

Meeting	Minutes for the Whitefield's Estate Tenants Association				
Date	Thursday 26 th February 2026	Time	17:00 to 18:40	Venue	Flamstead End Hall
Residents	13 Residents Nicky McCabe – Treasurer Aaron Smith – Secretary				
Officers Present:	Jany Badoye (Resident Liaison and Engagement Officer) Cherie Edgcombe (First Response Officer) Ravinder Bahia (Care Taker Manager)				
Councillors Present:	None present				
Apologies	Pat Hale - Tenants Association Chair Councillor Paul Seeby (Flamstead End Ward for Broxbourne Council) Councillor Dee Hart (Flamstead End Ward for Broxbourne Council) Dan Prabhaker (Repairs – Not Present Again) Major Works - Not present again Jim Dunn (Engagement Team Manager) Jeniffer Clarke (Major Works Liaison Officer)				

1.	Welcomes & Introductions	Actions
	Nicky McCabe acted as chair during this meeting as Pat Hale couldn't attend. She read the minutes for the previous meeting after the Caretakers update to make clear to Jany the repeated issues on the estate.	
2.	Caretakers/ Ground Maintenance	
	- Ravinder reported deep cleaning has been taking place block by block in the past few weeks, with Whitefields Road and Chadwell Avenue left to go, Whitefields Road to be done this week. The Green and Chadwell Avenue next week. - Admitted cleaning is not up to standard. Residents have been complaining for nearly 2 years now. Very rarely cleaned. - Residents on Mayo Close said their blocks were 'cleaned' and are dirty again already. The deep clean is a jet wash but a resident from Mayo Close a block already done, said this stunk of dirty and stagnant water for weeks afterwards. Didn't appear to be swept first, bits of mud on the floor. - Enfield Council is offering an automatic 30% discount (for 3 months) on its service charge due to a lack of cleaning. For anyone up to date on these charges, refunds will happen. For social tenants, this will appear as a credit on their account. For leaseholders, Nicky pushed Paul Halpin (Divisional Head of Housing Services) to offer direct refunds and he agreed to this during a meeting held by Enfield Council on 11th December 2025. - Recent Greyline Coffee Morning explained the 'End of day process' contractors are supposed to check on the blocks they are working on are clean and presentable at the end of the working day. They are required to at least sweep the floor if necessary. - Blocks with scaffolding are too dark, is a matter of urgency to fix for people working and leaving home in the morning and coming back in the evening, as it's dark and both ends of the day in the Winter. Chase Greyline and Brian Onyejeli (Project Manager) on lighting in blocks with scaffolding. - One non-resident leaseholder (Antony Saava) said about the lack of information being available in a digital format in 2026. Leaseholders still expected to go to the council offices in Edmonton Green to	

	find out what contractors are doing exactly and what the costs are. Not Transparent. The council ignored the residents request for a digital copy of tenders and specifics seem deliberately missing on the major works. • Cherie Edgcombe said immediately outside the front door is tenant's responsibility. To the surprise of everyone else in the meeting. A resident questioned this and said we are not even allowed mats on our doorsteps for health and safety reasons. • Cherie Edgcombe agreed to have sign installed on the corner of Whitefields Road and Mayo Close saying not to fly tip. She has hand delivered letters about fly tipping to blocks in Chadwell Avenue and is the process of sending these letters to the other blocks and surrounding houses. A resident said this needs to be estate wide. 3rd meeting in a row on this issue. Disposal of bulky items is the responsibility of Broxbourne Council. • Residents requested a future Skip Day to be on the weekend to make it easier to dispose of items. • 57/ 58 Shaw Close – rubbish is repeatedly dumped by the garages, last time was around Christmas but some of it has been there since last Summer. Enfield Council won't do anything about it because resident wouldn't give name and address. • There is clearly still an ongoing confusion on the jurisdiction around Enfield and Broxbourne Council's responsibilities and this means nothing is being done. • Alley into Whitefields Road was recently blocked by bush cuttings, residents had to clear it themselves. • Go back to Aaron Waller (Estate Service Operation Manager) to show fly tipping pictures and go from there. • Resident Association minutes are emailed onto the different departments, usually no response. Jany will push on this. • Initially, a letter was agreed to be needed saying what the caretaking actually is and the schedule of works but it was decided a notice board in each block containing this information would be a better option. • <u>The below point is left in from the last couple meeting's minutes to highlight that nothing has changed and that the same issues are highlighted again and again by residents.</u> • Residents are still seeing caretakers turning up but not doing any cleaning of common areas and hallways in the blocks. This issue is unchanged from previous meetings and is ongoing problem that needs urgent addressing. Reportedly been an issue for nearly 2 years and counting now.	
5.	Repairs	
	• Some residents remember there being a sink fund for repairs in the past. Residents are wondering what happened to it and no answer from Paul Halpin (Divisional Head of Housing Services) was given when this was asked back in December. • A minimum of 9 officers from Enfield Council and none of them had any answers for the current situation. Lack of accountability. • The issues around repairs are still the same as previous meetings. Residents reported the following: • 218 Whitefields Road - Broken concrete around drain has finally been fixed. • 78 Chadwell Avenue – Boiler been replaced in December but radiators need replacement urgently, barely gets warm. Bed in the bedroom feels damp and cold all the time. Resident has been fighting for this for 2 years now, even though neighbours got new radiators before Covid, Alan is not responding to emails from Sureserve contractors. Jany spoke to resident after meeting and promised to phone her and fix this as quickly as possible.	

	- Chadwell Avenue – multiple times in the past few weeks, teenagers seen doing drugs in communal area. Lack of security in block as anyone can come in, an intercom is needed so door is not left open all day for deliveries etc. - Christine 6 Mayo Close has overgrown Ivy still getting into her first floor property. - An estate walkabout was mentioned to check ongoing issues.	
6.	Any Other Business	Actions
	Leaseholders Surgery - Session on general update on the current work of blocks – date TBC, in Flamstead End Hall. - Leaseholders only which is not seen as fair by social tenants who also need to be kept up to date on events as it is disruptive to everyone. - Reportedly, a surgery has been held already but only 1 person turned up as the meeting was not advertised! - Scaffolding up for 2+ months before any work started. Upcoming Events - Whitefield's Estate Tenants Association Coffee Mornings starting Friday 6th March 10-11.30 then the 1st Friday of every month until December. - Easter Event In Flamstead End Hall Thursday 9th April 11am-2pm - On Your Doorstep Event 27th August 11am-2pm to dispose of small electrical items and raise issues with council officers. Major Works - Jany read aloud a printout on behalf of Jennifer outlining where major works currently stands. This will be emailed to Nicky and emailed on to residents.	
7.	Date for the next meeting	
	29 th July 2026 5-6.30pm	

Response from Jennifer Clarke:

Please see the attached update for both packages, along with the below responses to the questions asked in relation to Major Works.

Resident Engagement:

- Date of the surgeries that took place and when are the next ones planned?
 - The first surgery was held on Tuesday, 20 January. These sessions are designed for residents whose homes now have scaffold in place and where scaffold-dependent surveys have been completed. Invitations for this initial surgery were sent to residents of 2–32 and 1–23 Albemarle Avenue, 22–28, 35–73 and 60–82 Chadwell Avenue, and 17–69 Whitefields Road. Additional surgeries will be scheduled as the project progresses.
- Can the coffee morning be held on 1st Friday of the month to coincide with their regular coffee mornings? This would be very helpful.
 - Coffee mornings are organised by Greyline as part of their commitment to the project and are focused specifically on discussing the external works. It is considered beneficial for the project to keep these sessions separate from the TRA coffee mornings. At present, the project-related coffee mornings are held at the Greyline offices, but the team will consider relocating them to the Sea

Cadets venue depending on resident interest and attendance levels. Greyline & Enfield are happy to pop into the coffee mornings held on the 1st Friday of each month, too.

Social Value Initiatives

- Can the further skip day be held on a Saturday where more residents will be available to use this opportunity?
 - The skip day held on 19 January gave residents the opportunity to clear any unwanted items over the weekend, with collection taking place on the Monday. Another skip day will be arranged later in the project.
- Elaborate more on the opportunities mentioned, A Social Value poster was shared with residents on Tuesday, 3 February, highlighting the opportunities available to the Whitefields community and outlining the Social Value activities completed to date.
 - A copy of the circulated poster has been attached for your reference.

Could you please provide feedback in relation to the leaseholder surgeries to be held, the preferred times, and the format of how they are held that is suitable to the leaseholders.

- Please can leaseholders advise Nicky what would suit them.