

# NEW AVENUE INFORMATION UPDATE

Issue 12

August 2021

## ▲ Project Update

We are delighted that all properties in Phase 1 are now complete and their occupants have now settled into their new homes. The play areas are open and the bridge across the ponded area is finished.

Countryside and HTA Design are working with the Council to deliver the next phases of the development that will see a total of 502 homes - subject to planning.

To mark and celebrate the completion of Phase 1, Cllr Nesil Caliskan, Leader of Enfield Council, was invited to the New Avenue estate by Countryside to see the new homes and meet residents.

Resident Susan Tobin, who has lived on the New Avenue for 39 years, has moved into a new maisonette on the estate. She said: "I am very happy with my new home and very house-proud, it's a 150% improvement on my old place.

"I love everything about it and the surrounding area. The centralised play area has brought everyone together and provided a safe shared space for residents to enjoy."

The Council team will continue to work with residents, including liaising with the estate management company, Chamonix Estates Ltd, to resolve any management issues if they arise going forward.



*Cllr Nesil Caliskan, Leader of Enfield Council, Daniel Layton, Managing Director, Partnerships North London at Countryside and Mike Woolliscroft, Chief Executive, Partnerships South at Countryside.*



*Resident Susan Tobin, who moved into a new home as part of Phase 1, with Cllr Caliskan*

Visit New Avenue at  
[www.enfield.gov.uk/housingrenewal](http://www.enfield.gov.uk/housingrenewal)

## ▲ Tenancy management and parking

The Neighbourhood Officer for the New Avenue estate is Ola Ilesanmi who can be contacted via email: [ola.ilesanmi@enfield.gov.uk](mailto:ola.ilesanmi@enfield.gov.uk) or telephone **020 8132 2546**. The neighbourhood team is responsible for allocating parking bays.

## ▲ General Waste and recycling collections

Each building has a designated bin store where you will find bulk bins and recycling bins, as shown below:



Please ensure you do not fly-tip and your waste is disposed of correctly. The Council offers furniture and electrical collections if you have large or electrical items to be disposed of which cannot be placed in your bulk bins. Please visit [www.enfield.gov.uk/bulkywaste](http://www.enfield.gov.uk/bulkywaste) for further information or to book a collection.

Additionally, please remember to use the recycling bins. If you would like to know your collection day or require help on recycling, please visit [www.enfield.gov.uk/bins](http://www.enfield.gov.uk/bins)

It is crucial residents dispose of household items and general waste correctly. Items that are left in the communal area or outside the bin room without authorisation may result in action being taken against those responsible.



### Let's beat fly tipping together

If you notice any fly tipping, even if it is commercial waste, you can help us by reporting fly tipping problems online at:

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

## ▲ Caretaking

The Communal Services team has a scheduled caretaking service in place for the New Avenue estate. The team is a mobile based operation – attending on a weekly basis. As part of the service offer you should expect all communal areas to be maintained to a standard which includes:

### Internal

- Sweep and mop of all communal entrances, stairwells and landings
- Dust, spray and wipe of all communal handrails, push plates and buttons
- Spot clean of communal glass (including block entrance glass)
- Sweep and mop of lift floors
- Spray and wipe of lift area (including mirror and buttons)
- Bins areas swept and cleared of overspills.

### External

- Carpark areas swept and litter picked up
- Hard standing areas weed and leaf free.

For more information on caretaking services or general enquiries, please contact:

Aaron Waller, Communal Services Manager, on 07929185373 or Nic Sollis 07929185377, Patch Caretaking Manager.

## ▲ Energetik & Switch2

The Council's local energy company, Energetik, continues to welcome and support residents settling into their new homes across the New Avenue estate.



With help from their dedicated customer service provider, Switch2, Energetik will continue to host online Welcome events via Zoom to ensure new residents are fully briefed and understand their new heating system. Different to traditional heating systems, the estate is heated using a network of highly insulated underground pipes, connected to an energy centre. This is a safer and more efficient way of heating homes – with a lower carbon footprint per home and no need for a gas boiler.

If there is anything you still don't understand, please contact Energetik on **0333 241 4551**.

## ▲ Defect Process

Please note all defects need to be reported to Enfield Council via customer services on 020 8379 1000, then select option 4 for Housing. Please do not report any defects or repair issues to Countryside direct as all defects need to be formally logged by Enfield Council in order for repairs to be carried out. If defects are not reported through the correct avenue, then this could result in your warranty becoming void and defects not being actioned accordingly.

## ▲ Community Hall/ Nursery Building

The shell of the community hall is built as required by the planning approval, however, in the short term it will remain closed pending a fit out which will only be done once there are no longer any pandemic issues, designs are agreed and any procurement and implementation of the fit out can take place. As a result, the process will take some time and we will keep you updated along the way.

## ▲ Career Opportunities

Would you like a career in the construction industry? We will be recruiting apprentices for the summer of 2022. There will be bricklaying, carpentry, painting decorating, and plumbing apprentices advertised later in the year for the next new build phase. Please look out for opportunities on the notice boards placed around the site. Apprentice opportunities are open to all residents who are happy to work hard and eager to learn.

Potential candidates need to be:

- 18 or over
  - CSCS tested
  - Resident in the borough
  - Be working towards a Diploma qualification in chosen trade or completed one in the past.
- Candidates with some relevant experience will also be considered.

For more information visit: [www.bconstructive.co.uk](http://www.bconstructive.co.uk) or email Joe Brennan at [joe@jbt-training.co.uk](mailto:joe@jbt-training.co.uk)



## ▲ LFB training exercise at Shepcot House attended by the Mayor of Enfield

Twenty firefighters from four fire stations across London recently visited empty high-rise block Shepcot House.

The firefighters from fire stations in Ealing, Hayes, Chiswick and Willesden visited the block in Cowper Gardens N14 to undertake vital training exercises to help them prepare for future call outs to high-rise fires.

The real-life high-rise training allowed firefighters to practice new procedures; and build on lessons learnt from the Grenfell Tower fire.

Steve West, London Fire Brigade (LFB) Borough Commander for Enfield, invited Cllr Sabri Ozaydin, Mayor of Enfield, to Shepcot House to learn how fire crews would respond to a fire at a block of flats in London.

Cllr Ozaydin said: *"It was an honour to be invited by Steve to see first-hand how fire crews work together to respond to fires in the Capital. I am delighted that the London Fire Brigade was able to use Shepcot House for their firefighters' vital training sessions and I hope that they achieved their goals."*



*Cllr Sabri Ozaydin, Mayor of Enfield, with firefighters from four fire stations.*

## ▲ Planning Application

The planning application to revise the designs for the next phases has been submitted with a Planning Committee determination date yet to be announced, but it is expected in the autumn.

## ▲ Phases 2 and 3

Preparations are underway for the next phases of the project including the installation of utility connections and demolition. Shepcot House is now completely vacant with meter removals about to start and demolition of the next blocks due to start in August 2021.

## ▲ Development of The New Avenue Tenants' and Residents' Association

Do you want to become part of The New Avenue Tenants' and Residents' Association (TRA)?

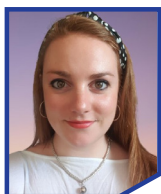
As a member of the TRA, you can have a greater say over tackling some of the issues within your neighbourhood. You will be able to represent your estate when dealing with the Council as well as other bodies, such as the police and your local Councillor.

Forming a TRA will help build stronger bonds in the community and create a better, safer and more peaceful environment for all to enjoy.

If you are interested, then please contact the resident engagement team on [hcrest@enfield.gov.uk](mailto:hcrest@enfield.gov.uk) or contact Jim Dunn via email **Jim.Dunn@enfield.gov.uk** or telephone **020 8132 1014**.

## ▲ IBIS

Works are now focussed on moving onto Phases 2 and 3, and Ibis have been working with the Council and Countryside to finalise the best housing mix for the new planning application. In the meantime, efforts are continuing to work towards vacant possession and securing the site for demolition, in preparation for construction of Phases 2 and 3.



*Mary Hawson, Senior Project Manager*



*Drew Jefferis, Project Director*

## ▲ Statutory Home Loss Payment

From 1st October 2020, the Statutory Home Loss Payment increased by £100 to £6,500. The new total decant compensation is now £9,000 (breakdown as follows):

Statutory home loss £6,500
Disturbance Allowance £2,500
Total £9,000

Visit New Avenue at [www.enfield.gov.uk/housingrenewal](http://www.enfield.gov.uk/housingrenewal)

## ▲ Summer University activities for Enfield youth

Enfield's Summer University returns this year, and it's bigger and better than ever with 160 courses and 2,400 spaces on offer.

Delivered by Enfield Council's Youth Services team and carefully selected partners, all the free courses are designed to raise young people's aspirations, help them learn new skills and in some cases gain nationally recognised qualifications.

The Summer University will for the first time be combined with the Holiday Activities Food Programme (HAF), funded by The Department of Education, which means any young person up to the age of 16 years who receives free school meals will be provided with a nutritious lunch if they participate in any course that lasts for four hours or more in one day.

Registration for the summer programme is now open at <https://youthenfield.taptub.co.uk> for young people aged 11 to 19 years, or up to 25 years for those with a disability. Young people are asked to register first, and they can then select from a number of exciting courses.

## ▲ COVID-19

Restrictions relating to Coronavirus (COVID-19) were relaxed on 19 July. But it's still important to keep up to date with the latest guidance at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Visit [www.enfield.gov.uk/covid19](http://www.enfield.gov.uk/covid19) for information on Enfield Council's response to COVID-19 and help and advice available to residents.

**If you have any questions you would like answered, need further information or if there is anything you would like included in future editions, please do not hesitate to contact: Francis Carolan, Strategic Lead For Resident Relations  
email: [francis.carolan@enfield.gov.uk](mailto:francis.carolan@enfield.gov.uk)  
Tel: 020 8132 0936**

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