

Ladderswood Estate Residents' Meeting –

9th September 2026

First AGM - Agenda

- 1. Introductions and apologies**
- 2. Election of Committee Members**
- 3. Housing Management**
- 4. Caretaking Services**
- 5. Repairs Services**
- 6. Enfield Safer Neighbourhood Teams**
- 7. A.O.B.**

Meeting minutes:	Ladderswood Estate Residents' Meeting				
Date:	3rd June 2026	Time:	6pm to 8pm	Held at:	Edmonton Hub
No. of Residents Present:	35				
Officers Present:	Jany Badoye (JB) - Resident Liaison & Engagement Officer, minute-taker Dan Prabhakar – Repairs Supervisor Richard Somers – Community Manager				

Item No	Details	Action
1	Welcome and Introductions	
1.1	Jany and Richard introduced themselves and outlined their respective roles within Resident Engagement and Estate Management.	
1.2	Overview provided on how teams support residents, including tenancy management, repairs coordination, and addressing estate issues such as anti-social behaviour and cleanliness.	
2a	Housing Management	
2a.1	Explanation of roles and responsibilities: - Resident Engagement supports communication and resident associations. - Community Manager oversees tenancy, compliance, and estate coordination.	
2a.2	Estate development updates discussed: - Further development works ongoing. - Residents to raise concerns with councillors and MPs. - Development Manager (Marla) to be invited to future meetings.	
2b	Issues raised	

2b.1	Residents advised reporting incidents for investigation and follow-up via the ASB team and CCTV.	
2b.2	Parking challenges raised: - Lack of permit access for some residents. - Development-related constraints and land ownership complexities highlighted. - Resident asked if parking bays could be assigned to the 3 blocks on Upper Park Road.	Jany/Noel
2b.3	Fire safety concerns (cigarette disposal) highlighted.	
2b.4	Security & Access - Reports of unauthorised access via door entry systems. - Residents advised not to allow entry to unknown individuals. - Can Roving Patrol have a visit onsite around early hours of morning?	Aaron
2b.5	Squatters have been observed entering unused and boarded blocks.	
3a	Caretaking & Waste Services	
3a.1	Caretaking arrangements clarified: - Enfield Council provides internal cleaning (remote caretaker model). - Riverside responsible for external areas and grass cutting.	
3a.2	Fly tipping and waste issues discussed: - Residents encouraged to report incidents directly for quicker response. - Bulk item collection available from Enfield Council for free, and now including electrical waste collection service available via North London Waste	
3a.3	Residents requested physical noticeboards.	
3b	Concerns raised	
3b.1	Cleaning frequency and caretaker visibility. Residents are suggesting a caretaker twice a week.	
3b.2	Pigeons mess.	
3b.3	Misuse of bins and lack of clarity on recycling processes to be reviewed.	
3b.4	Graffiti between floor 1 and 2 at Gatting Court.	
3b.5	Only one recycling bin for Gatting Court	
3b.6	Not all bins are being emptied.	
3b.7	Rubbish accumulating at the back of Hollick Court	
3b.8	If a bag falls from the paladin bins during emptying, it is not being collected by the refuse team.	
3b.9	Brown bin to be removed as residents are not aware of its purpose and it is being misused.	
3b.10	Bollards not put back after bins have been emptied.	
4	Repairs Services	
4.1	Repairs and defects process explained: - Defects period in place until March 2027. - Mullaney is responsible for defect-related works during this period.	
4.2	Clarification of responsibilities: Tenants responsible for minor issues (e.g. light bulbs).	

	Faults with correct installations escalated as defects.	
4.3	Escalation procedures: Residents were encouraged to report via official channels and to inform Richard as well for tracking purposes.	
4.4	Modifications: Residents were advised that alterations during defects period may invalidate warranties.	
4.5	A resident reported that the first-floor lift at Hollick Court only works if the door is pushed shut and asked for it to be checked.	
5	Any Other Business (AOB)	
5.1	Utilities & Services - Issues with Thames Water account registration and billing raised. - Guidance provided on accessing asset reference numbers and support offered from officers. - Concerns about hot water delays and Energetik system discussed. Further investigation is required.	
5.2	Emergency repairs and lift breakdown procedures clarified.	
5.3	Resident Association (TRA) - Process for forming a Tenants and Residents Association explained; required roles: Chair, Vice Chair, Secretary, Treasurer. - Importance of resident participation emphasised.	
5.4	Agreement to proceed with formal TRA structure at the next AGM Meeting which will be confirmed.	
5.5	Cars gathering at the back of Hollick Court are causing noise and antisocial behaviour and may be contributing to the rubbish.	
5.6	Residents asked whether the back windows could be cleaned and said they would be willing to pay for the service.	
6	Date of next meeting	
6.1	9 th September 2026 – 6pm	