

Letter to: All Enfield Council tenants and leaseholders

Dear Resident

YOUR SERVICES

The national response to Corona virus (Covid -19) is changing daily, but I wanted to write to you to let you know how we are adapting and changing our services to best support you - and how you can help us deliver these changes effectively.

The safety of your home and the health and wellbeing of our vulnerable residents remain our top priorities and so we are focusing on the following activities.

Maintaining safe and clean communal areas

We are taking steps to ensure that the cleaning of communal areas, which is part of the caretaking service, is maintained.

We will prioritise blocks with a high proportion of older residents.

We are currently maintaining our regular communal block inspections to ensure we are monitoring the condition and cleanliness of communal areas, monitoring safety and capturing and actioning repairs.

Please help us by ensuring communal areas are kept clear of rubbish and personal belongings.

Staying safe at home

It is important that as we adapt the way we live in line with Government advice. This is likely to lead to more time spent at home – in some cases in self-isolation – and we must take the necessary steps to stay safe.

Please ensure:

- you “know your plan” and what to do in the event of a fire in your home or elsewhere in your building
- you have a working smoke alarm in your home and test it weekly
- your flat entrance door (if you live in a block of flats) is in good condition and has a self-closing device fitted.
- you do not overload plug sockets and turn electrical appliances off at the wall at night
- if you smoke you extinguish smoking materials safely (never throw lit cigarettes from your balcony, they can start a fire on a lower floor)
- you limit the use of candles and incense sticks, if you choose to use them, please ensure you do so safely
- you don't leave cooking unattended, especially if you have children at home
- if you use portable electric (fan) heaters, please ensure they are kept a safe distance from furniture, curtains or any other material that could ignite.

Please visit the fire safety pages on our website, for more information about staying safe at home.