

MARCH 2023

HOUSING NEWS



HOME SAFETY ADVICE

GET INVOLVED
IN YOUR COMMUNITY

WHAT'S ON THIS
SPRING

www.enfield.gov.uk/councilhousing

VOTING IN

ENFIELD?

YOU WILL NEED

TO BRING PHOTO ID



Be ready with the correct photo ID to vote at a polling station from the 4 May, if there is a:

- Snap election
- Local by-election
- A referendum

You do not need photo ID if you Vote by Post

YOUR VOTE MATTERS

DON'T LOSE IT



NO ID?

You will need to apply for a Voter Authority Certificate

www.gov.uk/applyforphotoidtovote

email: elections@enfield.gov.uk

or call 020 3821 1813

To check if you have the correct Voter ID go to our website

www.enfield.gov.uk/voter-id

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

We know that the cleanliness, security and safety of housing estates are a priority for our residents. The caretaking service provides estate cleaning to the indoor and outdoor communal areas to housing blocks. You can help us by ensuring walkways, electrical intake cupboards, stairwells and balconies are kept clear of bulky items to prevent serious risks such as fire, slips and trips to those who live in the block. For more on this and details of the free bulky refuse collection service, see page 14.

The Council continues to invest on improving homes as part of the Major Works Programme, for details on some recent works carried out see page 4.

There are a variety of ways you can get involved and make your local area a better place to live, for more information see page 18.

With the weather slowly warming up, why not attend a free active health walk in a park near you, see page 23 for details. Finally, get to know your neighbours by organising a street party to celebrate the King's coronation, small grants are available and details on applying for a street closure are on page 23.



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Housing News is produced by Enfield Council's Communications Team. We thank the Housing News Editorial Board members for their contributions to this newsletter. The content is correct at the time of printing this publication. It is available online at www.enfield.gov.uk

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

MAJOR WORKS PROGRAMME *update*



WE CONTINUE TO MAINTAIN AND IMPROVE HOMES WITH £40M BEING INVESTED IN 2022/23 AND £60M OF PLANNED INVESTMENT IN 2023/24.

This will deliver benefits across the borough including:

- Upgrading building components – e.g. kitchens, bathrooms, windows, roofs and heating systems
- Improving the safety of homes with fire detection, suppression systems and improved fire stopping barriers
- Progressing the Council's programme of energy improvements to support warmer and more energy efficient homes.

Residents will be contacted when works to their home are planned, they will then be able to make choices for some works (e.g. kitchen units, flooring, walls or front door colour).

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

For more information about our major works projects and contact details, visit:

www.enfield.gov.uk/majorworks



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



New block entrance door and entry system at Cambridge Road West



New bathroom and kitchen installed



New fire doors at Brittany House and Channel Islands

ESTATE IMPROVEMENTS AT GARAGE SITES

LAST YEAR, WE COMPLETED IMPROVEMENT WORKS AT THE OSWARD AND NEWDALES ESTATES IN EDMONTON.

The aim of the project was to revamp garage sites, create more parking space and help reduce antisocial behaviour, fly-tipping and inconsiderate parking. This was achieved by:

- Demolition of 24 garages enabling 24 parking bays to be provided. 13 garages were refurbished and all are now let.

- Introduction of Traffic Management Order restrictions, in the form of Double Yellow Lines. The improvement enables our garage licensees to report vehicle obstructions to the Civil Enforcement Team.

We would like to thank the residents of the Osward and Newdales estates for contributing with their feedback and help to bring about these improvements with the Major Works Team.

OSWARD ESTATE – BEFORE AND AFTER



NEWDALES ESTATE – BEFORE AND AFTER



If you identify areas of your estate which requires improvement, please forward your request via email to: Hcrest@enfield.gov.uk – they will forward your request to your Neighbourhood Officer for consideration.

RENT CHANGE CHANGES

THE RENT INCREASE FOR 2023/24 HAS NOW BEEN AGREED AT 7% IN LINE WITH THE GOVERNMENT'S CAP AND COUNCIL TENANTS SHOULD NOW HAVE RECEIVED YOUR RENT NOTIFICATIONS LETTERS.

Engagement with tenants indicates that residents understand the need for rent increases in order to address issues that are important to them.

Enfield is a growth led borough and the delivery of more and better council homes is core to our priorities alongside an ambition to invest in and be proud of our council homes.

Provision of good quality services is also key, with repairs being the most important service to residents. The rent you pay makes a vital contribution towards helping us achieve these goals together. This year alone the Council is investing £60m to ensure we provide safe, sustainable and good quality homes for our residents.



If you receive Universal Credit, you are responsible for notifying the DWP of the rent changes by signing into your Universal Credit account. If you receive Housing Benefit, this has been automatically updated to take into account the new rent charges.

If you're struggling to afford the essentials or need support, please don't suffer in silence – help is available, visit: www.enfield.gov.uk/helpingyou

SHELTERED HOUSING

From April 2023 a charge of £24.68 per week will be introduced for all residents living in Sheltered Housing and will be automatically included in housing benefit and Universal Credit claim. Those tenants who are currently on full Housing Benefit or Universal Credit will continue to have their full housing costs met.

Those living in sheltered housing benefit from a significantly higher staff to resident ratio. Many residents also benefit from on-site offices and communal facilities. Staff are also able to help residents:

- Manage the buildings – ensuring communal areas inside and outside of the buildings are kept safe and clean
- Manage the security of the building.

The Council is committed to helping residents who are struggling to pay their bills and have published a wide range of advice

on the Council's website. This includes guidance and support to help residents pay their bills including Council Tax, claiming benefits, debt management and access help with food, fuel and other essentials, if required.

If you would like further information about this new charge, please contact Anne Cooley, Older Persons Support Manager, anne.cooley@enfield.gov.uk or **020 8132 0942**.



HELPING YOU with the increased **COST OF LIVING**



WE KNOW THIS IS A REALLY DIFFICULT TIME AS MANY OF US ARE FACING RISING LIVING COSTS. IF YOU'RE STRUGGLING TO AFFORD THE ESSENTIALS, OR NEED SUPPORT OF ANY KIND, PLEASE DON'T SUFFER IN SILENCE – HELP IS AVAILABLE.

The Council, the Government and other agencies are offering support to help those most in need during this difficult time. You can visit our dedicated cost of living support page, www.enfield.gov.uk/helpingyou, where you will find information to help you.

If you're struggling to pay your rent our Rent Income Team can offer advice and help arrange a payment plan – email: rent.council.housing@enfield.gov.uk or call **020 8379 1000**, and select option 4.

If you find yourself in financial difficulty, it is important not to panic. The first thing you should do is check you are receiving all the benefits you are

entitled to. You should also apply for Universal Credit at www.gov.uk/how-to-claim-universal-credit or call **0800 144 8444** if your income has been reduced because you are unable to work or are working fewer hours.

The Council's Welfare and Debt Advisory Team is on hand to offer assistance to people in financial difficulty – you can apply for help at www.enfield.gov.uk/financialhardship

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



Food



Debts & Bills



Income



Health & Wellbeing



Energy



Jobs & Skills

APPRENTICESHIPS

APPRENTICESHIPS GIVE YOU FANTASTIC EXPERIENCE IN THE WORKING WORLD AND SHOW EMPLOYERS THAT YOU CAN HIT THE GROUND RUNNING. HANDS-ON TRAINING OFFERS YOU A REAL CHANCE TO PUT YOUR SKILLS INTO PRACTICE AND HELPS YOU GAIN MORE CONFIDENCE IN A WORKING ENVIRONMENT.

**Meet our apprentice:
Lauren Stevens**

Lauren started her apprenticeship journey with a level 2 course in Business Administration. She is now reaching the end of level 3 and recently secured a new permanent role at the Council!



Why did you choose to do an apprenticeship, rather than other routes to achieve your career goals?

I chose an apprenticeship because I wanted to work with Enfield Council and also gain my level 3 qualification in Business Administration.

What does your apprenticeship involve?

During my apprenticeship I've worked in the Climate Action team while going to Southgate College. I have recently been accepted into a permanent position with the Housing Department at the Council as a Housing Officer.

What experience have you gained?

I have gained more experience in my administrations skills, for example using excel spreadsheets and booking/amending meetings on Microsoft Teams.

How has working for Enfield Council helped you with your personal development?

I feel like it's helped me to deal with challenging situations better than I used too. It made me feel more confident in how I present myself to staff and the public.

What has been your biggest achievement so far?

Securing a permanent job in the housing team and knowing I'm getting close to achieving my level 3 Business Administration qualification.

How have you been supported by your colleagues?

My colleagues have been very supportive they have looked over my college work with me and worked out a way I can complete my targets which was very useful.

How does Enfield Council make you feel welcome?

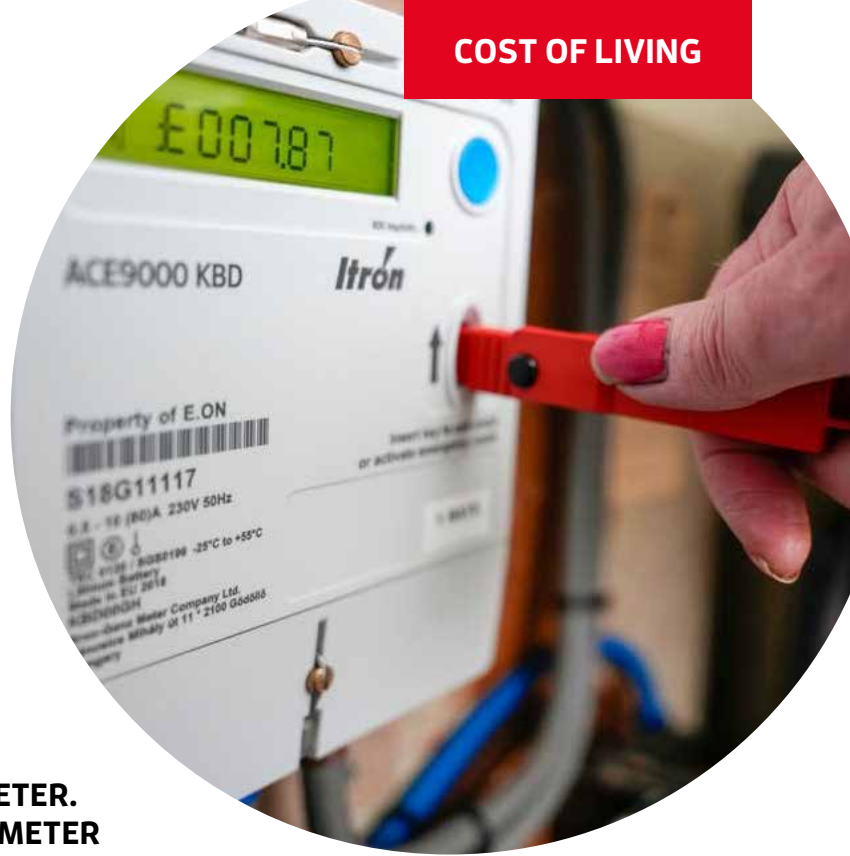
Everyone is very friendly, kind and approachable if you need help with something.

What is your advice for someone who is thinking about applying?

It's definitely worth applying for because not only you gain a qualification, you also have the chance to secure a permanent job and that gives you the chance to progress upwards into management.

You can find lots of advice on how to apply for vacancies and apprenticeships with Enfield Council at: www.enfield.gov.uk/services/jobs-and-careers

Help available to TOP UP YOUR PREPAYMENT METER



YOU CAN GET TEMPORARY CREDIT IF YOU CAN'T AFFORD TO TOP UP YOUR ENERGY METER. YOUR SUPPLIER MIGHT ADD THIS TO YOUR METER AUTOMATICALLY WHEN YOU RUN OUT OF CREDIT, OR YOU MIGHT HAVE TO CONTACT THEM AND ASK.

If you've run out of gas or electricity, your energy supplier should give you temporary credit if you can't top up, for example because you can't afford it or you're having problems topping up.

Your supplier might add the temporary credit to your meter automatically – if they don't, you should ask for it as soon as you can. You can check your supplier's website to find out how to get temporary credit.

You'll have to pay back any extra temporary credit you get. You can agree how to pay it back with your supplier.

For more information, visit:
tinyurl.com/2s46b2ba

SUPPORT FOR RESIDENTS WITH THE COST OF LIVING CRISIS

The Council Housing Service have been supporting residents with the cost of living crisis by helping to distribute low energy products such as microwaves and slow cookers, these items were all funded by the Government's Household Support Fund – £2,847,994 was secured from the Department of Work and Pensions for Enfield residents.

Part of the Fund was used to purchase electrical items and lightbulbs. These products have good energy ratings and will help residents to prepare food more economically and reduce their energy bills.

At a recent event on the Shires estate the following electrical items were given out:

- **35 microwaves**
- **35 slow cookers**
- **35 stew pots**
- **35 toasters**

If you would like one of these devices please contact your First Response Officer or Community Manager.



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 house
- 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

If you live in a council home, please 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.

If you're a private tenant or live in a home managed by a housing association, you should contact your landlord to fix the issue.

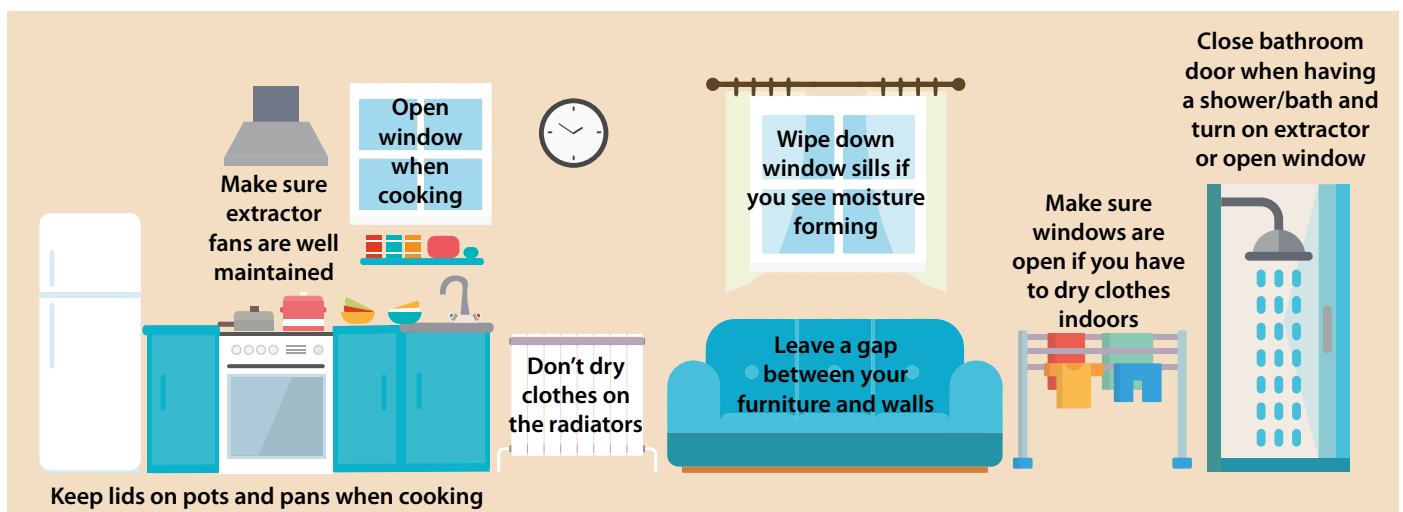
If the landlord does not treat the mould, contact us for advice and assistance via our Private Rented Housing team at: prsh@enfield.gov.uk or call **020 3821 1761**.

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.

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.

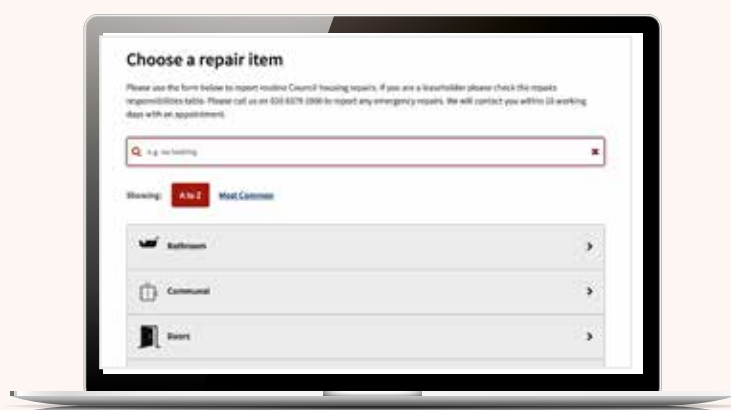


ENFIELD REPAIRS DIRECT *update*



REPORTING REPAIRS ONLINE IS EASIER AND QUICKER.

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



PLEASE SCAN HERE



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

Please continue to report any emergency repairs on **020 8379 1000 (option 4, option 2)**.

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

In the next phase of works once we have completed the integration with our new housing system you will also be able to book and cancel repairs online.

We have seen a steady increase in the number of repairs reported using the webform since it was launched in October 2022.

"It's so much easier to report a repair online rather than on the phone. Normally when I call, I have to wait in the queue, using this method was much quicker and easier with a day response to my repair inquiry. I cannot recommend anything else to improve the service and I would definitely use it again."

Lana Clarke from Langehedge Lane in Edmonton



REPORTING A REPAIR:

Emergency Repairs (such as a boiler breakdown or an electrical power cut) can continue to be reported to us 24 hours a day by calling **020 8379 1000**. We aim to respond within four hours in order to make safe and fully resolve where possible.

Urgent Repairs (for example a containable water leak) can be reported Monday to Friday, 9am to 5pm, by calling **020 8379 1000 and choosing option 4**. We aim to attend within 48 hours.

Routine Repairs (for example a leaking tap) If you need to report a new routine repair, where possible, we would ask you to book this online at: www.enfield.gov.uk/repairs

Alternatively, you can report via the phone Monday to Friday, 9am to 5pm, excluding bank holidays on **020 8379 1000 and choosing option 4**.

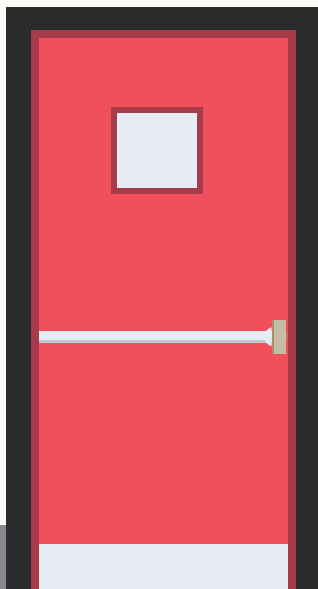
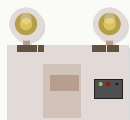
FIRE EVACUATION



THE BUILDING SAFETY ACT 2022, BROUGHT IN AS A RESPONSE TO THE TRAGEDY OF GRENELL, REQUIRES THAT THE FIRE BRIGADE HAS UP TO DATE INFORMATION ABOUT RESIDENTS WHO WILL NEED HELP TO SAFELY EVACUATE IN THE EVENT OF A FIRE.

This information will be stored in a Secure Information Box (SIB), which the fire brigade can open to see which flats require their assistance. These boxes are being installed at all the high rise blocks in the borough.

We need your help to keep this information as up to date as possible, so fire fighters can go to where they are needed most in an emergency. We would like you contact us with information which you think will help you and your family to be evacuated if you can't manage to walk out unaided. You can inform your Neighbourhood Officer, or by contacting us at **building.safety@enfield.gov.uk**. To keep the records up to date, if the person you tell us about no longer needs this help please let us know about that as well.



WHAT KIND OF VULNERABILITIES SHOULD WE TELL THE FIRE BRIGADE ABOUT?

Firefighters need to know if a resident can't escape without assistance so will need to know about mobility, vision or hearing difficulties or if a person needs guidance or reassurance because of cognitive or learning difficulties. If you feel you might need this type of assistance, get in touch as we can provide further information before an assessment is completed so that you are happy before any information is shared. To provide the information about our tenants, we have devised a colour coded indication sheet showing where in the block the firefighters would need to go, with flat numbers showing either red, amber or green. There will be no personal information included.

Remember, the best thing we can all do to keep ourselves safe is to prevent fires happening:

- Check your electrical equipment is in good working order and don't overload power sockets. Buy from a good electrical retailer not an internet marketplace so that you can be sure the item is kitemarked or CE marked to the safety standard. Cheap can mean counterfeit.
- Don't leave cooking, or candles, or incense sticks unattended.
- Dispose of smoking materials carefully and never throw cigarette stubs out of windows or off balconies.
- Don't leave rubbish or combustible items in the communal areas. You can arrange a bulky items collection on our website at: **www.enfield.gov.uk/bulkywaste**
- Make an emergency plan in case of a fire. Find out more at: **www.london-fire.gov.uk**

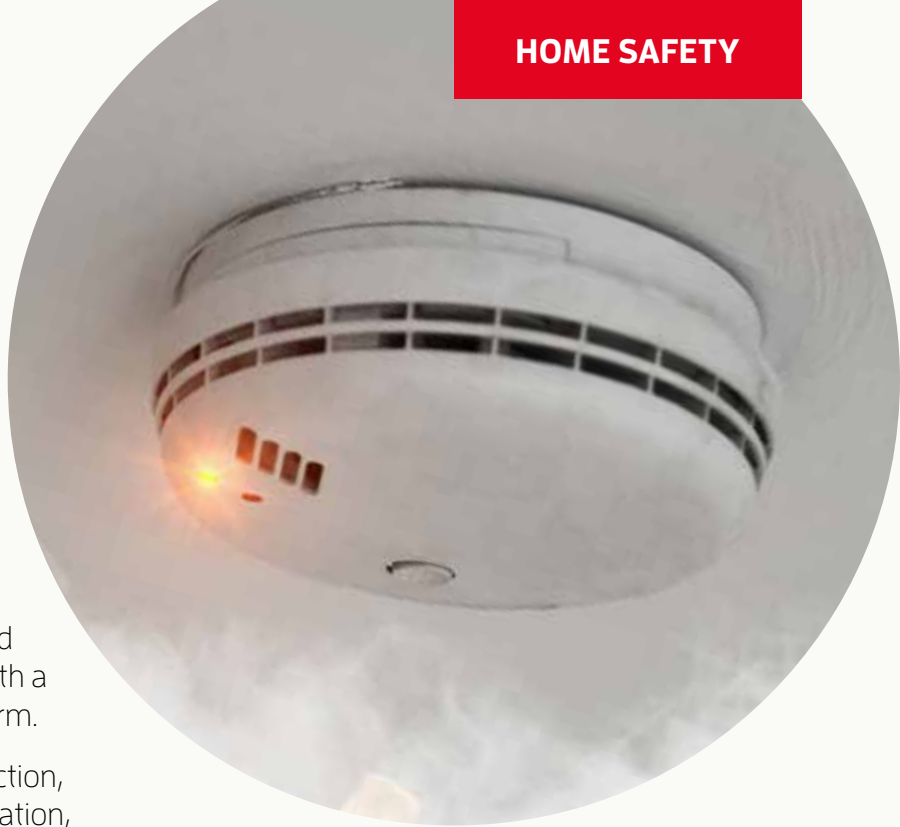
FIRE SAFETY

THERE ARE THINGS YOU CAN DO TO PREVENT FIRES AND KEEP YOUR HOME, NEIGHBOURS' HOMES AND YOUR COMMUNITY SAFE.

All council flats should be fitted with hard wired smoke and heat alarms and all council flats with a gas boiler should have a carbon monoxide alarm.

All homes must now have automatic fire detection, so if you are asked to provide access for installation, you must allow the work to proceed. Having fire detection will give you valuable time to escape in case of fire, especially at night. Make sure your devices are in place, uncovered and working correctly. More information can be found at:

www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit



If your home doesn't have a smoke alarm or carbon monoxide alarm, you think the alarm is broken or it starts to 'beep' (this means the backup battery needs replacing), you should request a repair via our webform at: **www.enfield.gov.uk/repairs**

You should test your alarm weekly by pressing the small button marked 'test'. If working correctly, the alarm will sound for 10 to 20 seconds then stop. Once a month it is also advisable to run a vacuum nozzle over the alarm (if you can reach safely), to remove dust or cobwebs.



KEEPING COMMUNAL AREAS **CLEAN AND TIDY**

WE KNOW THAT THE CLEANLINESS, SECURITY AND SAFETY OF HOUSING ESTATES ARE A PRIORITY FOR OUR RESIDENTS.

The caretaking service provides estate cleaning to the indoor and outdoor communal areas and it is important that walkways, electrical intake cupboards, stairwells and balconies are kept clear of bulky items to prevent serious risks such as fire, slips and trips to those who live in the block.

It's important that residents don't store the following in communal parts of blocks:

- Mobility aids or scooters, unless a designated storage rooms is provided.

- Children's prams, pushchairs or buggies.

- Furniture or fabrics, i.e. bookcases, tables, chairs, armchairs, curtains, or wall hangings.

- Anything made of plastic, i.e. plastic garden furniture, children's toys or DIY materials.

- Recycling and household waste. Recycling boxes/bins are to be stored inside flats and put out on the day of collection or externally to the building. Refuse should be disposed of directly into the bin room/chute or bin outside of the building.

- Petrol vehicles are not to be stored in communal areas.

- Bicycles which should be stored in the home or externally to the building.

This is not a complete list and the Council reserves the right to request immediate removal of any item deemed to pose a risk.





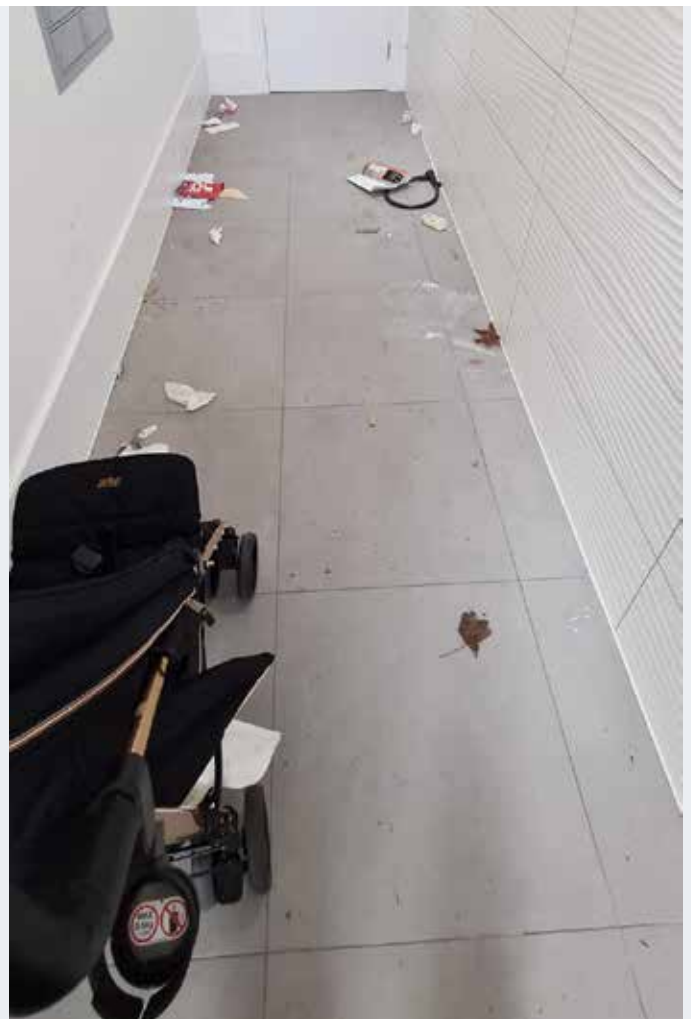
The Council is offering a free bulk refuse collection service (for household items only) for all residents across the borough. For a list of items that are recognised as 'household bulk' and to book a free collection, visit: www.enfield.gov.uk/bulkywaste

You will be provided with a specific date and time to leave your items ready for collection. Items should be left by a visible bin area or safe location opposite the block.

By working together we can ensure your community is kept clean, tidy and safe.

When we find items in communal areas we will:

- Attempt to try and identify the owner and request that they remove the items whilst on site. Should this not be possible we will photograph the items to record their condition and leave a letter advising of the visit and requiring the removal of the item(s) listed. We will also display the letter in a prominent position next to or on the items. The notice will state that the items are to be removed in the next 48 hours. Unless they are removed within the next 48 hours, they will be taken to storage and held for a maximum of one month.
- In the event of the owner being traced we will notify them of the removal and give one month's notice in writing of the date they must collect their property. **An administration fee of £25 will be payable, to recover the items placed in storage.** Items not collected within one month will become the property of the Council and will be disposed of.



Free Bulky Waste Collection Service



Good for Enfield, Good for the Planet

Ground breaking ceremony for **EXTRA CARE HOUSING DEVELOPMENT**

AN INNOVATIVE £30 MILLION EXTRA CARE FACILITY COMMISSIONED BY ENFIELD COUNCIL HAS COME A STEP CLOSER AFTER SENIOR POLITICIANS TOOK PART IN A GROUND BREAKING CEREMONY.

Enfield Council's Cabinet Members for Social Housing, and Health & Social Care Cllr George Savva and Cllr Alev Cazimoglu, visited Reardon Court in Winchmore Hill on 29 November to see for themselves the progress being made to deliver the scheme.

The project will provide up to 70 fully accessible, self-contained, affordable rent council homes, with 24-hour site based care, for older people who wish to live independently, but may require additional support and care to do so.

The Reardon Court development has moved forward after Enfield Council successfully secured £10.5 million of affordable housing grant funding from the Greater London Authority in 2019. Work started on site in March 2022.

The project will feature a range of thoughtfully designed communal facilities, including a hairdressing and treatment room. A number of lounges and activity rooms will sit at the heart of the scheme, to encourage residents to meet regularly and promote social inclusion and community engagement.

Healthy, active and sustainable living will be encouraged through the provision of accessible sensory gardens and an allotment space.

The new Extra Care Scheme is expected to open its doors to tenants in 2024.

To find out more about this scheme and receive information on eligibility and referrals as information is released, please email ReardonCourt@enfield.gov.uk or telephone the Council's Sheltered Housing Team on **020 8132 0942**.



Award winning **HOUSING SCHEME**

AN AWARD WINNING HOUSING SCHEME IN BUSH HILL PARK PROVIDES A VARIETY OF MUCH-NEEDED HOUSING FOR LOCAL RESIDENTS HAS BEEN COMPLETED.

Construction has finished on the 50 new homes developed by Enfield Council on the Bury Street West site, which was visited on 13 February by Enfield Council's Leader, Cllr Nesil Caliskan along with the Cabinet Member for Social Housing, Cllr George Savva.

The new homes are a mix of 2, 3 or 4 bedroom houses with good sized gardens and individual car park spaces with electric charging points. Twenty-five of the 50 homes will be available at London Affordable Rent Levels, with the remaining 25 sold at market value. The site is situated within an area of green space with wetland nature reserve, a park and a bowls club nearby.

Registration is open, with Enfield residents prioritised during the initial sales period.

Residents can register with the sales agent online at Bury Street West – SiteSales, visit: site-sales.co.uk/development/bury-street-west

The scheme, which won the Inside Housing Development Awards 2022 award for Best Development in the rural/suburban category, was designed by architects Karakusevic Carson and built by Hill Partnerships Ltd. Work began on site in March 2020 and the first homes were completed in December 2022.

In addition to the housing, Enfield Council's Environment team is delivering a wildlife meadow, which some of the homes will overlook. Located at the south of the site, next to Salmon's Brook and the wetland, it will be a large natural seeded meadow with native plants. Within the meadow will be areas of natural play for children. As part of the project the bridge over Salmon's Brook will be repaired and reopened.



Play an important role in **YOUR LOCAL COMMUNITY**

THERE ARE A VARIETY OF WAYS YOU CAN GET INVOLVED AND MAKE YOUR LOCAL AREA A BETTER PLACE TO LIVE.

LEASEHOLDERS' FORUM

The Leaseholders' Forum takes place once every quarter and is a meeting for Council Leaseholders to be informed of any changes that may affect them directly. These meetings take place virtually.

If you would like more details of the Leaseholders' Forum, please contact your Resident Engagement Team on engagement@enfield.gov.uk



CUSTOMER VOICE

The Customer Voice meets monthly, through online and face-to-face meetings with managers, heads of departments and other Council officers. The meetings are to talk about current performance, policies and anything that may be coming soon that could affect your housing service.

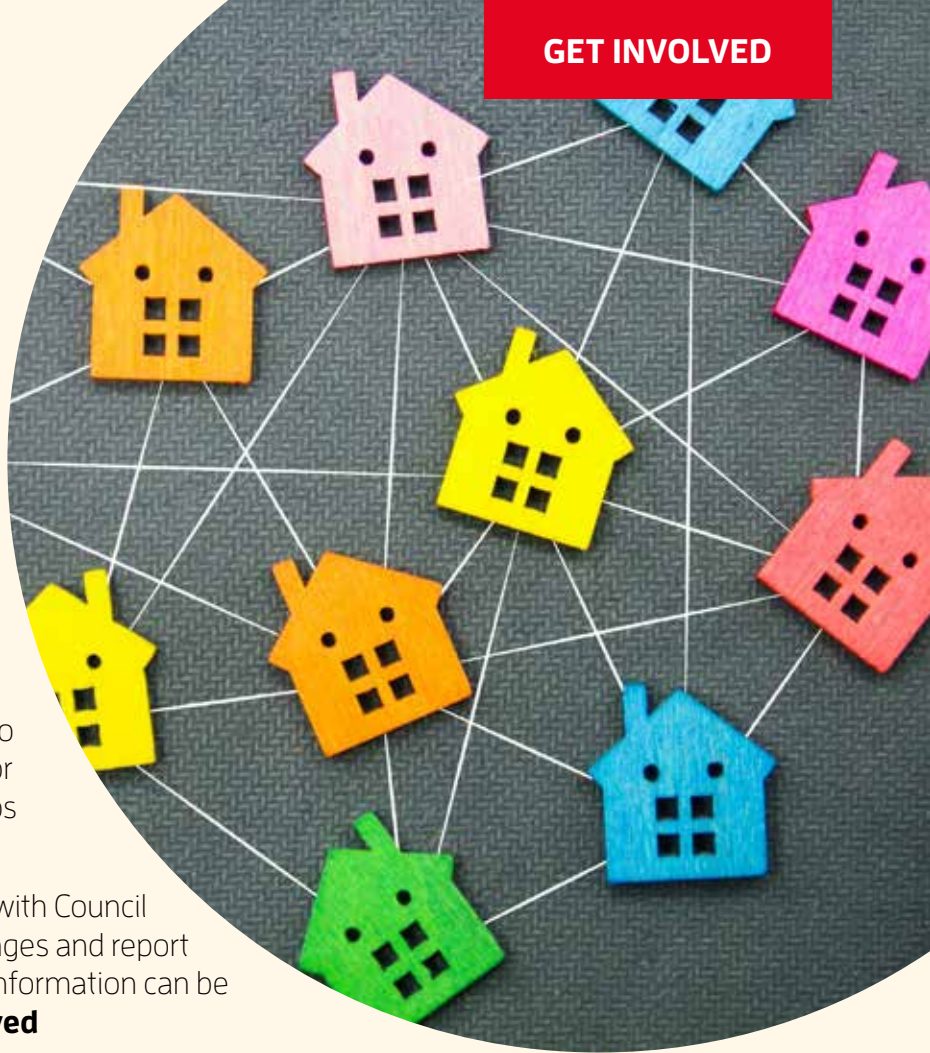
If you would like more details of the Customer Voice, please contact your Resident Engagement Officer, Maria Bird, on engagement@enfield.gov.uk



TENANT AND RESIDENT ASSOCIATIONS

A Tenants and Residents Association (TRA) can be formed by residents living on each estate who come together to make their area a better place to live in. A TRA gives residents more say in how their estate is run and allows them to work with the Council to find solutions to problems affecting their area. A TRA can also be a way to organise events and activities for all residents to enjoy. Constituted TRA groups receive a £300 grant each year.

These associations meet four times a year with Council officers to talk about issues, upcoming changes and report any incidents that impact the estate. More information can be found at: www.enfield.gov.uk/getinvolved



ESTATE WALKABOUTS

Estate walkabouts give you a chance to meet the housing officers and caretaking managers who are responsible for your estate. The officers are there to address your concerns. View the schedule at: www.enfield.gov.uk/getinvolved



'FRIENDS OF' GROUPS

Friends of groups (formally known as focus groups) give residents a chance to meet with their Officers where there is no TRA Group set up. The meetings are a chance to meet with Council officers as well as your fellow residents. These meetings can be arranged every six months. The meetings will talk about issues on the estate, upcoming changes and report any incidents that impact the estate. More information can be found at: www.enfield.gov.uk/getinvolved

LEASEHOLDERS' FORUM UPDATE

The last Leaseholders' Forum was held on 14 March and was attended online by 10 residents. Senior managers from the Council's Home Ownership Service (Enam Hussain) gave a presentation on Lease Extensions and the Council's Communal Services Team (Aaron Waller) provided an update on the caretaking service and an introduction to the HouseMark app and invited to residents to join the Resident Engagement feature. The next Leaseholders' Forum meeting will be held on 19 June.



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



THE HOUSING REGULATOR AND TENANT SATISFACTION

THE REGULATOR OF SOCIAL HOUSING IS CREATING A NEW SYSTEM FOR ASSESSING HOW WELL SOCIAL HOUSING LANDLORDS IN ENGLAND ARE DOING AT PROVIDING GOOD QUALITY HOMES AND SERVICES.

In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures that social housing landlords must report on from 2024. Tenants will be able to use these measures to understand how well landlords are doing.

We undertook a satisfaction survey at the end of last year to provide an overview of our tenant perception results ahead of the 2023/24 survey.

The areas of highest satisfaction with our service included providing a home that is safe, our overall

repairs service and time taken to complete the most recent repair. Areas which residents highlighted as needing improvement included complaints and handling antisocial behaviour.

Staff are focussing on ways to improve the service including a review of how we manage complaints with the Customer Voice, our resident engagement panel, to co-design steps to drive up satisfaction.

Following feedback from the Customer Voice on how the Council can improve satisfaction with how the Council makes a positive contribution to neighbourhoods we've made the decision to increase the Estate Improvement budget to £300k per year and rename the budget the Customer Voice Improvement Fund.



HOUSING OMBUDSMAN COMPLAINT HANDLING CODE



THE HOUSING OMBUDSMAN CONTINUES TO UPDATE ITS COMPLAINT HANDLING CODE, A CODE DESIGNED TO HELP LANDLORDS DEAL WITH COMPLAINTS QUICKLY AND EFFICIENTLY.

If you are unhappy with something we have done or failed to do, we will listen to your concerns and investigate them fully to decide whether your complaint has been upheld (meaning we accept we are at fault) or partially upheld (meaning we accept we are partially at fault). When we are at fault, we will try to put things right as soon as possible.

The easiest way to make a complaint is online at: www.enfield.gov.uk/tellus

You can also write to us at:

**Place Complaints
London Borough of Enfield
Silver Street
Enfield
EN1 3XA**

Or call us on **020 8379 1000** between 9am and 5pm Monday to Friday.

If you are still unhappy after your complaint has been considered under the Council's complaints procedure you can then escalate this to the Housing Ombudsman to review.

The Housing Ombudsman will investigate your complaint fairly and impartially.

You can contact the Housing Ombudsman by:

- emailing info@housing-ombudsman.org.uk
- using their online complaint form at: www.housing-ombudsman.org.uk/residents/make-a-complaint
- calling on **0300 III 3000** (9.15am to 5.15pm, Monday to Friday).

Stage One

We will acknowledge your complaint within five working days. An officer from the relevant service will then be allocated the case to investigate where we aim to respond within 10 working days.

Final stage

If you are not satisfied with the initial response, you may request a further review of your complaint. This will be conducted by a senior member of the service. We aim to respond to this stage within 20 working days.

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



WHAT'S ON THIS SPRING

COSY COMEDY CLUB at Dugdale Arts Centre (DAC)

Cuddle up with a classic comedy at the DAC. From Casablanca to Some Like it Hot, we've got a specially curated selection of reliable romances and comforting comedies.

Perfect for mates, dates and solo self-care, snuggle up every Sunday at DAC.

Tickets just £6 each and includes free hot drink (tea, coffee or hot chocolate) and bag of popcorn.

To book, visit: www.dugdaleartscentre.co.uk/whats-on/cosy-comedy-club-at-dac



ACTIVE ENFIELD FREE WEEKLY WALKS

Tuesday at Jubilee Park

9.30am-10.30am

Meeting point: Outside the club house in the park

Wednesday at Broomfield Park

10.45am -11.45am

Meeting point: By the café next to tennis courts

Thursday at Enfield Town Park

2pm-3pm

Meeting point: Entrance gate at the bottom on Cecil Road

No booking necessary, please just turn up and introduce yourself to the Walk Leader.



PARTY TIME FOR THE CORONATION

His Majesty the King will be crowned on Saturday 6 May, and everyone in Enfield is being invited to join in the once-in-a-lifetime three-day celebration. You are more than welcome to organise a street party on Sunday 7 May. The closing date for applications for street closures and to apply for a small grant is 6 April. If parties are not your thing, there will be a 'Big Help Out' event on Monday 8 May that will encourage you to try volunteering, by getting involved with Enfield voluntary and community groups. For more details, visit: www.enfield.gov.uk/coronation



“ have you signed up ”

Enfield Council
has a series of 14
e-newsletters covering
a range of topics that
will provide residents
with more easily
accessible Council news
and service updates

58,000 people have
already signed up,
make sure you're
one of them

www.enfield.gov.uk/enewsletters