

NOVEMBER 2024

HOUSING NEWS



MOBILE **SECURITY**
PATROL

JOIN **ENFIELD 500**

IMPROVING YOUR
ESTATES

www.enfield.gov.uk/councilhousing

JOIN THE ENFIELD 500 AND HAVE YOUR VOICE HEARD

We are recruiting 500 residents to help us improve our service

- The Enfield 500 is an online only group
- You'll get an email every month inviting you to comment on a topic
- Membership is flexible - participate as much or as little as you want



Scan the QR code
for more information
or visit

www.enfield.gov.uk/Enfield500

Message from your Cabinet Member for Housing, Cllr Ayten Guzel

Welcome to another edition of Housing News. Read about how we are continuing to deliver improvements to your homes as part of the major works programme on page 10.

Following resident consultation, some proposals received for estate service maintenance improvements works have been carried at Barrowfield Close and Elsing Road. Read about what we've done and how you can submit a proposal on page 8.

Page 4 tells you about recent successful antisocial behaviour initiatives we have carried out with the Metropolitan Police Service as part of Operation Pisces, a comprehensive programme to tackle organised crime and antisocial behaviour in Edmonton. The Council is also piloting a mobile security patrol service on The Avenues Estate, read more on page 5.

We are continuing to recruit residents to our new online Enfield 500 resident forum. Membership is flexible and you can participate as much as you want. For details on how you can join see page 2.

We have made some recommendations about how social housing in Enfield will be allocated in the future. For details on how you can have your say on the proposed changes, see page 13.

We are now sending you the council housing eNewsletter every couple of months directly by email. It contains important and useful information on your housing management services, do make sure we have your email address, see page 21.

Finally, it's coming up to Christmas and we have included some safety tips (page 13) and service updates (pages 14 and 23).

Until next time, wishing you all a Merry Christmas and Happy New Year.



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Housing News is produced by Enfield Council's Communications Team. We thank the Customer Voice group 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/councilhousing

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

Enfield Council and Metropolitan Police in **ESTATE CLEAN UP SUCCESS**

ENFIELD COUNCIL AND THE METROPOLITAN POLICE SERVICE JOINED FORCES IN A COMPREHENSIVE PROGRAMME TO TACKLE ORGANISED CRIME AND ANTISOCIAL BEHAVIOUR IN EDMONTON.

Drug dealing, soliciting, theft, robbery, burglary and antisocial behaviour were tackled head on in a joint offensive, following complaints from concerned residents and businesses in and around the Joyce and Snell's Park estates.

The Metropolitan Police's Operation Pisces took place on Friday 27 September and was supported by Council officers from across a wide range of services including licensing, housing, parking enforcement and street cleansing.

There were a number of positive outcomes that evening, with officers working together to help reduce crime.

One significant success as a result of the joint operation was when an elderly person was saved from a 'cuckooed home'. Cuckooing is when criminals take over the home of a vulnerable person to establish a base for illegal activities such as drug dealing.

A police officer saw two males acting suspiciously outside a vulnerable resident's property. Police searched the suspects and discovered the resident

was being cuckooed. One man was arrested for obstruction and a drug addict wanted for burglary, was arrested at the address of the cuckooed resident.

The vulnerable resident's property was secured, and he was visited by professional adult social care carers and an alternative residence is being considered.

Elsewhere, nine Penalty Charge Notices (PCN) were posted on vehicles parked in restricted areas and on the footway of the estate.

A further five people were issued with Community Protection Warnings and three weapons including two knives were found and seized by police.

The Council's street cleansing team swept both the road and pavements and removed several bags of dumped rubbish.

Operation Pisces also identified unregulated and unsafe private residential accommodation and over a dozen licensed and gambling establishments were visited.

The most positive outcome of the operation was the support shown by residents and local businesses, demonstrating a shared commitment to make a real difference in the area.

Residents are advised to report antisocial behaviour to the council and police.



HOTSPOT SECURITY PATROLS

underway in housing pilot scheme



COUNCIL HOUSING PATROLS ARE TAKING PLACE ACROSS NINE ESTATES IN ENFIELD TO HELP REDUCE CRIME AND DISORDER AND IMPROVE COMMUNITY SAFETY.

The pilot scheme is spearheaded by Enfield Council and includes a security team of four security operatives who will patrol in pairs on rotation and two security dogs.

While they do not replace the important role that police officers perform, they are trained in defusing problematic situations, mediation and community engagement.





They will liaise closely with the Council's housing team as well as local police officers, to ensure Enfield's estates are safe and peaceful places to live.

Enfield Council's Cabinet Member for Housing, Cllr Ayten Guzel, patrolled with two members of the security team and their dog on The Avenues Estate, EN1. Cllr Guzel commented: "I have been speaking to tenants across our estates and in a short space of time, the reaction to this scheme has been overwhelmingly positive. Residents have told us that they find it reassuring to see security operatives patrolling during the darker hours.

"Everyone has the right to live in a safe and secure environment and we are looking at proactive ways in which we can improve the lives of our residents. The main objective of the pilot is to make residents feel more secure and supported and to deter offenders. However, this isn't just about enforcement. It's also about looking at ways we can improve everyone's quality of life on our estates."

REPORT      

ANTISOCIAL BEHAVIOUR

 For more information and to report asb scan the QR code or visit www.enfield.gov.uk/report-asb
 Call 999 if you or someone else is in immediate danger



DOMESTIC ABUSE HELP AND SUPPORT

Are you experiencing violence in the home?

Or are you being controlled by a partner, ex-partner or family member?

Call freephone

0800 923 9009

Monday to Friday, 9am to 5pm

In an emergency
always call 999



Scan the QR code
for more information
or visit

www.enfield.gov.uk/dv

Council Housing **TACKLES ABANDONED VEHICLES** *across the borough*

COUNCIL HOUSING'S PLACE OPERATIONS TEAMS ARE MAKING SIGNIFICANT PROGRESS IN ADDRESSING THE ISSUE OF ABANDONED VEHICLES ON ESTATES THROUGHOUT THE BOROUGH. A RECENT INITIATIVE AT THE FOLKSTONE ROAD ESTATE SAW THE REMOVAL OF SUCH VEHICLES, WITH THE SUPPORT OF RESIDENT VEHICLE OWNERS.

In collaboration with vehicle removal contractor REDCORN, the Council successfully removed approximately 10 vehicles of 20 identified as

abandoned, untaxed, or lacking a valid MOT. This operation was greatly facilitated by the introduction of a QR code system, which allows residents to report vehicles of concern easily.

Residents are encouraged to continue using the QR code to report any abandoned cars, motorcycles, commercial vehicle or trailers on their estates, to ensure the community remains clean and safe.



SCAN ME



Disposal of **GARAGE SITES**

TO ENSURE THE COUNCIL IS UTILISING ITS ASSETS IN AN EFFECTIVE MANNER, WE HAVE UNDERTAKEN A SERIES OF DISPOSALS OF SITES THAT ARE NO LONGER REQUIRED FOR OPERATIONAL USE.

We identify sites that may also have become an area of fly-tipping/antisocial behaviour or a maintenance liability. We consult with local residents with our proposed disposal sites and always aim to achieve the best value when sites are sold.

This financial year (2024-2025) we have achieved a disposal income to the Housing Revenue Account of £2m which is reinvested directly into our council homes to ensure warm, comfortable and decent homes for our residents.



If you are interested in renting a garage visit:
www.enfield.gov.uk/garages

ESTATE MAINTENANCE SERVICE *update*

WE HAVE INVESTED IN A NEW PROACTIVE SERVICE TO IMPROVE THE LOOK AND CONDITION OF OUR ESTATES. THE TEAM HAS ALREADY MADE A DIFFERENCE AND SOME RECENT LANDSCAPING WORKS HAVE BEEN CARRIED OUT AT BARROWFIELD CLOSE AND ELSINGE ROAD.

Barrowfield Close

Following an estate walkabout with the police and residents, it was brought to our attention that some of our vulnerable residents required support with maintaining their gardens. Working with feedback from residents, it was considered the area would be used more frequently and maintained if converted into a communal space for residents to share. In addition to this, improvements would have a positive effect on deterring antisocial behaviour.

The landscaping works which included the removal of overgrown bramble, installation of a communal seating area, two new planters for residents to use and 10 tonnes of garden bark. This area is now a communal space for residents to use.

One resident said: "The garden looks so much better. My neighbours and I are so happy with it, I can now come out of my home and move around safely."

Elsinge Road

The communal drying area was run down and was not being used by the residents. The pram sheds were in disrepair and required urgent attention to ensure they could be used by residents. Working with feedback from residents, we were able to provide the community with new washing lines, a new seating area including converting an old tree into a table, the repair of the hard standing surface and the pram sheds (doors and roof replacement).

Residents have said: "The area is lovely. We cannot wait to use it as a community, especially during the summer months."

Please let us know if there are any estate improvements you think are needed in your local area by using the QR code.



Barrowfield Close



Elsinge Road



IMPROVING YOUR HOMES

WE ARE CONTINUING TO MAINTAIN HOMES WITH A FOCUS ON IMPROVING THEIR QUALITY AND SAFETY. INTERNAL AND EXTERNAL UPGRADE WORKS ARE BEING DELIVERED ACROSS THE BOROUGH THROUGH DIFFERENT CONTRACTS.



90%

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

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

Decent Homes work has been planned to over 1,300 homes. Some examples of the work already completed this year are shown below.

Roofing (before and after)



Heating storage



Kitchen works



As part of our ongoing work to better understand the condition of our homes, last year we partnered up with Rapleys and reviewed approximately 3,300 properties to gather valuable insights about our housing stock condition. This assists us in development planning and improvement of the services that we provide.

This year, we are committed to taking this even further by conducting approximately 5,000 surveys in partnership with Rapleys. Your participation is vital in this process, and we greatly appreciate the time you take to share your support with us. With your help, we can make a meaningful impact and continue to support our community. All surveyors will identify themselves with badges and Letters of Authority from Enfield Council. Rapleys will be in contact with residents on this year's survey list.



UNDER OCCUPATION

IF YOU LIVE IN A PROPERTY THAT IS TOO BIG, WE CAN HELP YOU TO MOVE INTO A SMALLER, MORE MANAGEABLE HOME. WE CAN OFFER YOU UP TO £2,500 TOWARDS REMOVAL COSTS.

Financial savings

Smaller homes mean lower rent and utility bills, making living more affordable. Reduced maintenance costs also can help you manage finances better.

Simplified lifestyle

Less space means less to clean and maintain, leading to a stress-free, more enjoyable lifestyle.

Environmental impact

Smaller homes use less energy for heating and cooling, reducing your carbon footprint and promoting sustainability.

Improved accessibility

For older adults or those with mobility issues, downsizing to a more accessible home can enhance quality of life, please enquire about our later living accommodation.

For more information, email downsizingscheme@enfield.gov.uk or phone **020 8375 8311**.



STEPS TO DOWNSIZE

- **Assess needs:** Determine what you need in a home.

- **Use support programmes:** Reach out to the Enfield Downsizing team.

- **Plan the move:** Organise your move with a clear timeline.

- **Declutter:** Decide what to keep, donate, or sell.

- **Embrace change:** Enjoy the benefits of your new, smaller home.

- £1,250 for giving up 1 bedroom space
- £2,000 for giving up 2 bedroom spaces
- £2,500 for giving up 3 bedroom space



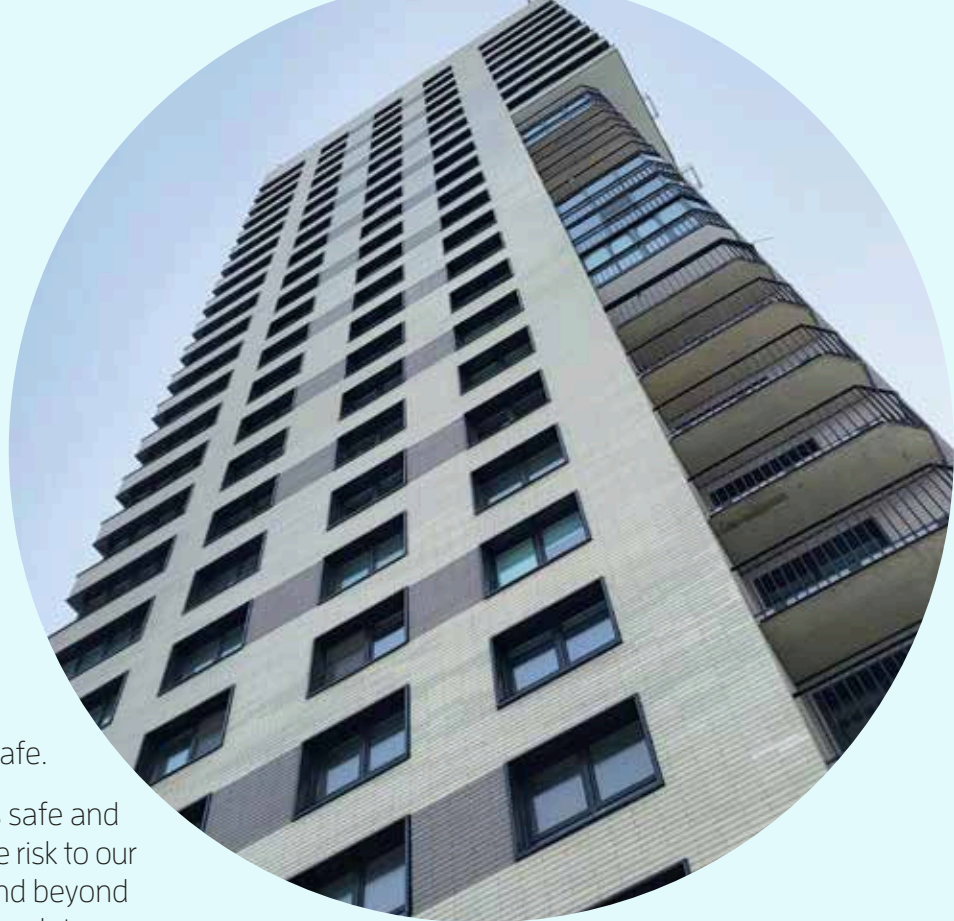
BUILDING SAFETY

WHAT IS BUILDING SAFETY FOR HIGH-RISE BUILDINGS?

Enfield Council is committed to making its housing stock the safest in London and we want to ensure our residents are updated on all the work we are doing with the government, now and in the future, to improve our housing stock and keep you safe.

We are confident that our housing stock is safe and are taking appropriate steps to minimise the risk to our residents, but we want to go well above and beyond what is required by the law, so you have absolute confidence in the safety of the buildings you live in.

Any building that is 18 metres or more, or that has 7 or more floors, is classified as a high-rise building (HRB) and must be registered with the Building Safety Regulator. From April 2024, building owners need to provide the Regulator with building safety case reports for all their registered buildings.



A building safety case identifies a building's major fire and structural hazards. It shows how the building owner is managing the risks as far as possible.

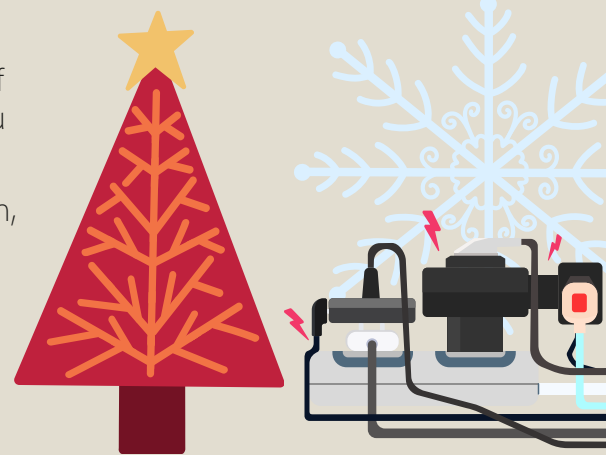
For more information visit:
www.enfield.gov.uk/services/housing/council-housing/safety-at-home



CHRISTMAS SAFETY TIPS

WHEN CELEBRATING A RELIGIOUS FESTIVAL OR BIRTHDAY, IT'S IMPORTANT YOU FOLLOW THESE SAFETY TIPS:

- Check your fairy lights carry the British Safety Standard sign
- Paper decorations can burn easily, so do not attach them to lights or heaters
- Never place candles, tea lights or incense burners near fabrics or decoration that can catch light easily
- Keep candles, lighters and matches out of children's reach
- Never leave burning candles unattended
- Never overload electrical sockets
- Always switch fairy lights off and unplug them before you go to bed
- Most fires start in the kitchen, so avoid leaving cooking unattended
- Avoid cooking if you have been drinking alcohol
- Make sure your family and visitors know how to escape in an emergency
- Make sure cigarettes are put out properly.



WHO IS HOUSING FOR?



The consultation closes on 2nd February 2025

We have made some recommendations about how social housing in Enfield will be allocated in the future and we want to know what you think.

HAVE
YOUR
SAY

To find out more and complete our questionnaire on the proposed changes go to
www.enfield.gov.uk/housing-allocations-scheme

ENFIELD REPAIRS DIRECT *update*



WINTER IS ALWAYS A VERY BUSY TIME FOR US AND WE CONTINUE TO WORK HARD TO DELIVER A RESPONSIVE REPAIRS SERVICE DURING THIS PERIOD. THROUGHOUT THE FESTIVE PERIOD WE WILL CONTINUE TO PRIORITISE EMERGENCY REPAIRS TO YOUR HOMES.

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



Completing some home maintenance checks is a really good idea to help keep you and your home safe. A number of problems can crop up in the winter months such as the heating not working. Remember to make sure your heating and boiler are working properly. If there's a problem, please report it at www.enfield.gov.uk/repairs

REPORTING A REPAIR

Critical Repairs (for example total loss of power, total loss of water supply, dangerous structures, water leaks, lift breakdowns, drainage and sewage issues) can continue to be reported 24 hours a day by calling **020 8379 1000**. We aim to respond within 4 hours in order to make safe and fully resolve where possible.

Emergency Repairs (such as heating and hot water breakdowns, electrical repairs, door entry failures, blocked toilets and sinks) can continue to be reported to us 24 hours a day by calling **020 8379 1000**. We aim to respond within 24 hours in order to make safe and fully resolve where possible.

Urgent Repairs (for example a containable water leak) can be reported online at www.enfield.gov.uk/repairs. We aim to respond within 5 working days.

Routine Repairs (for example a leaking tap). We aim to respond within 30 calendar days. If you need to report a new routine repair where possible please book online at www.enfield.gov.uk/repairs

Planned Works (for example roof or brick work repairs). We aim to respond within 90 days. If you need to report a new planned repair where possible please book online at www.enfield.gov.uk/repairs

HELP OVER THE CHRISTMAS PERIOD

We will only be dealing with emergencies from 5pm on Monday 23 December 2024 until 9am on Monday 6 January 2025.



HOW TO PREVENT DAMP AND MOULD IN YOUR HOME

STOP CONDENSATION FORMING



Use extractor fans



Open windows regularly



Wipe down window sills



Close door and ventilate bathroom when using



Cover pots and pans when cooking



Open windows if you must dry clothes indoors



Don't dry clothes on radiators



Leave a gap between your furniture and walls

REPORT DAMP AND MOULD

📍 www.enfield.gov.uk/repairs

☎️ 020 8379 1000 (option 4, option 2) Mon-Fri, 9am-5pm

Scan the QR code for more information or visit www.enfield.gov.uk/condensation

SCAN ME



**BEWARE
OF HOUSING
DISREPAIR
COMPANIES**

'No win, no fee' claims companies are targeting council tenants. Watch out! They are not always what they seem – there may be hidden costs.

For more information and to report outstanding repairs visit www.enfield.gov.uk/disrepair



UK Government

Are you over State Pension age, or know someone who is?

Pension Credit tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

- The **Winter Fuel Payment*** and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. Qualifying income level may be higher in some circumstances.

Don't miss out.

Check your eligibility at gov.uk/pension-credit or by calling **0800 99 1234**

Eligibility criteria apply
*or the equivalent in Scotland.



SCAN TO FIND OUT MORE



A friendly reminder:
**PAY YOUR
 RENT
 BEFORE
 CHRISTMAS**



THE HOLIDAY PERIOD AROUND CHRISTMAS IS TRADITIONALLY A TIME TO GET TOGETHER AND SHARE PRESENTS WITH FAMILY AND LOVED ONES. BUT FOR MANY, THE FINANCIAL BURDEN OF CHRISTMAS AND THE EXPECTATION THEY PLACE ON THEMSELVES CAN IMPACT THEIR ABILITY TO PAY PRIORITY BILLS OVER THE HOLIDAY PERIOD AND INTO THE NEW YEAR.

Please remember to make payment in full of the rent due over the Christmas period so that you do not fall into rent arrears. Please do not put your home at risk by underpaying your rent or missing further rent payments as you do have a legal obligation to make your weekly rent payments.

If you have concerns about paying your rent, please contact the Rent Income Team by emailing **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.

**STAY ON TOP OF
 YOUR RENT**

If you would like up-to-date information about your rent balance, you can view this online by registering for an Enfield Connected account by visiting the Council website.



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** 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/services/housing/council-housing/your-rent**

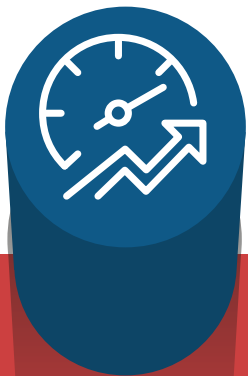
If you miss payments, we will take recovery action. Your rent is a priority payment and your tenancy agreement is a legal contract. You can be at risk of losing your home if you breach your tenancy agreement. Please keep up with your payments or contact the Rent Income team.



● SKILLS ● TRAINING ● EMPLOYMENT ● PILLAR

STEPS is a free employability support service that supports Enfield residents that face barriers to employment.

STEP
Into
Your Future



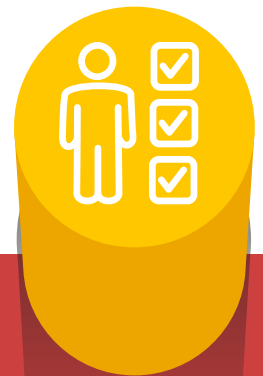
STEP
Into
Training



STEP
Into
Work



STEP
Into
Volunteering



Tel: 020 3855 5859
STEP@enfield.gov.uk



Funded by
UK Government



RESIDENT TRAINING COURSES – FREE ONLINE TRAINING

The Resident Engagement Team are offering Enfield Council tenants free iLearn training courses. iLearn courses are flexible which can be done in your own time in bitesize chunks that can fit around your daily schedule **Mobile.**

The sessions can be done on your laptops, tablets and phones tailored to you.

The training courses aren't fixed; you can skim over areas you already know and concentrate more on areas you feel you need to work more on.

iLearn courses are limited, to secure your place contact the Resident Engagement Team by emailing HCREST@enfield.gov.uk

Courses on offer:

- CV writing
- Interview success
- Brush up your English language skills
- Effective minute taking
- Effective writing
- Basic English, maths and IT skills
- Bitesize online IT training portal
- Coaching
- Emotional intelligence
- Conflict resolution
- Mental health issues
- Drug and alcohol awareness
- Healthy lifestyles
- Grow your own fruit and vegetables
- Learn a new language



CUSTOMER VOICE



The Customer Voice is a resident-led panel acting as the main representative body for tenants and leaseholders in Enfield. The panel is completely independent and involved in the development and improvement of Enfield Council services. They also ensure that customers' views, aspirations and priorities are at the heart of the housing service, bringing critical insight, feedback and consultation responses for Enfield Council to achieve the highest positive outcomes for our residents as per our Council Plan.

Since the last edition, we have completed the review on our Resident Involvement Strategy and have discussed the following topics including updates on:

- Regeneration Projects
- Housing Operations

- Antisocial Behaviour Policy
- Performance Measures Consultation – Housing Resolution Team
- Review and Feedback of Capital Programme
- New complaint report and Complaints Team

The Customer Voice continues to meet monthly with officers who report to residents on the housing work plan and projects. The next scheduled meetings will be held on the following Wednesdays at 6.45pm:

- 22 January 2025
- 19 March 2025
- 19 February 2025
- 16 April 2025

If you require any further information, email the Resident Engagement Team at: **engagement@enfield.gov.uk**

LEASEHOLDERS' FORUM

The Leaseholder Forum is a group of residents acting as a consultative body between the housing department and its leaseholders paying service charges to Enfield Council. Our forums offer the opportunity to discuss service delivery, costs, and improved performance for our different departments.

The Leaseholder Forum meetings have so far been held online via Microsoft Teams where leaseholders can interact with officers who will present service updates. Please get in touch if you are not receiving our invites to these forums and other information as it may be that we have not got your correct contact details.

During the previous meetings we have discussed various topics including:

- Freehold and Leasehold Reform Act 2024
- Service Charges
- Current rules on lease extensions
- Caretaking service updates on
 - Estate Enhancement Service
 - Mobile Security Patrol Service.

Future Meetings

- 18 February 2025, 6pm to 7.30pm
- 17 June 2025, 6pm to 7.30pm
- 18 November 2025, 6pm to 7.30pm

Useful links:

- **Leasehold Finance assistance**
www.enfield.gov.uk/services/housing/council-housing/major-works-charges
- **To claim on the building insurance**
www.enfield.gov.uk/services/housing/council-housing/leaseholders#buildings-insurance
- **For lease extension**
www.enfield.gov.uk/services/housing/council-housing/leaseholders#extending-your-lease

If you require any further information and to confirm your details, contact the Resident Engagement team on: **engagement@enfield.gov.uk**

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



KEEPING YOU INFORMED

AS YOUR LANDLORD WE HAVE A DUTY TO KEEP YOU INFORMED AND UPDATED WITH INFORMATION ON ALL ASPECTS OF COUNCIL HOUSING.

In addition to the printed Housing News which you receive, you will receive regular eNewsletters which contain important and useful information, including your housing management services, financial support available to you and ways you can get involved in your community. Please do open and read these. **We can only send you this information if we have your email address.**

If you need to update your contact details with a new email address or inform us if we don't already have your email, please let us know so we can update our records by emailing: tenancy.council.housing@enfield.gov.uk. Remember to include your address and what information needs changing.





Crystal Insurance
Scheme

Many tenants suffer **loss** or **damage** caused by **burst pipes!**

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance may help provide peace of mind.

The **Crystal Insurance Scheme** covers against loss and damage caused by burst pipes, fire, theft, flood damage, and much more.

Terms and conditions, limits and exclusions apply. A full policy wording is available on request.



Protect your home contents and belongings,
call **Crystal Insurance** and apply for cover today on

0345 450 7286

Or visit www.crystal-insurance.co.uk
where you can request someone to call you back.

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

Changes to your rubbish, recycling, food and paid for garden waste collection days over the festive period 2024/25

Your revised rubbish and recycling collection dates are as follows:

If your collection is due on:

Wednesday 25 December

Thursday 26 December

Friday 27 December

Wednesday 1 January 2025

Thursday 2 January

Friday 3 January

Your collection will be on:

Friday 27 December

Saturday 28 December

Sunday 29 December

Thursday 2 January 2025

Friday 3 January

Saturday 4 January



Barrowell Green Recycling Centre

The recycling centre will be open for bookings except for:

Tuesday 24 December

Wednesday 25 December

Thursday 26 December

Tuesday 31 December

Wednesday 1 January 2025

Open until 2pm only

Closed

Closed

Open until 2pm only

Closed

This information is for Enfield residents only. Please check local information if you live outside the Borough.

Edmonton Eco Park (please see website for updates) www.nlwa.gov.uk

The recycling centre will be open for bookings except for:

Wednesday 25 December

Thursday 26 December

Wednesday 1 January 2025

Closed

Closed

Closed

Christmas Tree recycling

Please remove all decorations, pots and turf from your tree as these cannot be recycled.

- If you have subscribed to the Garden Waste Collection Service, have a real Christmas tree and want it to be collected and recycled please place it out for collection on your scheduled garden waste collection day. If your tree is taller than 6ft please cut it into smaller pieces, otherwise it can't be collected, or take it to one of the parks listed below.
- Christmas trees can also be taken to Barrowell Green Recycling Centre and the Edmonton Eco Park - booking may be required, please check online.
- This year North London Hospice are introducing a free Christmas tree recycling service to selected postcodes in Enfield. For more information visit www.northlondonhospice.org/support-us/christmas-tree-recycling/
- Until 12 January 2025 trees can also be taken to:

The car park at Firs Farm Park, Firs Lane - Bush Hill Park, Bury Lodge Gardens, Town Park, Jubilee Park, Albany Park, Durants Park, Tottenham Sports Ground, Grovelands Park and Trent Park. Please leave trees inside the park gates for collection.



Council offices will be closed from **Wednesday 25 December** and re-open on **Monday 30 December**. We close again on **Wednesday 1 January 2025**
For Libraries and Registrars, visit www.enfield.gov.uk

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Good for Enfield, Good for the Planet

www.enfield.gov.uk/bins

ENFIELD
Council



YOUR LOCAL HEALTH TEAM



A team of skilled health professionals are at hand in your local neighbourhood to help you stay well this winter.

You can contact your GP practice in three ways: online, by phone, or in person. We want to help you get the care you need, in the right place for you.

Protect yourself from flu, COVID-19 and RSV, with free vaccinations for those who are eligible.

Minor illnesses such as coughs and colds can be treated at home. Your local pharmacist can give you expert advice – and you don't need an appointment to see them. They will also tell you if you need to see a GP or nurse.

Find out more about how your local health team can help you stay well at nclhealthandcare.org.uk/localhealth

