

MR SIMON CORDELL
109 BURNCROFT AVENUE
ENFIELD
MIDDLESEX
EN3 7JQ

Date: 20th March 2023

Dear Resident,

Introduction of Lift Maintenance and Paladin Bin Service Charges

I am writing to inform you of the Council's proposals to introduce new service charges. This letter is a formal consultation under Section 105 of the Housing Act 1985 which requires the Council to seek your views on matters of housing management such as changes to the management, maintenance, improvement or changes in the provision of amenities.

In February 2023 recommendation will be made to the Council's Cabinet that two new service charges are introduced for tenants from 3rd April 2023;

- A service charge for paladin bins in blocks with communal bin stores
- A service charge for lift maintenance for residents living in a lifted block.

The rent letter issued by the council at the end of March will show if you are eligible for one or both charges. We would like to hear from residents on the service standards attached to the new charges.

Lift maintenance

We have embarked on a lift replacement programme and have new lift maintenance staff, which will help to reduce the rate of lift outages and the impact of this on residents. We are enhancing our presence during lift outages to increase support to vulnerable residents.

Sarah Cary
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