

SPECIAL EDITION - SEPTEMBER 2024

HOUSING NEWS

MESSAGE FROM YOUR CABINET MEMBER FOR HOUSING, CLLR AYTEN GUZEL



AS YOUR NEW CABINET MEMBER FOR HOUSING, I HAVE SEEN THE HARD WORK BEING DONE TO MAKE YOUR HOMES AND NEIGHBOURHOODS BETTER PLACES TO LIVE.

It ranges from bold new antisocial behaviour initiatives, to enhanced estate cleaning and maintenance; and a £48 million programme to refurbish and improve your homes. This special edition newsletter provides more details.

A number of these positive initiatives were made possible because you shared your views with us.

So please get involved and have your say. Our new online Enfield 500 resident forum makes it easy to do. See page 7 for details.

There are government standards to ensure you have a safe, secure, and well-maintained home - and a good landlord service.

Tenant Satisfaction Measures are used to assess how councils are performing against these standards. A number of you will be contacted soon by BMG Research and invited to give your views.

For more information on Enfield Council Housing Performance and the Tenant Satisfaction Measures, visit: www.enfield.gov.uk/council-housing-performance

Thank you for your co-operation.



www.enfield.gov.uk/councilhousing

IMPROVING YOUR **NEIGHBOURHOODS AND ESTATES**

NEW DEDICATED COUNCIL ANTISOCIAL BEHAVIOUR (ASB) TEAM

The team has been created to tackle serious and lower level ASB by council tenants and visitors to our estates. It tackles ASB ranging from drug dealing and threats of violence; to neighbour disputes and noise nuisance.

The ASB team is looking to help our communities and neighbourhoods be better places to enjoy and live in.

93%

A total of 93% (of residents who completed a recent survey) felt supported and were confident their ASB concerns were heard.

HOW TO REPORT ASB

For more information on how to report ASB, visit: www.enfield.gov.uk/report-asb



For more information scan the QR code.

MOBILE OUT OF HOURS SERVICE

To further tackle ASB, and to aid the police, a new pilot community-based enforcement mobile security patrol will be introduced across the Council's housing estates.

The pilot will include neighbourhood patrols with activities such as enforcement, community engagement and mediation. The main objective is to make residents feel more secure and supported, to deter offenders, and to improve the quality of life on our estates.

Please use the QR code to report any issues on your estate.



WEEK OF ACTION AT EDMONTON AND JOYCE & SNELL'S ESTATE – OPERATION PISCES

This was carried out in partnership with the local police from 29 July. More than 140 arrests were made across the areas. The majority of those detained were adults who did not live in the area.



Private Sector Housing Officers visited 28 properties that were believed to be let – at least 12 did not have the required licences.



Food Safety Officers carried out 17 food hygiene inspections which resulted in removal of illegal meat products and seven formal hygiene improvement notices being issued.

JOYCE AND SNELL'S



Eight arrests were made comprising street sex work, sexual assault and drug dealing offences.



Parking enforcement issued 10 Penalty Charge Notices and removed one vehicle.



Overgrown hedges were cut to increase visibility.



There was additional refuse collection and estate cleaning.

ENSURING YOUR HOME IS SAFE

WE PRIORITISE BUILDING SAFETY AND ARE COMMITTED TO MAKING SURE OUR BUILDINGS ARE FIRE SAFE AND STRUCTURALLY SOUND.

The total estimated cost of fire safety remediation from 2021 to August 2024 is circa £65.9m.

We ensured your homes are safe by carrying out the following risk assessments on council owned homes during 2023/24.

Works completed on high rise blocks as part of our building safety programme include:

- New communal fire doors
- Enhancements to the fire-resistance of walls, ceilings and floors
- Upgraded smoke and fire alarms
- Upgraded emergency lighting



Over the coming years there is an estimated further investment of circa. £13m (2025-2029)

IMPROVING YOUR HOMES AND

DECENT HOMES

84.46% of homes are now reported as decent, this is up by 15.43% (2022/23)

During April 2023 to March 2024, we made the below improvements having invested £47.9 million in refurbishing our homes, with decency, building safety and energy efficiency works.



1697 heating upgrades



1455 doors replaced



472 roofs replaced



356 kitchens replaced



331 bathrooms replaced



217 electrical systems rewiring

ND ESTATE



90%

We are aiming to reach 90% decent homes during 2024-25 through more planned works by investing a further £48.1 million.

Additionally, **267** homes are currently receiving whole house retrofits to reach carbon neutral status.

WELL MAINTAINED ESTATES

Housemark is the inspection application used to assess the appearance of your estate. This includes Cleanliness (24 different standards) and Grounds Maintenance (4 different standards) across the communal areas.

Each standard inspected is graded - Gold (Very Good), Silver (Good), Bronze (Bad) & Unclassified (Very Bad)

86%

86% of estate inspections completed, 11% above target

87%

87% of standards inspected were graded Gold or Silver

NEW ENHANCED MAINTENANCE SERVICE

We have invested in a new proactive service to improve the look and condition of our estates.



The team has already made a difference. Please let us know your views by using the QR code to access our feedback form.



REPAIRS RESPONSES



WE ARE COMMITTED TO PROVIDING A RESPONSIVE, VALUE-FOR-MONEY REPAIRS SERVICE, DELIVERED MOSTLY BY THE COUNCIL'S IN-HOUSE TEAM 'ENFIELD REPAIRS DIRECT' AND ARE PERFORMING BETTER THAN THE MAJORITY OF OTHER LONDON BOROUGHES.

Between April 2023 and March 2024:

- 85.24% repairs fixed first time
 - 67% calls to the repairs service answered
- Since April to June 2024 there has been an increase in calls answered – now 80%
- 90.1% non-emergency repairs completed within timescale
 - 81.2% emergency repairs completed within timescale

To make it easier for you to report a repair by phone, if you cannot get through to us because we have a high volume of calls, you can now select an option for us to call you back.

Appointment letters are sent to confirm appointments.

We are creating a specialist damp and mould team to make sure we resolve damp and mould issues as quickly as possible.

We have consulted with Customer Voice about updating the repairs policy to make sure it focuses on the things that matter most to you.

The quickest way to report repairs online is using our webform at: www.enfield.gov.uk/repairs or scan the QR code.



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

COMPLAINTS RESPONSES

Between April 2023 and March 2024:

- 560 complaints received from tenants, 70.4% were given a timely response
- Stage 1 complaints, 69.8% responded to within timescale
- Stage 2 complaints, 73.1% responded to within timescale

In 2023-2024 we received almost twice as many complaints as the year prior, responding to an additional 300 complaints on time. The overall increase comes from new requirements set out by the Housing Ombudsman on how complaints must be recorded, ensuring a transparent service with our residents.

We are committed to improving these response times even further. To achieve this, we have launched a dedicated Housing Complaints & Resolution team. This new team has already made a

positive impact, with timely responses to complaints reaching nearly 90% in the first quarter of the new financial year. The team is devoted to supporting the complaints process and ensuring residents are kept informed about the status of their complaints.

We value your feedback and will do our best to address your concerns. If you have already contacted the Council and wish to report dissatisfaction with the service received, we will carry out a thorough investigation as part of our complaints process.

The easiest way to make a complaint is online at:

www.enfield.gov.uk/tellus



HOW TO GET INVOLVED AND **HAVE YOUR SAY**

DO YOU HAVE IDEAS ABOUT HOW OUR HOUSING SERVICE COULD CHANGE AND IMPROVE?

Join one of our resident groups and get involved in decisions about your home and neighbourhood.

No matter how much time you can spare, there is an opportunity for you have your voice heard.



CUSTOMER VOICE

- It is the main representative body for tenants and leaseholders
- Meetings take place monthly via online and face-to-face meetings with managers, heads of departments and other council officers
- Items covered include current performance, policies and anything that may affect your housing service.

ENFIELD 500

- A new online residents' advisory and consultation group
- You'll get an email every month inviting you to comment on a specific topic
- Membership is flexible – participate as much or as little as you want.
- For more information and to join the Enfield 500 scan the QR code.



TENANTS AND RESIDENTS ASSOCIATIONS (TRAs)

- TRAs are groups of residents who volunteer to represent the views and interests of everyone living on their estate.

For more information on other ways you can get involved and to join one of the forums above visit: www.enfield.gov.uk/get-involved or email the Engagement team via engagement@enfield.gov.uk



YOUR INVITATION TO BECOME A RESIDENT ESTATE STANDARD CHAMPION and help us keep your estate clean and tidy.

How? Report any issues relating to caretaking; rubbish and recycling; fly tipping; and grounds maintenance to us. All you have to do is fill out an inspection form using a smart phone app. Training and support will be provided. Interested? Scan the QR code for more information.



KEEPING YOU INFORMED

DIGITAL NOTICEBOARDS

- Installed in 49 high rise blocks
- Provide up-to-date information about the Council, health and wellbeing, community activities and more.



E-NEWSLETTERS DIRECTLY EMAILED TO YOU

As your landlord we have a duty to keep you informed and updated.

You will receive regular newsletters which contain important and useful information, information. Please do open and read these.

We can only send you this information if we have your email.



- SMS / Text message – you will occasionally receive a text. This is normally to let you know about any urgent updates e.g out of service lift, etc
- If you need to update contact details (for example an email, or phone number) please email tenancy.council.housing@enfield.gov.uk

Remember to include your address and what information needs changing.

HOUSING NEWS

You currently receive printed newsletters.

We want to ensure that we spend budgets where they are most needed and we are trying to save paper and become more sustainable.

We will be using digital channels more frequently but we have still kept the printed newsletter as we know that not everyone has an email or access to the internet.



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