

JULY 2026

# HOUSING NEWS



**BIG DOOR KNOCK**

**ESTATE**  
IMPROVEMENTS

**ENJOY ENFIELD**  
THIS SUMMER

[www.enfield.gov.uk/councilhousing](http://www.enfield.gov.uk/councilhousing)



# DO YOU KNOW THE VALUE OF YOUR HOME CONTENTS?

**Your rent covers the building, but your belongings aren't included. Home contents insurance protects your furniture, clothes, gadgets and other possessions if they're damaged, broken or stolen.**

Most of us underestimate what we own. Go room by room, cupboards, drawers, lofts, cellars, hallways, and make a note of your belongings to help choose the right level of cover.

## **Why the right sum insured matters**

If your home contents cover is too low, any claim could be reduced. Use the full "as new" replacement cost when listing your items. Need help? Try our online contents calculator: **[www.crystal-insurance.co.uk/calculator-form](http://www.crystal-insurance.co.uk/calculator-form)**

## **How Crystal Insurance can help**

- Designed for tenants and residents in social and affordable housing
- Covers loss or damage from fire, theft, flood and other insured events
- Includes tenant's liability for damage to landlord fixtures (up to 35% of your sum insured)

*Note: theft and liability cover don't apply if your home is unoccupied for over 60 consecutive days or is unfurnished*

- Low minimum sums insured – you only pay for the cover you need

## **Keep your cover up to date**

Review your cover at renewal or after big purchases. You can update your sum insured at any time; premiums adjust from the date of change.

## **Get covered today**

Call Thistle Tenant Risks on **0345 450 7286** (Mon–Fri, 9am–5pm) or visit **[www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)** to request a callback.

Terms, conditions, limits and exclusions apply. For more information, refer to the Insurance Product Information Document (IPID) and Policy Wording which is available at **[www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)**

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 Firm Reference Number 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](http://www.crystal-insurance.co.uk/Privacy-Policy)**

## Message from your Cabinet Member for Housing and Technology, Cllr Lee Chamberlain

What does a brand-new Council administration mean for you? Over time, we want you to see more tangible improvements in Enfield's housing—better services, stronger maintenance, safer homes, and a more meaningful dialogue with you.

We can't promise perfection, but we can promise to take your concerns seriously and work hard to address them. As tenants and leaseholders, you can play a key role in holding us to account. Please see page 15 for 'On Your Doorstep' drop-in sessions and look out for our "Big Door Knock" this September, see page 12.

However, this change also needs more from you. We need people to engage more with staff, allow access when needed, report problems, and let us know what you value. Your criticism is just as important as your praise—it helps us identify and fix issues. Not everything can be resolved quickly, but if all else fails you can write to me directly (please not all at once!).

So please report issues such as dumped cars, fly-tipping, or buildings needing deep cleansing. Damp and mould is still a serious priority—if you are affected, please let us know. You'll also find guidance on reducing condensation on page 7.

We want to encourage more readers of Housing News, so please do share your thoughts on what is useful to you. I can't promise a crossword, but if there are things we can put in here that would encourage more to read it, I am all ears. See page 23.

For estate improvements, do have a read of page 9, and for more on arranging access for safety checks, repairs, and inspections do see page 21.

Finally, explore local summer activities at Enjoy Enfield – [www.enfield.gov.uk/enjoysummer](http://www.enfield.gov.uk/enjoysummer)

I do hope you have a lovely summer.




# Contents

|    |                                                                                  |
|----|----------------------------------------------------------------------------------|
| 2  | <b>Home contents insurance</b>                                                   |
| 4  | <b>Improving your homes</b>                                                      |
| 5  | <b>Major works charges for leaseholders</b>                                      |
| 6  | <b>Enfield Repairs Direct update</b>                                             |
| 7  | <b>Preventing Summer mould: practical steps</b>                                  |
| 8  | <b>Help us keep tenancy fraud down</b>                                           |
| 9  | <b>Estate investment: Improving the look and condition of our estates</b>        |
| 10 | <b>Report antisocial behaviour</b>                                               |
| 11 | <b>Enhanced Roving Security Patrols</b>                                          |
| 12 | <b>Our next Big Door Knock</b>                                                   |
| 14 | <b>Enfield 500 – Resident Voice in Action</b>                                    |
| 15 | <b>On Your Doorstep Events</b>                                                   |
| 16 | <b>Togetherness</b>                                                              |
| 16 | <b>Slenky app</b>                                                                |
| 17 | <b>A friendly reminder: pay your rent</b>                                        |
| 18 | <b>Help us make your home warmer</b>                                             |
| 19 | <b>Construction of new affordable homes underway at Joyce and Snell's estate</b> |
| 20 | <b>Broadband upgrade for flats and apartments</b>                                |
| 20 | <b>Rent an Enfield garage</b>                                                    |
| 21 | <b>Access to property for repairs, inspections and servicing</b>                 |
| 22 | <b>Improving how we handle complaints</b>                                        |
| 23 | <b>Council Housing eNewsletter</b>                                               |
| 23 | <b>Contributing to Housing News</b>                                              |
| 24 | <b>Enjoy Enfield this Summer</b>                                                 |

Housing News is produced by Enfield Council's Communications Team. The content is correct at the time of printing this publication. It is available online at: [www.enfield.gov.uk/councilhousing](http://www.enfield.gov.uk/councilhousing)  
If you require any content in this newsletter translated, please email: [HousingNews@enfield.gov.uk](mailto:HousingNews@enfield.gov.uk)

# IMPROVING YOUR HOMES

**THE IMPORTANCE OF PROVIDING GOOD QUALITY HOMES REMAINS A KEY PRIORITY FOR THE COUNCIL. WE ARE CONTINUING TO MAINTAIN HOMES WITH A FOCUS ON IMPROVING THEIR QUALITY AND SAFETY THROUGH THE MAJOR WORKS PROGRAMME.**

Since 2023, more than £100m has been invested to improve the quality and safety of your homes. Internal and external upgrade works are being delivered across the borough through different contracts. During 2025/26, the investment resulted in the completion of works to update and improve homes which included:

- Bathrooms and kitchens
- Roofs and chimneys
- Windows
- Wall structures and finishing
- Doors
- Electrical systems
- Heating
- Water tanks, smoke and CO2 detectors and extractor fans.

## IMPROVING YOUR HOMES IN 2026/27

We are investing around £38.2m in 2026/27 to improve council homes, with a strong focus on safety, quality, tackling damp and mould, and making homes warmer and better maintained.

The programme includes £9m for building safety works, such as fire doors, fire stopping and other fire safety improvements, alongside £2.3m for health and safety compliance.

The largest investment is £18.4m for Decent Homes works, including kitchens, bathrooms, windows, doors and roofs, with a further £1m for energy efficiency improvements and £7.5m for wider targeted works across estates and homes where investment is needed.

For more information, visit:  
[www.enfield.gov.uk/majorworks](http://www.enfield.gov.uk/majorworks)



## STOCK CONDITION SURVEYS

Enfield Council has undertaken approximately 8,000 surveys of homes to ensure we have accurate stock information upon which to base our investment programme. It is important that when you are contacted about a survey that you allow access so we can understand the priority areas for investment in your home. Enfield Council will send letters to introduce a new stock condition company later this year to anyone due to be surveyed this year.



# MAJOR WORKS CHARGES FOR LEASEHOLDERS



**AS A LEASEHOLDER, YOU ARE RESPONSIBLE FOR CONTRIBUTING TOWARDS THE COST OF MAJOR WORKS TO YOUR BUILDING, AS SET OUT IN YOUR LEASE. THESE WORKS HELP MAINTAIN AND IMPROVE YOUR HOME AND THE WIDER ESTATE.**

We understand that major works charges can be significant. We are committed to making costs clearer, supporting you with payment options, and helping you plan ahead.

## WHAT'S CHANGED FROM APRIL 2026

We now usually issue major works charges earlier, based on estimated costs after consultation, rather than waiting until works are fully complete.

What this means for you:

- You may receive a bill before works are completed
- Charges are based on estimated costs
- Once final costs are confirmed, your account will be adjusted:
  - You may receive a credit if costs are lower
  - Or a balancing charge if costs are higher
- You will not be charged twice for the same works.

This approach helps avoid large delayed bills and makes it easier to plan financially.

## WAYS TO PAY

Charges remain payable in line with your lease, but we may be able to offer payment options to help you spread the cost.

### If you live in your home (resident leaseholder):

- Up to 2 years interest-free on all major works charges

- Flexible instalment arrangements available
- For larger bills (£7,200+), longer-term plans may be offered:
  - Payments can be capped at around £300 per month, if the bill is less than £36,000
  - Repayment terms can extend up to 10 years, depending on the balance.

If any balance remains after 2 years, interest may apply.

### If you do not live in the property (non-resident leaseholder):

- Payment is normally due in full
- In some cases, short-term arrangements may be considered where severe financial hardship is demonstrated.

## IF YOU'RE STRUGGLING TO PAY

Please contact us as early as possible. We can:

- Discuss affordable repayment options
- Carry out a financial assessment where needed
- Signpost you to independent debt advice.

Repayment plans are not automatic, so it's important to speak to us early.

## WHERE TO FIND MORE INFORMATION

Full details about major works charges, billing and repayment options are available in our online guide at: **[www.enfield.gov.uk/majorworks](http://www.enfield.gov.uk/majorworks)**

Or contact the Home Ownership Income Team, email: **[Hoincome@enfield.gov.uk](mailto:Hoincome@enfield.gov.uk)**

# ENFIELD REPAIRS DIRECT *update*



**WE ARE IMPROVING THE WAY YOU REPORT REPAIRS BY USING NEW TECHNOLOGY TO MAKE THE SERVICE FASTER AND MORE CONVENIENT.**

## REPORTING REPAIRS USING THE WEBFORM

You can report repairs online 24 hours a day, 7 days a week, at: [www.enfield.gov.uk/repairs](http://www.enfield.gov.uk/repairs)

The repairs webform includes a picture repairs tool which makes it easier and quicker for you to identify and book a routine repair.

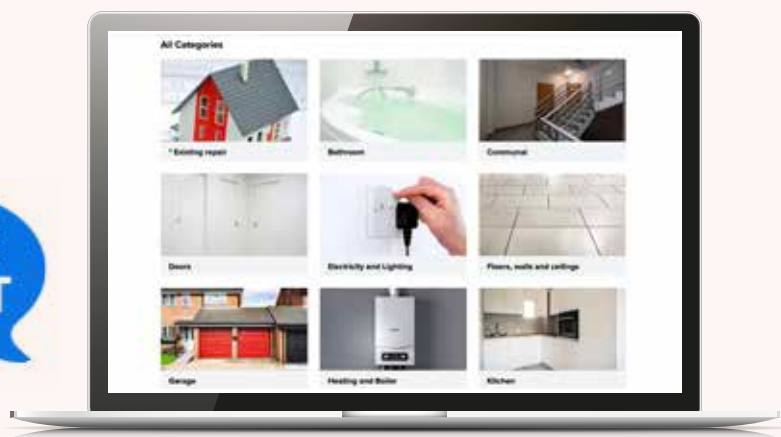
We will then schedule an appointment that works best for you. Routine repairs include things like a dripping tap, a broken or cracked window, or a leaking radiator.

## USING THE WEBFORM IS EASY

You can choose from a repairs menu.

Can't find your repair? No problem, just use the search button.

If you need help using the webform, click on the blue pop-up webchat icon. Live chat with our team is available Monday to Friday, 9am to 5pm.



## Continue to report emergency repairs on 020 8379 1000 (option 4, then option 2).

Emergency repairs are things that could put your health and safety at risk if they are not dealt with quickly such as a total loss of power or water.

## REPORT REPAIRS BY VIDEO CALL

You can now use live video calls to show us the problem when you report a repair. Whether you contact us online or by phone, we may ask if you'd like to switch to a video call – but it's completely up to you. It helps us understand the issue clearly from the start and plan the job better and bring the right materials.

- Any smartphone can receive a video call
- You don't need to download an app
- We will send you a text message – just click 'Accept'
- You stay in control, and we only need to see the repair problem, not you or your home.

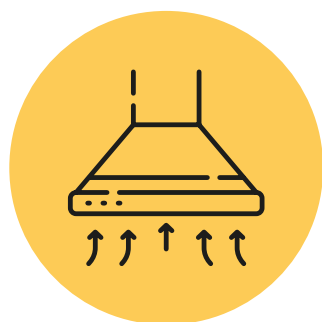
# PREVENTING SUMMER MOULD:

## PRACTICAL STEPS



**WHEN WE THINK OF DAMP AND MOULD, MOST OF US PICTURE COLD, DRAUGHTY WINTER DAYS. BUT THESE ISSUES DON'T DISAPPEAR IN THE SUMMER – IN FACT, WARMER MONTHS CAN CREATE THE PERFECT BREEDING GROUND FOR MOULD.**

Preventing the build-up of condensation is essential for treating it in the long term, otherwise it can cause mould. High condensation levels can be prevented or reduced by following the steps below:



**Keep extractor fans well maintained**



**Open window when cooking**



**Wipe down window sills if you see moisture forming**



**Close bathroom door when having a shower/bath and turn on extractor or open window**



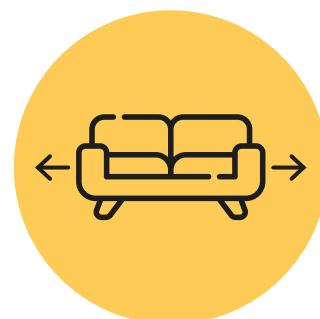
**Keep lids on pots and pans when cooking**



**Don't dry clothes on the radiators**



**Make sure windows are open if you must dry clothes indoors**



**Leave a gap between your furniture and walls**

If you are at all concerned about condensation, damp or mould in your home, please contact us for help and advice. For more information, visit: [www.enfield.gov.uk/dampandmould](http://www.enfield.gov.uk/dampandmould)

# HELP US KEEP TENANCY FRAUD DOWN

**AS PART OF THE COUNCIL'S ONGOING COMMITMENT TO PROTECT PUBLIC FUNDS, OUR COUNCIL HOUSING AND COUNTER FRAUD TEAMS HAVE YET AGAIN SUCCESSFULLY RECOVERED COUNCIL PROPERTIES WHICH HAVE BEEN ILLEGALLY USED.**

Recent homes were recovered which were subject to tenancy fraud. A tenant was found to have relocated to another borough and to be unlawfully subletting their council property.

Another property was recovered where a relative of a deceased tenant attempted to succeed to the tenancy, claiming they had been residing at the property prior to their relative's death. Our Counter Fraud team enquiries established that the individual was living with family members in another borough and did not meet the residency criteria.

Tenants who illegally sub-let or fail to occupy their property are committing criminal offences which could lead to prosecution and a criminal record.



We have also started tenancy visits to check in with our residents to see that the people living in our homes are actually the tenant. Over the next year we will be doing more tenancy checks.

If you wish to report concerns involving a council property, including suspicions of non-residency or sub-letting, you can do this anonymously online at: **[www.enfield.gov.uk/fraud](http://www.enfield.gov.uk/fraud)**

Alternatively, you can call the Council's Fraud Hotline number on 020 8379 4289, you do not have to give your name when making a report.

Remember, every property we recover means that someone in genuine need can be helped.



# ESTATE INVESTMENT

*Improving the look and condition of our estates*

**WE HAVE LAUNCHED OUR COUNCIL HOUSING ESTATE IMPROVEMENT PROGRAMME TO ENHANCE ESTATES ACROSS THE BOROUGH. IT COVERS FOUR KEY AREAS: WASTE STRATEGY, LANDSCAPING, FIXED ASSETS, AND COMMUNITY IMPROVEMENTS. THE PROGRAMME WILL FOCUS ON MAKING COMMUNAL AREAS CLEANER, SAFER AND BETTER MAINTAINED FOR RESIDENTS.**

We are investing in improved bin stores and recycling areas, upgrades to fencing and pathways, play spaces, landscaping and planting schemes, community safety measures and improvements to garages, pram sheds and other shared facilities.

The works will be delivered over four years, with estates prioritised according to need, safety, condition, and readiness. Our aim is to coordinate improvements so residents can see a clear difference in their community.

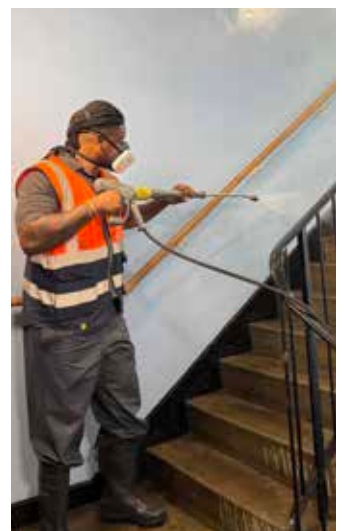
Residents will be kept informed before, during and after the works take place. We want them to help shape improvements wherever possible through estate walkabouts, workshops, resident panels and other local engagement opportunities. We have also introduced ways for residents to provide feedback through the Council's website at:

**[www.enfield.gov.uk/estate-enhancement](http://www.enfield.gov.uk/estate-enhancement)**

This investment reflects our commitment to creating estates that are safer, more welcoming, and better maintained for everyone. We will continue to share updates as the programme develops, including information on when works are planned for specific estates.



We have already completed works at a number of estates, including the installation of security gates, communal bin infrastructure, painting, garage refurbishments, and periodic specialist cleaning. Over the next six months, we will focus on further landscaping projects



# **REPORT ANTISOCIAL BEHAVIOUR**



**Loud noise**



**Harassment**



**Pet nuisance**



**Vandalism and graffiti**



**Illegal drug use**



**Loitering**

**Don't suffer in silence, let us know**



**[www.enfield.gov.uk/reportasb](http://www.enfield.gov.uk/reportasb)**



**[tenancy.council.housing@enfield.gov.uk](mailto:tenancy.council.housing@enfield.gov.uk)**



**Call 999 if you or someone else is in immediate danger**



**Scan the QR code  
for more information  
or visit**

**[www.enfield.gov.uk/report-asb](http://www.enfield.gov.uk/report-asb)**

# ENHANCED ROVING SECURITY PATROLS

**OUR COUNCIL HOUSING ROVING SECURITY PATROLS CONTINUE TO PROVIDE A VISIBLE AND REASSURING PRESENCE ACROSS OUR ESTATES. THE PATROLS ARE DESIGNED TO HELP DETER ANTISOCIAL BEHAVIOUR, RESPOND TO LOCAL CONCERNS AND SUPPORT RESIDENTS IN FEELING SAFER IN AND AROUND THEIR HOMES.**

Working across key locations, the patrols take a targeted approach based on intelligence, reports from residents and information shared by Council teams. This allows the service to focus on areas where a stronger presence is needed most, while also helping to build confidence within our communities. Alongside acting as a deterrent, the patrols also provide reassurance to residents and support wider efforts to improve the quality of life on our estates.

The service is currently under review as we look at options to extend patrol numbers further and provide an even greater presence across more of our estates. This review reflects our ongoing commitment to community safety and to making sure residents feel supported, protected and proud of the places they live.

As part of the review, we decided to appoint a new security provider. This will not affect service delivery and in time, residents will be able to report incidents through a shared portal linked directly to the onsite security teams.

Residents can raise requests for security via the Council's webpage at:  
**[www.enfield.gov.uk/securityservice](http://www.enfield.gov.uk/securityservice)**



# OUR NEXT BIG DOOR KNOCK

September 2026

**OUR FIRST BIG DOOR KNOCK TOOK PLACE IN JUNE 2025, WHEN WE REACHED 7,000 HOMES ACROSS OUR BLOCKS AND ESTATES, SPEAKING DIRECTLY WITH RESIDENTS ON THEIR DOORSTEPS AND IN THEIR HOMES. WE RETURNED IN MARCH 2026 FOR OUR SECOND BIG DOOR KNOCK, ONCE AGAIN REACHING 7,000 HOMES AND CONTINUING THOSE IMPORTANT CONVERSATIONS.**

Each visit has strengthened our understanding of what matters most to residents and ensured that your experiences are directly shaping how we deliver housing services. This is central to our approach, listening, acting, and being accountable.



Alongside this, our Enfield 500 resident panel continues to grow, now with more than 1,000 members. The insight you are sharing is invaluable, and we are using this intelligence alongside what we heard through both Big Door Knocks to plan our third, bigger and even better programme later this year in September 2026.

## YOU SAID, WE ARE ACTING

From the March 2026 Big Door Knock, five clear priorities came through strongly from residents:

- Repairs and property maintenance – including leaks, heating, kitchens, bathrooms, doors, windows and lifts
- Security and antisocial behaviour – including CCTV, unsafe communal areas, neighbour issues, and drug related activity
- Bins, rubbish, and fly-tipping – including overflowing bins, cleaning standards and pest concerns
- Damp, mould and condensation – affecting day-to-day living conditions
- Parking and estate environment – including resident parking, abandoned vehicles, potholes, and grounds maintenance.



These priorities are directly informing how we are targeting investment, strengthening service delivery, and focusing our operational activity. Put simply, you told us where we need to improve and we are using that insight to drive change.

We are also improving how we understand and stay connected with residents. Through the March Big Door Knock, we captured 226 new email addresses and 139 new mobile numbers, enabling more direct and timely communication.

Alongside this, we recorded residents' preferred language, helping us ensure our services are accessible and inclusive. The majority of residents we spoke to told us English is their preferred language, with Turkish the next most common, followed by smaller numbers preferring Somali, French, Bengali, Tamil, Spanish, Polish and Amharic. This insight is helping us tailor our communications and engagement approach more effectively.

We also gained important insight into residents' circumstances. 61% of residents reported at least one vulnerability or support need, most commonly relating to vulnerability, disability, or mobility issues and almost a third reported multiple needs. This highlights the importance of accessible communication, tailored support and a clear understanding of household circumstances when planning and delivering services.



## LOOKING AHEAD

The date for our third Big Door Knock is **September 2026**. We are looking forward to getting back out across the borough, meeting residents face-to-face and continuing these important conversations in homes and on estates across Enfield.

This work is about partnership. We want to hear your views, understand your priorities, and work together to shape services that truly reflect the needs of our residents.

More information with the exact dates to follow. Please keep an eye out for details.



# THE BIG DOOR KNOCK

# ENFIELD 500

## RESIDENT VOICE IN ACTION

**MEMBERSHIP OF THE ENFIELD 500 REMAINS STRONG AT MORE THAN 1,000 RESIDENTS, HIGHLIGHTING CONTINUED INTEREST IN SHAPING HOUSING SERVICES.**

Over the last couple of months, residents stayed actively involved through local, resident-led activity. Tenant and Resident Associations and Friends groups continued to provide a strong platform for local voices and accountability.

Members contributed to a range of key initiatives, including a community clean-up at the Joyce & Snell's estate and consultations on the Enfield 500 Code of Conduct and Good Neighbour Charter. Residents also played an important role in service reviews covering grounds maintenance, waste management and estate services.

All feedback continues to be tracked through the Resident Engagement Action Tracker to ensure clear outcomes and accountability.

### JOIN THE ENFIELD 500 AND HAVE YOUR VOICE HEARD

- The Enfield 500 is an online only group
- There will be emails inviting you to comment on topics
- Membership is flexible – participate as much or as little as you want.

For more information visit [www.enfield.gov.uk/Enfield500](http://www.enfield.gov.uk/Enfield500) or scan the QR code.



# ON YOUR DOORSTEP EVENTS

**"ON YOUR DOORSTEP" EVENTS ARE COMMUNITY DROP-IN SESSIONS ORGANISED BY THE ENGAGEMENT TEAM.**

They take place on local estates and give residents the opportunity to:

- meet council officers
- access information on services
- raise concerns
- share feedback directly.

The events bring together housing, repairs, caretaking and local safety teams to help resolve issues and improve services. The events also encourage residents to have a voice in their community.

| Estate                                 | Date                | Time | Location                                                                       |
|----------------------------------------|---------------------|------|--------------------------------------------------------------------------------|
| Meridan Way                            | Monday 3 August     | 11am | Hoppa Play & Skate Park, Vetchling Way, N18 2FR                                |
| Exeter Road Estate                     | Tuesday 4 August    | 11am | Enfield, EN3 7TR (Outside Green Space)                                         |
| Merryhills, Poplars and Ashridge Court | Wednesday 5 August  | 11am | Behind Flats 25-30, Merryhills Court                                           |
| Moree Way Estate                       | Thursday 6 August   | 11am | Moree Way Communal Car Park; Edmonton, London, N18 2UN (Outside Green Space)   |
| Four Hills Estate                      | Tuesday 11 August   | 11am | Brigadier Hill (Off Cedar Road), Enfield, EN2 OTN (Next to the Community Hall) |
| Walmer House                           | Wednesday 12 August | 11am | London, N9 9LH (Green Space in back garden)                                    |
| Alma Estate (including Dujardin Mews)  | Tuesday 18 August   | 11am | Outside Oasis Hadley                                                           |
| Joyce and Snells                       | Wednesday 19 August | 11am | Boundary Hall                                                                  |
| Lytchet Way Estate                     | Thursday 20 August  | 11am | Enfield, EN3 5XU (Outside Green Space)                                         |
| Bond Court/West Close                  | Friday 21 August    | 11am | Green space opposite I-17 West Close                                           |
| Fore Street Estate                     | Tuesday 25 August   | 11am | London, N9 ODY (Outside Green Space)                                           |
| Kempe/Elsinge Estate                   | Wednesday 26 August | 11am | Kempe Road, Enfield, EN1 4QS (Outside Green Space)                             |
| Whitefields Estate                     | Thursday 27 August  | 11am | Flamstead End Hall                                                             |
| Cherry/Bouvier Road                    | Friday 28 August    | 11am | Green space by I16-I20 Bouvier Road                                            |

## ESTATE CLEAN-UPS

A new initiative aimed at enhancing the standards of our estates. The clean-up days will focus on:

- Clearing litter and debris
- Household bulky waste amnesty
- Estate waste enforcement and education
- Pressure washing programme
- Door knocking exercise
- Tidying up green spaces.

The clean ups will take place on the same days as the On Your Doorstep events. We encourage everyone to participate by either sharing ideas on how to further improve your shared spaces or coming out to speak with us.



# TOGETHERNESS



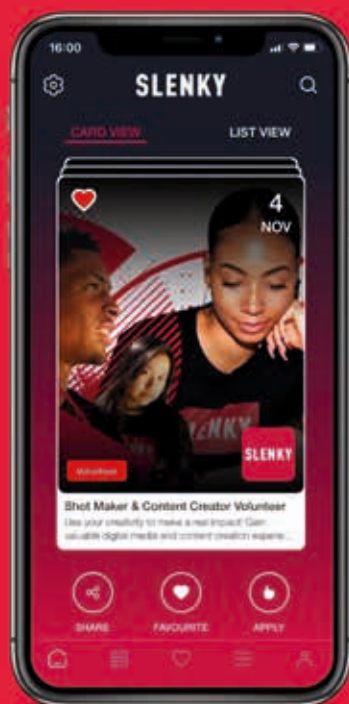
## Emotional health learning for everyone

Accessible online pathways for parents, from bump and baby to school and teens

- Online antenatal
- Baby development
- Child behaviour and emotional development
- Neurodivergence or additional needs
- Adolescence for teens and parents



[togetherness.co.uk/enfield](https://togetherness.co.uk/enfield)



Connecting young people  
to real opportunities



Search.  
Swipe.  
Succeed.



[selnky.com](https://selnky.com)

**SLENKY**

# *A friendly reminder:* **PAY YOUR RENT**

**IF YOU HAVE CONCERNS ABOUT PAYING YOUR RENT, PLEASE CONTACT THE RENT INCOME TEAM BY EMAILING [RENT.COUNCIL.HOUSING@ENFIELD.GOV.UK](mailto: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.**

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](http://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 or barcoded letter.
- 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/paying-your-rent](http://www.enfield.gov.uk/paying-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.



## **HELP WITH THE COST OF LIVING**

**IF YOU ARE STRUGGLING WITH RENT, BILLS OR FOOD COSTS, SUPPORT IS AVAILABLE.**

### **CRISIS AND RESILIENCE FUND**

Financial help for households facing sudden hardship. Support may be available for food, energy bills, housing costs and essential items.

You may be eligible if you are on a low income. Funding is limited and based on application.

Visit our website: **[www.enfield.gov.uk](http://www.enfield.gov.uk)** and search for Crisis and Resilience for the application form and email the completed form and supporting evidence to: **[hardship.support@enfield.gov.uk](mailto:hardship.support@enfield.gov.uk)**

### **RENT AND BILLS**

Support is available if you are struggling to pay your rent, Council Tax or household bills. Speak to us early so we can help.

### **FOOD SUPPORT**

Food banks and local support are available across the borough if you are finding it hard to afford food.

### **ENERGY COSTS**

Advice and grants are available to help reduce your energy bills and improve your home's efficiency.

### **NEED MORE HELP?**

Find all cost of living support in one place at: **[www.enfield.gov.uk/helpingyou](http://www.enfield.gov.uk/helpingyou)**

# HELP US MAKE YOUR HOME WARMER

**ENFIELD COUNCIL IS IMPROVING COUNCIL HOMES THROUGH OUR RETROFIT ENFIELD PROGRAMME, SUPPORTED BY GOVERNMENT WARM HOMES FUNDING. THE AIM IS TO MAKE HOMES WARMER AND HEALTHIER, REDUCE DAMP AND MOULD RISK, AND CUT ENERGY COSTS WHERE POSSIBLE; RETROFITTING 600 COUNCIL HOMES UTILISING £8.6M OF GRANT FUNDING TO INCREASE HOMES' ENERGY PERFORMANCE.**

To plan the right improvements for each property, we first need to carry out a Retrofit Assessment.

## WHAT IS A RETROFIT ASSESSMENT?

A Retrofit Assessment is a home survey by trained assessors to understand how your property performs and what upgrades will work best. During the visit they may:

- Check insulation, draughts and areas of heat loss
- Review heating, hot water systems and control
- Assess ventilation and any condensation, damp or mould issues
- Take key measurements and (with your permission) a small number of photos for design and reporting
- Ask about comfort issues, how you use rooms and any access needs.

Visits usually take 60 to 90 minutes. Assessors will show photo ID and explain what they are doing. You can have a friend, family member or support worker with you.



## HOW YOU CAN HELP

If your home is in scope, Enfield Council or our contractor will contact you to book an appointment. Please reply promptly. On the day, it helps if you can:

- Make sure we can access key areas (boiler cupboard, radiators, loft hatch if you have one, and windows/external walls)
- Tell the assessor about cold spots, draughts, condensation, damp or mould, or rooms you avoid heating
- Let us know about any access needs, pets, or times you cannot do.

## WHY IT MATTERS

Retrofit needs to be tailored to each building type. Works may include insulation, improved windows/doors, better ventilation, solar panels, heating controls and, where suitable, air source heat pumps. Your assessment helps us design the right measures and avoid issues such as poor ventilation.

## WHAT HAPPENS AFTER THE ASSESSMENT?

After the visit, specialists review the report and design the best package of improvements. If your home is selected for works, we will contact you to explain what is proposed and agree dates. Not every assessed home will be upgraded immediately, but assessments help us plan future phases and funding.

**Please support the Retrofit Assessment when contacted. It helps us deliver the right upgrades for your home and improve comfort for residents across Enfield. To verify requests contact: [energy.efficient.housing@enfield.gov.uk](mailto:energy.efficient.housing@enfield.gov.uk)**

# CONSTRUCTION OF NEW AFFORDABLE HOMES

## UNDERWAY AT JOYCE AND SNELL'S ESTATE

**EXCITING PROGRESS IS BEING MADE AT THE JOYCE AND SNELL'S ESTATE IN UPPER EDMONTON, WITH CONSTRUCTION NOW UNDERWAY ON THE FIRST PHASE OF THE REGENERATION SCHEME.**

### PHASE I – BLOCK A

Block A will deliver 50 high-quality new homes for affordable rent, with a mix of 1, 2, 3 and 5-bedroom properties to suit a range of households.

Construction, led by Hill Partnerships, is expected to complete in spring 2028.

### NEXT PHASE – BLOCK D

Looking ahead, the next phase will bring Block D, providing a further 220 affordable homes, with a mix of 1, 2, 3 and 4-bedroom properties, also constructed by Hill Partnerships.

Work on Block D will begin once residents have moved out of Wadham House (45 homes), which

will then be carefully demolished to make way for the new development.

### WHO THE HOMES ARE FOR

The first 270 new homes across Blocks A and D will be for eligible secure tenants and eligible resident leaseholders and freeholders from the Joyce and Snell's estate.

### WIDER SCHEME

As well as new homes, these early phases will introduce attractive green and landscaped spaces for residents to enjoy.

In total, the Joyce and Snell's regeneration will deliver more than 2,000 new homes – including 50% affordable housing – alongside improved community spaces, helping to create a vibrant and welcoming neighbourhood for the future.

For more information visit: [www.enfield.gov.uk/joyceandsnells](http://www.enfield.gov.uk/joyceandsnells)

CGI of Block D (left) and Block A (right)



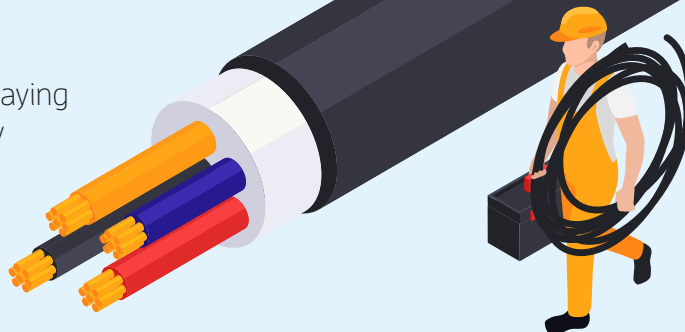
# BROADBAND UPGRADE

## *for flats and apartments*

**ENFIELD COUNCIL IS WORKING IN PARTNERSHIP WITH OPENREACH TO MAKE FULL FIBRE BROADBAND AVAILABLE TO COUNCIL OWNED FLATS AND APARTMENTS. THIS WILL MEAN FASTER AND MORE RELIABLE BROADBAND FOR CUSTOMERS TO ACCESS ONCE UPGRADED.**

The upgrades are not automatic so once the installation of fibre is completed tenants should contact their broadband provider to place an order to get connected.

Enfield Council acknowledges high-quality digital connectivity is essential for work, education and staying connected with friends and family. This work is key to delivering our ambitions to improve digital connectivity for our residents. We will make contact by letter with more information when your block is upcoming in the roll out plan.



# RENT AN ENFIELD GARAGE

**WHETHER IT'S HOME OR BUSINESS STORAGE, AN ENFIELD GARAGE COULD BE THE SOLUTION!**

We have a wide choice of garages to rent throughout Enfield, many which have been upgraded and refurbished.

Separate licence agreements and rent charges apply, depending on what you are keeping in your garage.

For more information, scan the QR code or visit: **[www.enfield.gov.uk/garages](http://www.enfield.gov.uk/garages)**



# ACCESS TO PROPERTY

*for repairs, inspections and servicing*

**FROM TIME TO TIME, WE NEED ACCESS TO YOUR HOME TO CARRY OUT IMPORTANT SAFETY CHECKS, REPAIRS, INSPECTIONS AND IMPROVEMENT WORKS.**

We know it is not always easy to be available for appointments but allowing access is really important. Aborted visits and denied access can pose health and safety risks to you, your household and your neighbours.

When we can get access at the right time, we can carry out:

- gas and other heating servicing and safety checks
- electrical installation condition reports
- water hygiene safety checks
- fire safety checks and associated servicing
- reactive repairs
- surveys for property condition and safety inspections
- planned maintenance and upgrades.

If you need to rearrange an appointment, please let us know as soon as possible. We will always try to work with you to find a suitable time.

If we are unable to gain access after repeated attempts, we may need to take formal steps to enter the property so that essential safety work can still be completed.

Our aim is always to work with residents first, taking a fair and balanced approach while making sure everyone stays safe.

Further information on our approach on access to properties can be found at:  
**[www.enfield.gov.uk/repairs](http://www.enfield.gov.uk/repairs)**



# IMPROVING HOW WE HANDLE COMPLAINTS

## WE ARE IMPROVING THE WAY WE DEAL WITH COMPLAINTS, SO RESIDENTS GET CLEARER UPDATES, QUICKER RESPONSES AND A BETTER SERVICE.

Complaints are important because they tell us when something has gone wrong. They also help us understand what we need to do better.

We have introduced a new system to help us manage complaints more effectively. The quickest way to make a complaint is through our website. This means your complaint is recorded straight away and sent to the right team.

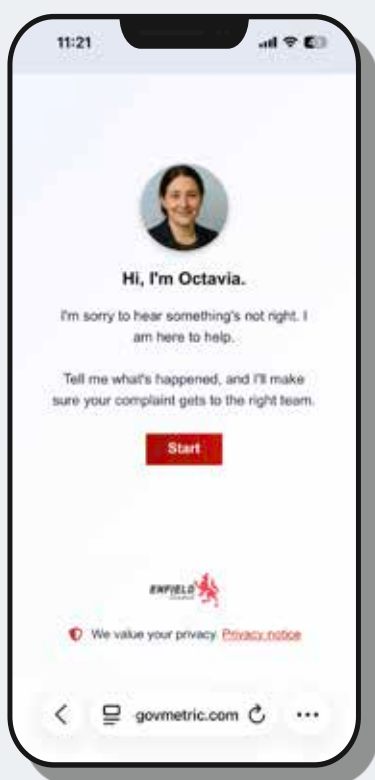
The new system, Octavia, will ask you a series of questions so that we can resolve the issue as quickly as possible. Octavia may give you alternative suggestions to deal with the issue and this will be because it may be a quicker way of getting your issue resolved. You will still be able to continue with a complaint if you feel this is the right option.

After your complaint is recorded, a Complaints Officer will be assigned to it. They will usually contact you by email, unless you ask us to contact you another way. You can reply directly to them, so you know who is dealing with your complaint.

The Housing Ombudsman's Complaint Handling Code says complaints should be easy to make and should help landlords improve their services. Residents can still make a complaint by email or post, although using the website will help us respond more quickly.

Later this year, we will publish our annual complaints report and share it with the Housing Ombudsman. The report will explain how we are performing, what we have learned from complaints, and what we are doing to improve.

The easiest way to make a complaint is online at: **[www.enfield.gov.uk/complaints](http://www.enfield.gov.uk/complaints)**



# KEEPING YOU INFORMED

## *with our council housing eNewsletter*

**AS YOUR LANDLORD WE HAVE A DUTY TO KEEP YOU INFORMED AND UPDATED. IN ADDITION TO RECEIVING HOUSING NEWS, YOU WILL RECEIVE BI-MONTHLY ENEWSLETTERS WHICH CONTAIN IMPORTANT AND USEFUL INFORMATION SO DO OPEN AND READ THESE.**

We can only send you this information if we have your email. If you need to pass on or update your email address, please let us know by emailing us at: **myhome@enfield.gov.uk** and let us know your name, address and email address.

**Did you know that the eNewsletters are also translatable into other languages, which you can select, including Turkish and Somali.**

For more information and to view previous issues of the eNewsletter and also Housing News, visit: **www.enfield.gov.uk/councilhousing**



## 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**





 **Enjoy Enfield**  
LOVE LOCAL, LIVE LOCAL

— this —

# Summer

**6 weeks of fun for the whole family**



[www.enfield.gov.uk/enjoysummer](http://www.enfield.gov.uk/enjoysummer)