

NOVEMBER 2023

HOUSING NEWS



MERIDIAN WATER
UPDATE

SAFETY AT HOME

CUSTOMER VOICE
IMPROVEMENT
FUND

GET WINTER STRONG

Get
vaccinated

Flu spreads more easily in winter and can hit children hard.

A painless and easy nasal spray vaccine will help to protect your child this winter.

So if they do get flu, they may have milder symptoms and recover faster. They're also less likely to need hospital treatment.

If your child is aged 2 or 3, contact your GP practice now to book an appointment.



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

In this issue of Housing News you can read about how we are continuing to deliver improvements to your homes as part of the major works programme. For details on some recent works carried out see page 4.

We are also responding to the new legal requirements of the Building Safety Regulator by making sure our buildings are fire safe and structurally sound. For more on the programme of inspections on some buildings, see page 8.

We recently investigated a Right to Buy application and were successful in uncovering fraudulent activity. We undertake thorough investigative works on applications received. For more information about the Right to Buy process, see page 6.

I am pleased to say that residents have received their keys for new council homes at the transformational Meridian Water project in Edmonton, see page 15.

Following resident consultation, some proposals received for the Customer Voice Improvement Fund (CVIF) have been approved. To read more on these estate improvement works and details on how to submit a proposal for the CVIF, see page 18.

We want to know what local people think of proposals to change the Local Council Tax Support Scheme for 2024-25. You still have a chance to have your say, for more details and to take part in the online questionnaire see page 23.

There is lots going on over the festive period in the borough. To keep up to date with what's on, sign up to our Enjoy Enfield digital newsletter at www.enfield.gov.uk/enewsletters

Finally I wish you a happy Christmas and a happy new year.



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Housing News is produced by Enfield Council's Communications Team. We thank the Customer Voice group 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/councilhousing

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

IMPROVING OUR COUNCIL HOMES

WE ARE CONTINUING TO MAINTAIN HOMES WITH A FOCUS ON IMPROVING THEIR 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, contact majorworks@enfield.gov.uk

External decorations and new roofs



Doors, kitchens and bathrooms

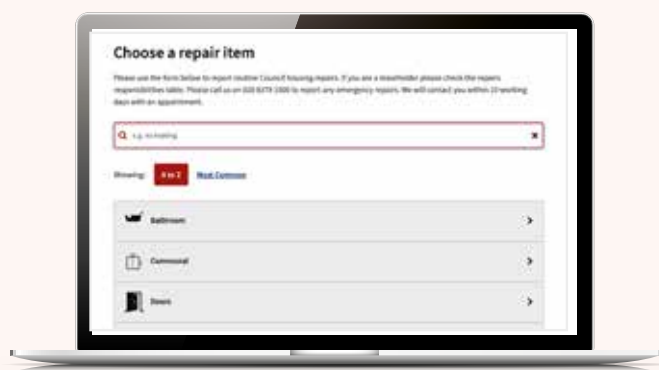


ENFIELD REPAIRS DIRECT *update*



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

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

HELP OVER THE CHRISTMAS PERIOD

We will only be dealing with emergencies from 5pm on Thursday 21 December 2023 until 9am on Tuesday 2 January 2024.



REPORTING A REPAIR

Critical Repairs (for example total loss of power, total loss of water supply, dangerous structures, water leaks, lift breakdowns, drainage and sewage issues) 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 heating and hot water breakdowns, electrical repairs, door entry failures, blocked toilets and sinks) 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

Successful 'Right to Buy' FRAUD INVESTIGATION

THE RIGHT TO BUY SCHEME GIVES LONG-TERM COUNCIL TENANTS THE RIGHT TO BUY THE HOME THEY ARE RENTING AT A DISCOUNT. AS PART OF ANY RIGHT TO BUY APPLICATION, THE COUNCIL CARRIES OUT CHECKS FOR ANY FRAUDULENT APPLICATIONS.

We have recently investigated an application and were successful in uncovering fraudulent activity. This resulted in a saving to the Council of £127k and the property being retained for people who need a home to rent.

It's important that applicants answer all questions on their Right to Buy application form (RTBI) accurately and truthfully and provide all required evidence within the statutory timeframes.

For information about the Right to Buy process, visit: www.enfield.gov.uk/services/housing/council-housing/right-to-buy

You can contact the council's Right to Buy team: sales.council.housing@enfield.gov.uk or **020 8375 8004**.

EXTRA LOCAL WELFARE ASSISTANCE - *application-based support*

EXTRA LOCAL WELFARE ASSISTANCE FUNDING HAS BEEN MADE AVAILABLE BY THE UK GOVERNMENT FOR HOUSEHOLDS WHO HAVE MISSED OUT ON OTHER GOVERNMENT SUPPORT, OR FOR THOSE WHO HAVE RECEIVED SUPPORT PREVIOUSLY BUT ARE STILL FACING FINANCIAL HARDSHIP. YOU WILL NEED TO APPLY FOR THIS HELP.

Enfield Council households are eligible to apply if they have:

- an annual household net income of less than £40,000
- savings of less than £1,000

Calculations for the annual net income should not include Personal Independence Payments, Disability Living Allowance, Attendance Allowance, Carers Allowance, or Child Benefit.

Residents with no recourse to public funds are eligible to apply too.

We may be able to help with:

- food (this may be through food bank and pantry referrals)
- energy bills and water bills or top-ups
- support with housing costs, but not mortgage payments
- wider essentials, such as broadband, phone bills, clothing or essential transport related costs
- white goods, such as fridge/freezer, washing machine or cooker. White goods will be sourced from a suitable provider. We will not be able to provide a cash payment.

For more information and to apply visit: www.enfield.gov.uk/services/benefits-and-money-advice/household-support-fund

**HOUSEHOLD
SUPPORT FUND
EXTENDED**


UK Government

A friendly reminder:
**PAY YOUR
 RENT
 BEFORE
 CHRISTMAS**



THE HOLIDAY PERIOD AROUND CHRISTMAS IS TRADITIONALLY A TIME TO GET TOGETHER AND SHARE PRESENTS WITH FAMILY AND LOVED ONES. BUT FOR MANY THE FINANCIAL BURDEN OF CHRISTMAS AND THE EXPECTATION THEY PLACE ON THEMSELVES CAN IMPACT THEIR ABILITY TO PAY PRIORITY BILLS OVER THE HOLIDAY PERIOD AND INTO THE NEW YEAR.

Please remember to make your rent payments over the Christmas period so that you do not get into rent arrears. If you are already in arrears, please do not put your home at risk by missing payments as you do have a legal obligation to make your weekly rent payments.

If you have concerns about paying your rent, please contact the Rent Income Team by emailing rent.council.housing@enfield.gov.uk. We are here to help and can work with you to set up a payment plan and support you if you are struggling.

**STAY ON TOP OF
 YOUR RENT**

If you would like up-to-date information about your rent balance, you view this online by registering for an Enfield Connected account by visiting the Council website.



You can pay your rent by using one of the different payment methods below:

- For Internet or phone banking transfer, please use our account number: **05150817** and sort code: **09-07-20** (Santander Bank), quoting your payment reference number. You can also use this information to set up a Standing Order to pay your rent.
- For credit or debit card payments visit: **www.enfield.gov.uk** or call **020 8379 1000** (Option 1 for the automated payments line, please have your payment reference number to hand).
- You can pay in person at any PayPoint, Payzone outlets and Post Offices by using your rent card.
- You can set up a Direct Debit by emailing us for a direct debit form or download the form online at **www.enfield.gov.uk/services/housing/council-housing/your-rent**

If you miss payments, we will take recovery action. Your rent is a priority payment and your tenancy agreement is a legal contract. You can be at risk of losing your home if you breach your tenancy agreement. Please keep up with your payments or contact the Rent Income team.

BUILDING SAFETY – *tell us your views*



WE ARE IN THE PROCESS OF CARRYING OUT A PROGRAMME OF INSPECTIONS ON A SELECTION OF BUILDINGS IN THE BOROUGH.

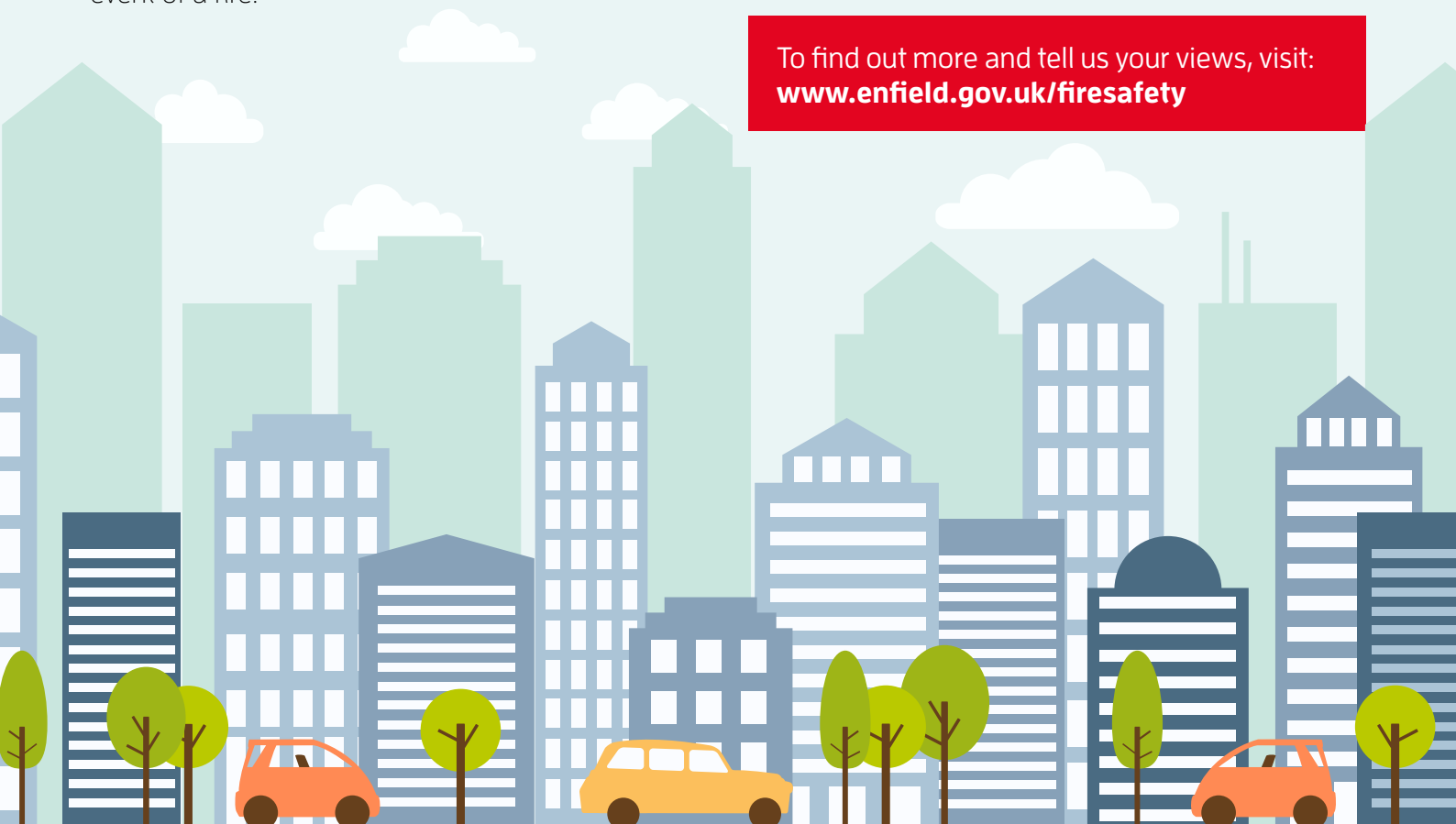
We are responding to the new legal requirements of the Building Safety Regulator by making sure our buildings are fire safe and structurally sound. This will start with essential investigative work to buildings of at least 7 floors or over 18 metres high.

Residents living in high-rise buildings will soon be contacted and asked to take part in a telephone survey to help us understand how safe they feel in their building and if they are aware of what to do in the event of a fire.

We would like to hear your views to help us shape the Council's building safety policies and processes. If you would like to be part of the Building Safety Sub-Group contact the Resident Engagement Team by email at: **engagement@enfield.gov.uk**

The inspection findings and resident feedback will inform the Building Safety Case Report, which will detail how buildings are maintained in the future and meet our ambition to improve building safety.

To find out more and tell us your views, visit:
www.enfield.gov.uk/firesafety



Council Housing approach to E-BIKES AND E-SCOOTERS



DID YOU KNOW THAT IN 2022, THE LONDON FIRE BRIGADE ATTENDED 87 E-BIKE AND 29 E-SCOOTER FIRES, ATTRIBUTED TO LITHIUM BATTERIES? AND THE SITUATION HAS GOT WORSE - IN THE FIRST EIGHT MONTHS OF 2023 THE LONDON FIRE BRIGADE HAVE ATTENDED 104 E-BIKE AND 19 E-SCOOTER FIRES.

Sadly, a total of three deaths arising from an e-Bike being left on charge have been recorded in London so far this year.

These fires are due to the batteries failing, leading to a very hot and concentrated fire, with a potentially devastating impact.

The Council wants to reduce the risk to residents as far as possible, so our approach is to insist

you need our written permission to bring an e-Bike or e-Scooter onto our land – this includes our estates, shared communal areas of flats, and individual properties.

We will **never** give you permission to charge an e-Bike or e-Scooter in or around one of our blocks of flats, because the risks to you and your neighbours are too great. Don't forget the Council has a **zero tolerance** approach to storing any items in the communal areas of flats, because they are the safe route for residents and firefighters in the event of a fire.



You can find information on the law on the use of e-Bikes and e-Scooters at:
www.gov.uk/government/publications/powered-transporters

Advice from the London Fire Brigade at:
www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes

Contact your First Response Officer if you want to know more, email:
tenancy.council.housing@enfield.gov.uk

STOP DAMP AND MOULD

in your home

PREVENT. REPORT. MAINTAIN.

MAINTAIN

- To maintain your home by preventing damp and mould, make sure you follow the steps below.
- If you follow the steps and they do not work you must report any damp and mould issues to the Council.

STOP THE SPREAD OF MOULD IN YOUR HOME

Before you start to clean, always protect yourself from mould spores by wearing goggles, long rubber gloves, and a mask that covers your nose and mouth. These can be purchased from a DIY retailer.

- Open the windows within the room but keep internal doors closed to prevent spores spreading to other areas of the property
- Fill a bucket with water and some mild detergent, such as washing-up liquid or a soap used for hand-washing clothes
- Use a rag dipped in the soapy water to carefully wipe the mould off the wall. Be careful not to brush mould as this can release spores
- When you have finished, use a dry rag to remove the moisture from the wall

- Wipe down all hard surfaces in the room, including furniture, to make sure you have removed all spores.

HOW TO REPORT AN ISSUE

You can raise a repair request online at:

www.enfield.gov.uk/repairs

call us on **020 8379 1000** (option 4, then option 2 for council housing repairs) or email **housingrepairs@enfield.gov.uk**

Some of the ways of preventing damp and mould in the home (such as ventilation and putting the heating on during cold weather) are very difficult to achieve at the moment given the cost of living crisis. Please see the sources of support available to residents on our cost of living support pages, visit: **www.enfield.gov.uk/helpingyou**

WHAT IS CONDENSATION?

There is always some moisture in the air. You may notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath or shower. When the air is cold, it cannot hold all the moisture and tiny droplets of water appear. This is known as condensation. This moisture creates the conditions for mould to grow.



TREES *and* FENCES

WE RECEIVE MANY REQUESTS TO HAVE TREES PRUNED OR CUT DOWN AND TO HAVE FENCES REPLACED. THE MAINTENANCE OF YOUR GARDEN IS YOUR RESPONSIBILITY AS STATED IN YOUR TENANCY AGREEMENT, SECTION 2.16, CONDITIONS 83 & 84. WE HAVE LIMITED FUNDS AND HAVE TO FOCUS ON REPAIRS TO HOMES THAT ARE OUR RESPONSIBILITY.

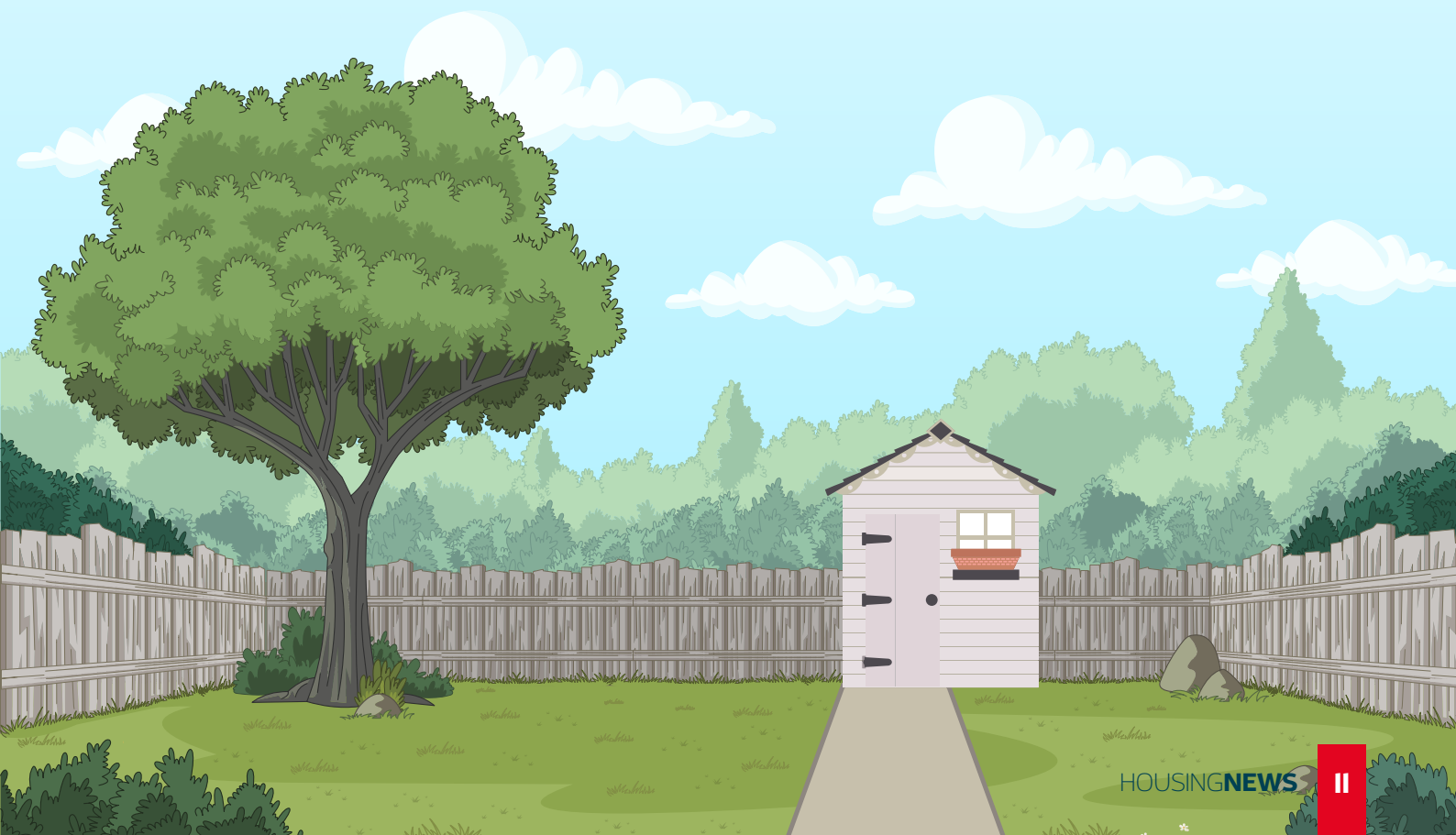
It states that you are responsible for:

- maintaining all parts of your garden; including pathways, grass, sheds, plants, bushes, hedges and trees (including any of these that were present when your tenancy started as well as anything you have installed or planted yourself).
- keeping hedges, trees and shrubs at a manageable height. They should not hang over a public right of way, cause an obstruction or a nuisance to neighbouring properties.

For fences, tenancy agreement condition 60 states you are responsible for keeping dividing fences in good repair and not causing any wilful damage to fencing.

We will only repair or replace boundary fences and gates where the fence separates your garden from a public right of way; for example, a road or alleyway. We will not necessarily replace any such fencing in a similar style or material as the previous one.

Where there are household vulnerabilities we review these on a case by case basis.



HOUSING SERVICES **DOMESTIC ABUSE POLICY** *have your say*

WE ARE SEEKING YOUR VIEWS ON OUR DRAFT HOUSING SERVICES DOMESTIC ABUSE POLICY. THIS POLICY EXPLAINS THE RIGHTS OF ALL ENFIELD RESIDENTS TO ACCESS SAFE ACCOMMODATION AWAY FROM ABUSE.

It sets out how we expect Enfield Council staff, contractors, sub-contractors and their agents to respond to a disclosure of domestic abuse.

It describes our commitment to promote early help and our approach to providing co-ordinated tailored support for victims/survivors and/or their children.

The Policy applies to Enfield Council Housing tenants and Enfield residents who access support from our Housing Advisory Service, regardless of their tenure, and is for adults and children affected by domestic abuse.

To view the policy and complete the questionnaire, visit:

**[www.enfield.gov.uk/
consultations/housing-services-
domestic-abuse-policy](http://www.enfield.gov.uk/consultations/housing-services-domestic-abuse-policy)**

**The consultation closes on
10 December 2023.**



TACKLING ANTISOCIAL BEHAVIOUR

WE ARE COMMITTED TO REDUCING INCIDENTS OF ANTISOCIAL BEHAVIOUR (ASB). WE TAKE ALL REPORTS SERIOUSLY AND WORK CLOSELY WITH PARTNER AGENCIES SUCH AS THE POLICE TO TACKLE CRIME AND ASB. ASB IS DEFINED AS 'BEHAVIOUR BY A PERSON WHICH CAUSES, OR IS LIKELY TO CAUSE, HARASSMENT, ALARM OR DISTRESS TO PERSONS NOT OF THE SAME HOUSEHOLD!'



A new ASB policy has been created and designed to help us manage your reports of ASB and was agreed at the Cabinet meeting in October.

The Council is responsible for managing ASB

We deal with priority 1 issues such as, but not limited to incidents involving gangs, domestic abuse, drugs on estates and cuckooing.

We have added to our resources by training additional ASB officers to help support this work on our housing estates.

New ASB officers are focusing on priority 2 issues such as playing music loudly, or at unreasonable hours (but not day to day living noise), neighbour disputes, misuse of communal facilities and general reports of nuisance behaviour.

They respond to incidents and reports of ASB to make sure that there is a direct link-in with the complainant within the first five working days of receiving the report and create action plans and provide updates.

The team can be contacted via email **RROASBteam@enfield.gov.uk** to report incidents.

The aims of the new team are to:

- Provide a neighbourhood based offer to residents
- Provide a more robust case management system
- Assess and review the range of residents' needs
- Use enforcement action and powers
- Improve our ASB practise
- Measure improvement through comparison with other landlords and resident feedback.

The Council recognises the difficulty in residents being able to capture noise evidence when reporting incidents involving noise complaints from neighbours and in response to this, we have been trialling a noise app device with the aim to bring in this technology to help prove incidents of noise. The recordings will be sent straight to your investigating officer who will then be able to present the noise to the person/s responsible.

We have updated our website with information on ASB and how to report it confidentially via an eform, visit: **www.enfield.gov.uk/services/housing/council-housing/antisocial-behaviour**

At the closure of each case, officers will send a satisfaction survey requesting feedback on how your ASB case was handled and if you were satisfied with the outcome. We are currently operating at an 85% satisfaction rate.

REARDON COURT

Extra Care Housing Scheme

Providing Housing with Care in Later Life



Are you 55 years of age or older?

Do you need care and support to help you remain living independently?

Are you considering options for housing in later life?

If so, the borough's new Extra Care Housing Scheme at Reardon Court could be for you.

Set to open its doors in the late spring of 2024, Reardon Court Extra Care Housing Scheme will provide 70 new accessible 1 and 2 bed homes for rent with communal lounges and activity rooms.

If you'd like to register your interest in the scheme please email ReardonCourt@enfield.gov.uk or telephone 020 8132 0942

www.enfield.gov.uk/reardoncourtextracare

FIRST RESIDENTS RECEIVE KEYS TO COUNCIL HOMES AT MERIDIAN WATER

THE FIRST RESIDENTS HAVE RECEIVED THEIR KEYS FOR NEW COUNCIL HOMES AT THE TRANSFORMATIONAL MERIDIAN WATER PROJECT IN EDMONTON, DELIVERED BY ENFIELD COUNCIL AND DEVELOPERS COUNTRYSIDE PARTNERSHIPS.

Enfield Council tenants in Edmonton were the first people to be offered homes in the high-quality development.

Enfield Council and Countryside Partnerships have delivered a range of family-sized homes, including accessible homes for disabled tenants as well as some one-bedroom residences.

The homes, Brambling House and Greatcrest House are named after native birds that can be found in the area.

The 20 completed homes are part of the 50% affordable housing offer being built in the first phase of Meridian One. Three hundred homes will be delivered in this phase by the end of 2024.

Residents met with Leader of Enfield Council, Cllr Nesil Caliskan, Deputy Mayor of London for

Housing and Residential Development, Tom Copley and Countryside London Divisional Chair, Mike Woolliscroft.

Cllr Nesil Caliskan, who met the first Council tenants at Meridian Water on 4 September, said: "This is a momentous occasion for the Meridian Water project and our plan to build decent, affordable homes in Enfield. Alongside new homes, Meridian Water will invest in Edmonton residents with new leisure facilities, training and job opportunities.

"Seeing the first residents receive their keys for their new homes is a testament to the ambitions and hard work of the people of Edmonton, and this is only the start."

This year, Meridian Water has already completed a Community Garden, Enfield Construction Skills Academy, and has been successful in securing £195 million in infrastructure costs for the next phase of the £6 billion regeneration project.

To find out more, visit the Meridian Water website at: www.meridianwater.co.uk



L-R: Cabinet Member for Social Housing, Cllr George Savva, Meridian Water residents Sandra Burity and Hussein Nur, and Leader of Enfield Council, Cllr Nesil Caliskan.

JOB WELL DONE!

A FEW MONTHS AGO, IN THE EARLY HOURS OF THE MORNING, THERE WAS A WATER MAIN BURST IN ONE OF THE BLOCKS ON THE ALMA ESTATE, WHICH CAUSED FLOODING AND THE LIFTS HAD TO BE SWITCHED OFF DUE TO THE LEAK.

The engineers attended urgently, isolated the supply and within 24 hours the water was reinstated to all blocks and the lifts were checked and back in use within a similar timeframe. The Council's out of hours team worked tirelessly to get the repairs undertaken and provide support to the residents.

Ryan Hebbs (resident of Alma estate), said: "The whole incident was handled professionally and the out of hours team provided timely updates to the residents. This emergency incident provides a good example of how the Enfield housing teams can respond and undertake work to reduce the impact to residents and on the property".



HOUSEMARK PILOT

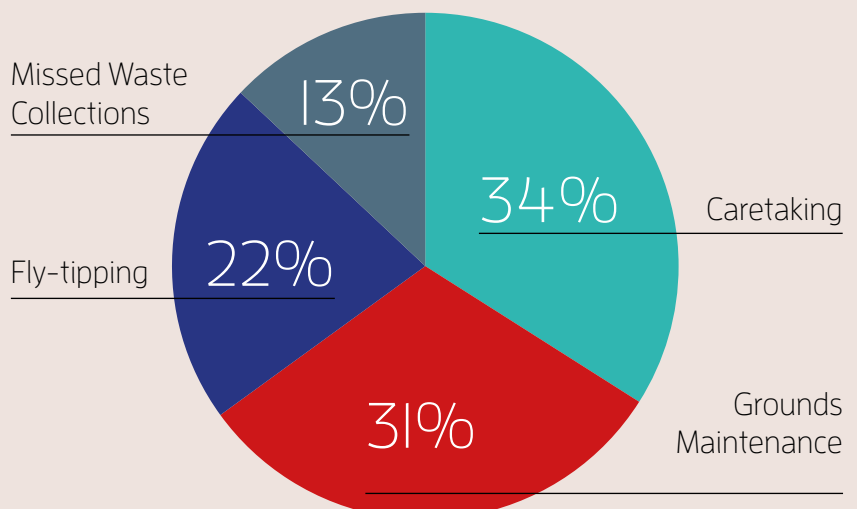
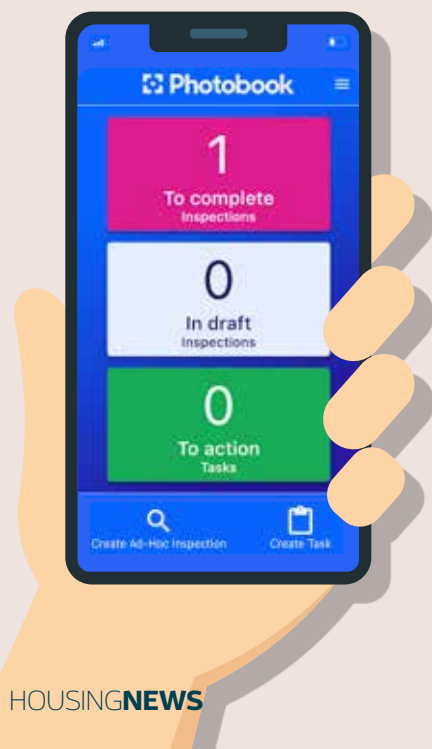
WE ARE WORKING CLOSELY WITH RESIDENTS TO UNDERSTAND WHERE ISSUES ARE ON OUR ESTATES.

A pilot is currently taking place using the HouseMark digital application used to inspect council housing estate standards and raise onsite issues such as fly-tipping, missed bin collections, grounds maintenance and caretaking standards.

Resident volunteers can raise concerns via the application. The relevant service will carry out a visit to investigate the issue raised and provide a quicker response.

Since the pilot began in June 2023, there has been 33 inspections raised by our volunteers. The issues raised by volunteers are shown below.

If you are interested in becoming a volunteer, contact Aaron Waller at: area.managers@enfield.gov.uk



COMMUNITY FUN DAYS

THIS SUMMER WE HOSTED COMMUNITY FUN DAYS ON JOYCE AVENUE AND SNELL'S PARK (UPPER EDMONTON), ALMA ROAD (PONDERS END) AND NEW AVENUE (SOUTHGATE) ALL OF WHICH ARE PART OF THE COUNCIL'S REGENERATION PORTFOLIO.

All three fun days were a huge success with a great turnout from residents and the wider community. The events included:

- Music
- Animals
- Science experiment activities for children
- Representations from local resident associations and organisations
- Police stands
- Fire brigade trucks for children
- Mascot shows of Shrek and Papa Smurf
- Free pizza and ice cream
- Raffle tickets for exciting prizes which were claimed by residents.

This event fostered community togetherness and facilitated connections with local organisations, ensuring an unforgettable day for all residents across the three locations. Community events provide an opportunity for residents to connect with their neighbours to encourage a sense of belonging and strengthening community bonds. We eagerly anticipate more celebrations in the future.



Customer Voice IMPROVEMENT FUND



THE CUSTOMER VOICE IMPROVEMENT FUND (CVIF) IS A CUSTOMER-LED BUDGET (£300K) TO HELP FUND IMPROVEMENTS TO COUNCIL ESTATES OR COUNCIL HOUSING LAND. ALL PROPOSALS ARE SHARED WITH YOUR CUSTOMER VOICE, WHO REVIEW AND EVALUATE EACH PROPOSAL FOR FINANCIAL APPROVAL.

Since 1 July, we received 13 proposals and 5 were approved (as shown on the right) following resident consultation. The remaining proposals received are currently being reviewed by Customer Voice.

If there are areas within your estate that could do with some minor works to improve the look or address a health and safety issue, email the CVIF team at: cvif.projectshousing@enfield.gov.uk with your proposals.

ASHRIDGE COURT, N14 4BE

✓ Installation of speed humps

HASELBURY ROAD, N9 9AL

✓ Removal of hedges

HIGHVIEW GARDENS (JACKSON & SWINSON), N11 1SJ

✓ New bin enclosure

JOHNBY CLOSE, EN3 6BJ

✓ Installation of gates

WALMER HOUSE, N9 9LH

✓ Provision of railings to existing ramp at entrance



CUSTOMER VOICE UPDATE

Since the last edition of the Housing News, The Customer Voice (CV) has met monthly to discuss the following matters:

- Updates from CV members on different sub-groups they attended
- Customer Voice Improvement Fund (formally Estates Improvement Projects) update from Jim Dunn of the Resident Engagement Team
- Housing Repairs update delivered by Jennifer Hay the Repairs Customer Service and Planning and Feedback Manager
- Communal Services (Caretaking) Update – Review and feedback from Aaron Waller, Communal Services Manager
- Anti-Social Behaviour Policy Consultation presented by Ozlem Anderson, Strategy and Policy Manager
- Meridian Water Project update from Fiona Williamson, Head of Housing Management, the first 20 units were delivered in September 2023.

The next scheduled meetings will be held on:

- Wednesday 17 January, 5.30pm-7.30pm
- Wednesday 21 February, 5.30pm-7.30pm

If you would like to hear more about what the Customer Voice does for you and if you are interested in getting involved with the Customer Voice, contact the Resident Engagement Team by email at: engagement@enfield.gov.uk

LEASEHOLDERS' FORUM UPDATE

The Leaseholders' Forum meeting was held online on the 19 June and was attended by 25 residents.

Subjects that were discussed included:

- Home Ownership Service Update from Michael Hooper, Home Ownership and Service Charges Manager
 - An update on government proposed minor changes to leasehold in general such as eradication of ground rent that took place in June 2022; cheaper and easier to extend leases.
- Communal Services (Caretaking) update from Aaron Waller, Communal Services Manager
 - An update on estate operations about caretaking, grounds maintenance and waste enforcement
 - Looked at the statistics and shared some photos around the work done by the team on estate improvements. The possibility of providing some enhanced services for residents.

The next Leaseholders' Forum will be held online on 12 February 2024 at 6pm and if you would like to take part in Leaseholder Forum meetings, please email engagement@enfield.gov.uk to register your interest.

HOUSING OMBUDSMAN COMPLAINT HANDLING CODE



THE HOUSING OMBUDSMAN ARE CURRENTLY CONSULTING WITH RESIDENTS, LANDLORDS AND STAKEHOLDERS ON THE JOINT COMPLAINT HANDLING CODE WITH THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGSCO). THE CODE IS DESIGNED TO HELP LANDLORDS DEAL WITH COMPLAINTS QUICKLY AND EFFICIENTLY AND MAKE THE NECESSARY SERVICE IMPROVEMENTS.

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:

**Complaints and Information Team
Enfield Council
Civic Centre
Silver Street
Enfield
EN1 3XY**

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 to escalate a complaint or provide feedback on their joint consultation by:

- visiting the website:
www.housing-ombudsman.org.uk
- emailing **info@housing-ombudsman.org.uk**
- 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 within 20 working days.

At both stages you will be provided with the expected response time and a unique reference number.





TENANTS' RESIDENT ASSOCIATIONS

A TENANTS' RESIDENTS ASSOCIATION (TRA) CAN MAKE A REAL DIFFERENCE TO YOUR COMMUNITY AND ESTATE.

It can give you the opportunity to:

- address issues of community concern
- be the 'collective voice' for the residents
- meet people and organise social events
- build up community spirit
- enable people to share experiences, skills and knowledge
- act as a focus for consultation and an organisation to lobby for change
- offer advice to local residents and represent them collectively when dealing with Enfield Council.

If you would like to start a TRA for your estate, email the Resident Engagement Team at engagement@enfield.gov.uk. We will be offering training in Effective Communication and Chairing and Minute Taking in 2024.

Constituted TRA groups receive a £300 grant each year.

Our existing TRAs are in the following wards:

COCKFOSTERS

Buckfast House, Chaddlewood,
The Poplars, Merryhills

EDMONTON GREEN

Rushleigh House

HASELBURY

Walmer House

PONDERS END

Alma, Dujardin Mews, The Elements

SOUTHBURY

Ayley Croft

UPPER EDMONTON

Joyce and Snells, Scott House



Measles cases are rising in London

Check with your GP that you and your family are fully vaccinated

Scan QR to find out more



It's never too late to have your MMR. Help #StopTheSpread
Find out more at nclhealthandcare.org.uk/measles



30 day
FREE TRIAL
for all new
customers

Your Local Personal Alarm Service

Gain greater independence and peace of mind inside and outside your home with help on hand 24/7 all year round from 76p a day

For more information call 020 8803 1524

www.enfield.gov.uk/safeandconnected

Council Tax Support Scheme

LAST CHANCE

We need your views

The Council wants to know what local people think of proposals to change the Local Council Tax Support Scheme for 2024-25.

Council Tax Support Scheme consultation closes on 17 December 2023



Find out more and complete the questionnaire online
www.enfield.gov.uk/consultations



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

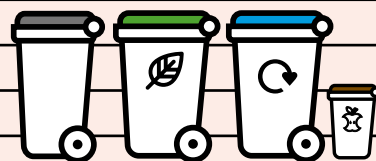


Changes to your rubbish, recycling, food and paid for garden waste collection days over the festive period 2023/24

Your revised rubbish and recycling collection dates are as follows:

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

If your collection is due on:	Your collection will be on:
Monday 25 December	Wednesday 27 December
Tuesday 26 December	Thursday 28 December
Wednesday 27 December	Friday 29 December
Thursday 28 December	Saturday 30 December
Friday 29 December	Sunday 31 December
Monday 1 Jan 2024	Tuesday 2 Jan 2024
Tuesday 2 Jan 2024	Wednesday 3 Jan 2024
Wednesday 3 Jan 2024	Thursday 4 Jan 2024
Thursday 4 Jan 2024	Friday 5 Jan 2024
Friday 5 Jan 2024	Saturday 6 Jan 2024



Barrowell Green Recycling Centre

The recycling centre will be open for bookings except for:

Sunday 24 December	Open until 2pm only
Monday 25 December	Closed
Tuesday 26 December	Closed
Sunday 31 December	Open until 2pm only
Monday 1 January 2024	Closed
Tuesday 2 January 2024	Open as 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 28 January 2024 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.



Council offices will be closed from **Friday 22 December** and re-open on **Wednesday 27 December**. We close again on **Monday 1st January 2024**.
For Libraries and Registrars, visit www.enfield.gov.uk

GREENER
ENFIELD



Good for Enfield, Good for the Planet

www.enfield.gov.uk/bins

ENFIELD
Council

