgrades installed to circa 200 properties
	Circa 3,000 fire rated flat entrance doors and circa 120 communal fire doors		Electrical heating installed to circa 240 properties
	Installation of fire alarms to 114 properties		Circa 1,000 gas boilers replaced
	Block entrance door replacement and door entry systems to 8 blocks		

HOW WE SPEND YOUR RENT

This pie chart shows a breakdown of how each £1 of customers money is spent.

-  Building new homes for tenants who are overcrowded who wish to downsize, need adapted properties and for families on the housing needs register
-  Major investment programme to improve existing homes
-  Housing management services
-  Providing investment for the future
-  Costs of borrowing
-  Day to day repairs on homes
-  Service costs (includes: concierge and CCTV, energy, grounds maintenance, communal services, operational costs and sheltered housing)
-  Cyclical maintenance



REGENERATION *update*

Joyce & Snell's

The planning application is progressing well and will be out for consultation in the summer. We're keen to hear from tenants and leaseholders, with drop in events being held in August. The application will then be considered by Enfield's Planning Committee later this year. Change is already underway with the new Clean Air Route on Grove Road and opening of the affordable workspace units at Angel's Yard. The space will be delivered in partnership with Launchit and aimed at supporting local businesses and people aged 18-30. More information is available at: www.enfield.gov.uk/joyceandsnells



Alma Estate

Construction of 303 homes across Phase 2A and 4 (former Cormorant, Merlin House and Fairfield Close site) is going well, with all remaining council tenants on the estate moving into their new homes in the new year. The Council will own 206 homes in this phase. There will also be 66 new flats, available for private rent and shared ownership, next to the Ponders End Youth Centre. These homes are due to be completed by winter 2023. There will also be a new community centre at ground floor completing in early 2024, which the Council will make available for hiring next year.



Meridian Water

We are pleased to bring you exciting news about the delivery of the first 20 homes, on our transformative redevelopment site in Enfield, Meridian Water.

The first 20 homes are nearing completion and will provide much needed affordable 3 and 4 bedroom properties to larger households in the borough, as well as fully wheelchair adapted properties. This marks a significant milestone in the redevelopment of this area, which over time will provide new homes, employment opportunities and areas of green space designed to create vibrant communities.

The development has been designed to improve biodiversity, limit carbon emissions, and reduce reliance on car usage, by providing good transport links from the newly opened Meridian Water railway station.



HASELBURY HOMES

become models of sustainability

TEN HOMES IN HASELBURY WARD HAVE UNDERGONE A DEEP RETROFIT, CONVERTING THEM INTO WARM, AFFORDABLE AND ENVIRONMENTALLY EFFICIENT HOMES.

The homes have benefited from the Retrofit Accelerator Programme, delivered by Enfield Council with project partners Osborne Property Services, supported by the Mayor of London with funding from the Department for Energy Security and Net Zero.

Retrofitting is the refurbishment of existing homes to make them more efficient, sustainable and better for the environment.

The ten homes which were previously ageing and energy inefficient now have:

- New triple-glazed windows and high-performance doors to retain warmth inside
- Solar panels to generate electricity
- Installation of a new efficient heating and ventilation system which will regulate the temperature of the home to provide warmth in the winter and cool in the summer
- Insulation of external walls which also helps regulate the temperature
- Removal of old gas boilers, replacing them with electrically powered Air Source Heat Pumps, which have lower carbon emissions

This work, led by Enfield Council, is part of a three-year Innovation Partnership with seven social landlords delivering net zero housing retrofits in London and nationally. The investment in Enfield is worth more than £500,000.



Enfield Council and the other project partners will share their experiences, expertise and learnings of the retrofit process. The programme will also provide social housing providers access to the technical expertise needed for the success of future projects, resulting in widespread roll out throughout London.



Cllr Sava with local resident David from Haselbury Ward
Photo by Peter Langdown Photography



CUSTOMER VOICE UPDATE

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

We report to residents on a regular basis with our work plan, projects and events including Tenant and Leaseholder conferences.

At previous meetings we have discussed various topics including:

- Housing Annual Complaints Handling Report – review and feedback
- Major Works Programme – review and feedback
- Anti-Social Behaviour (ASB) Strategy
- Enfield Council Housing Service updates

- Repairs services updates
- Caretaking services updates
- Residents training programme and much more...

2023 Meeting Dates and Times

- Wednesday 19 July, 5.30pm-7.30pm
- *Summer break – no meeting in August*
- Wednesday 20 September, 5.30pm-7.30pm
- Wednesday 18 October, 5.30pm-7.30pm
- Wednesday 15 November, 5.30pm-7.30pm
- *Seasonal break – no meeting in December*

If you require any further information, please contact the Resident Engagement team on:

Engagement@enfield.gov.uk

LEASEHOLDERS' FORUM UPDATE

The Leaseholder Forum is an independent group representing all leaseholders in Enfield Council properties and freeholders paying service charges to Enfield. Our forums are an opportunity for residents to hear about our current housing plans, as well as make themselves heard on issues that matter to them.

The Leaseholder Forum meets four times a year and provides opportunities for leaseholders to express their views on the services which affect them. The Leaseholder Forum is open to all council leaseholders.

At previous meetings we have discussed various topics including:

- Anti-Social Behaviour (ASB) Strategy
- Enfield Council Housing Service updates
- Repairs services updates
- Caretaking services updates

- HouseMark app
- Residents training programme
- Resident Involvement Strategy
- Lease Extensions and Section 20 processes and much more...

Future Meeting Dates and Times

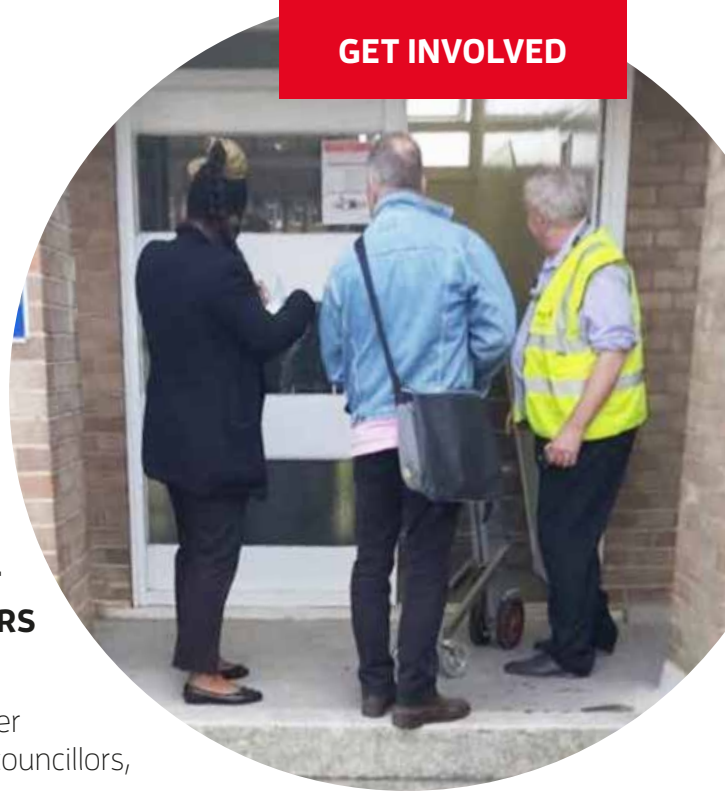
- Monday 11 September 2023, 6.30pm-7.30pm
- Monday 11 December 2023, 6.30pm-7.30pm
- Monday 11 March 2024, 6.30pm-7.30pm

We also organise an annual Leaseholders' Conference, a one-day event to help landlords achieve meaningful engagement that improves services, lives and communities.

If you require any further information, please contact the Resident Engagement team on:

Engagement@enfield.gov.uk

Council housing **ESTATE WALKABOUTS**



ESTATE WALKABOUTS GIVE YOU A CHANCE TO MEET THE HOUSING OFFICERS AND CARETAKING MANAGERS WHO ARE RESPONSIBLE FOR YOUR ESTATE.

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.

Each walkabout will last 90 minutes. You do not need to book to attend, simply meet 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	Meet Point
Fore Street	19 July	4pm	Main entrance Chiltern House
Joyce Avenue and Snell's Park	27 July	11am	Boundary Hall
Kettering Road	1 August	11am	Main entrance Dorset House
Klinger Estate Incorporating Copperfield, Dorrit Mews, Pickwick Mews and Tanners End Lane	3 August	11am	1 Copperfield Mews
Bycullah Road	7 August	11am	13 Bycullah Road
New Avenues Estate	10 August	11am	Car park
Beale Close	16 August	11am	Car park
St. Mary's, St. Josephs and Emsworth Close	24 August	11am	Communal car park St. Mary's
Electric Quarter	30 August	9.30am	Outside Ponders End Library
21-25 Sydney Road	31 August	11am	21 Sydney Road

REGISTER NOW TO AVOID DISAPPOINTMENT



SUMMER UNI 2023

80+ FREE ACTIVITIES FOR YOUNG PEOPLE

FROM MON 24 JUL - 24 AUG AGE 11-19 (UP TO 25 FOR SEND)



THIS SUMMER
IT'S YOUR TURN
REGISTER NOW



@Youth_Enfield #supportingyoungenfield

Email: SUregistration@enfield.gov.uk

Register now: www.youthenfield.taptub.co.uk/register



Department
for Education

ENFIELD
Council





It's important to remember that the terror threat hasn't gone away. The threat to the UK from terrorism is substantial, meaning an attack is likely.

REPORT SUSPICIOUS ACTIVITY

Like other criminals, terrorists need to plan. They need to prepare, buy and store materials, and find ways to fund their activities. Much of this is done in view of the public.

If you've seen or heard something that could potentially be related to terrorism, trust your instincts and report it. Your actions could save lives.

If you see any suspicious activity on your estate, such as at garage sites, lift shafts or communal areas please report it.

Every year thousands of reports from the public help us keep communities safe from terrorism

- If you see anything out of the ordinary report it at:
gov.uk/ACT
- You can also report suspicious activity by contacting the police in confidence on
0800 789 321.
- In an emergency call
999



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 to 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.





COMMUNITY FUN DAYS

COME ALONG TO ONE OF
OUR COMMUNITY FUN DAYS

**Saturday 15th July
2023
11am-3pm**

This will take place
at Alma Oasis
Academy Hadley
South Street
Ponders End
EN3 4PX

- ✿ Bouncy castle
- ✿ Face-painting
- ✿ Music
- ✿ Food
- ✿ Ice-cream
- ✿ Animals
- ✿ And more...

**Saturday 5th August
2023
11am-3pm**

This will take place
at New Avenue
Cowper Gardens
London N14
(by the green area)

For more information please email
decantteam@enfield.gov.uk or call 020 8132 0704

www.enfield.gov.uk

Housing conferences

for council tenants and leaseholders

my **HOME**

Have your say and
learn more about
everything to do
with your home

Leaseholders' Conference

Saturday 9th September 2023, 10am-3pm

Tenants' Conference

Saturday 30th September 2023, 10am-3pm

FREE LUNCH AND
PRIZE DRAW

Enfield Grammar
School (Upper),
EN2 6LN

To book a place at either conference please email:
myhome@enfield.gov.uk or call 020 8132 0799

For more details visit:
www.enfield.gov.uk/councilhousing