

SHIRES ESTATE - SHROPSHIRE & CHESHIRE  
HOUSE  
Summary of Community Engagement

March 2023

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## 1.0

### Introduction

Shropshire House and Cheshire House are two 17-storey blocks, comprising 204 homes, located on the Shires Estate in Edmonton. Built in the 1960s, they have become increasingly difficult and costly to maintain due to the form of construction of the blocks and limited resources for their long term maintenance.

The area boasts good public transport and access to local amenity however even with a strong sense of community among residents the estate has suffered from a steady decline and a rise in anti social behaviour.

Gas supply to Cheshire House was turned off by the gas infrastructure provider (Cadent) in late November 2022 due to the discovery of a gas leak. This was earlier than had originally planned due to the discovery of the leak which led to the need for immediate action.

Since that time, Enfield Council has worked at pace to install a new electrical supply for both the buildings (Shropshire works undertaken as a preventative measure). This necessary work is now completed but has been incredibly disruptive to residents living in the blocks.

Whilst these works have ensured the return of a safe heating supply to all homes, to secure the safety of the blocks in the longer term, significant additional investment will be required.

This engagement plan therefore supports the options appraisal for the future of both of the blocks by quantifying residents views of the estate and its future.

## 2.0 Methodology

The aim of the resident engagement was three fold:

1. Ensure that as many residents as possible are **informed** of the council's decision to review the future of the blocks.
2. Once informed facilitate a range of opportunities to for residents to be provide their **feedback**.
3. Collect feedback from residents so that their views can **influence** the decision made for the future of these blocks.

The feedback will capture residents priorities about their homes and the wider community and while the engagement will collect feedback the final decision would be made by Cabinet in April 2023.

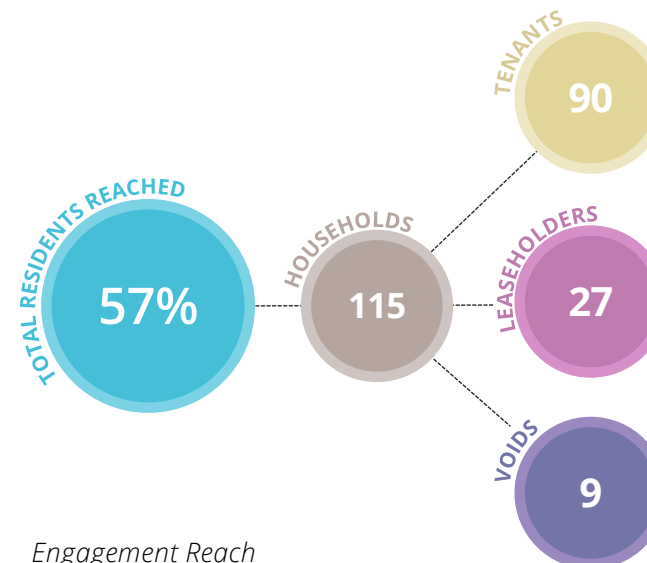
The engagement took place over **4 weeks** from 27th February to 26th March. Recognising that not everybody will respond to the same type of communication we used multiple channels to ensure residents were informed:

Over the period, **115** people were engaged through a series of approaches

- **17** online surveys
- **63** site office
- **34** door knocking
- **1** telephone



*'Site office for resident drop ins as well as feedback forms on the ground floor of both blocks for residents to take away and complete*





## The future of Cheshire House and Shropshire House

Dear Resident

We are writing to thank you for your patience and understanding whilst we have undertaken emergency works at Cheshire House and Shropshire House because the gas at Cheshire House was cut off by the gas supplier. We appreciate that the emergency works have been disruptive.

Now that the emergency works have nearly been completed, Enfield Council has begun to consider the long-term future of Cheshire House and Shropshire House.

Many of you have told us that you want the blocks to receive significant long-term investment or to be replaced with better accommodation. Like you, we recognise that the blocks will require extensive repairs and investment immediately and over the next couple of years to bring them up to standard. These works would require the phased decanting of residents for several months. The costs are also likely to be significant and not good value for money, given how old the blocks are. Leaseholders would be required to contribute in the usual way and the sum would be significant.

That is why, Enfield Council is actively thinking about alternatives, such as moving everyone out of the blocks permanently and decommission the building.

We are keen to hear from you in coming weeks about your experience of living in your block and options for the future.

We will be using your feedback on the following to inform decisions around the future of both Cheshire and Shropshire Houses, and we will keep you updated at every stage.

1. What do you like about living on the Shires Estate?
2. What do you dislike about living on the Estate?
3. Whether your current home fit the needs of you and your family? And, if not, in what ways does it not fit your needs?
4. Your thoughts about moving to a new home off the estate and what we would need to consider if the decision was taken to decommission the blocks given the costs and disruption involved.

We will be visiting your block in the next few weeks to ask these questions. You can also email us now with your answers to the above questions on [tenancy.council.housing@enfield.gov.uk](mailto:tenancy.council.housing@enfield.gov.uk).

If you would like this letter translated to Turkish or Somali please email us on [tenancy.council.housing@enfield.gov.uk](mailto:tenancy.council.housing@enfield.gov.uk).

Our team will also be site to meet with you at the community portacabin on the following dates

## 2.1 KEY THEMES

The themes raised by residents

- Good transport links
- Proximity to shops
- Proximity to schools
- Poor conditions of the blocks
- Anti-social behaviour

Asked directly about staying or leaving the estate **76%** wanted to leave and

**11%** wanted to stay. Concerns raised about leaving the estate included:

- Staying close to support networks
- Choice in the rehousing offer

*Introduction email sent to all residents*

## 2.2 Activities to inform residents



Weekly text reminders were sent to residents to engage with officers.



The engagement methods included face-to-face engagement with officers listening to residents' views and supporting them in completing feedback forms.



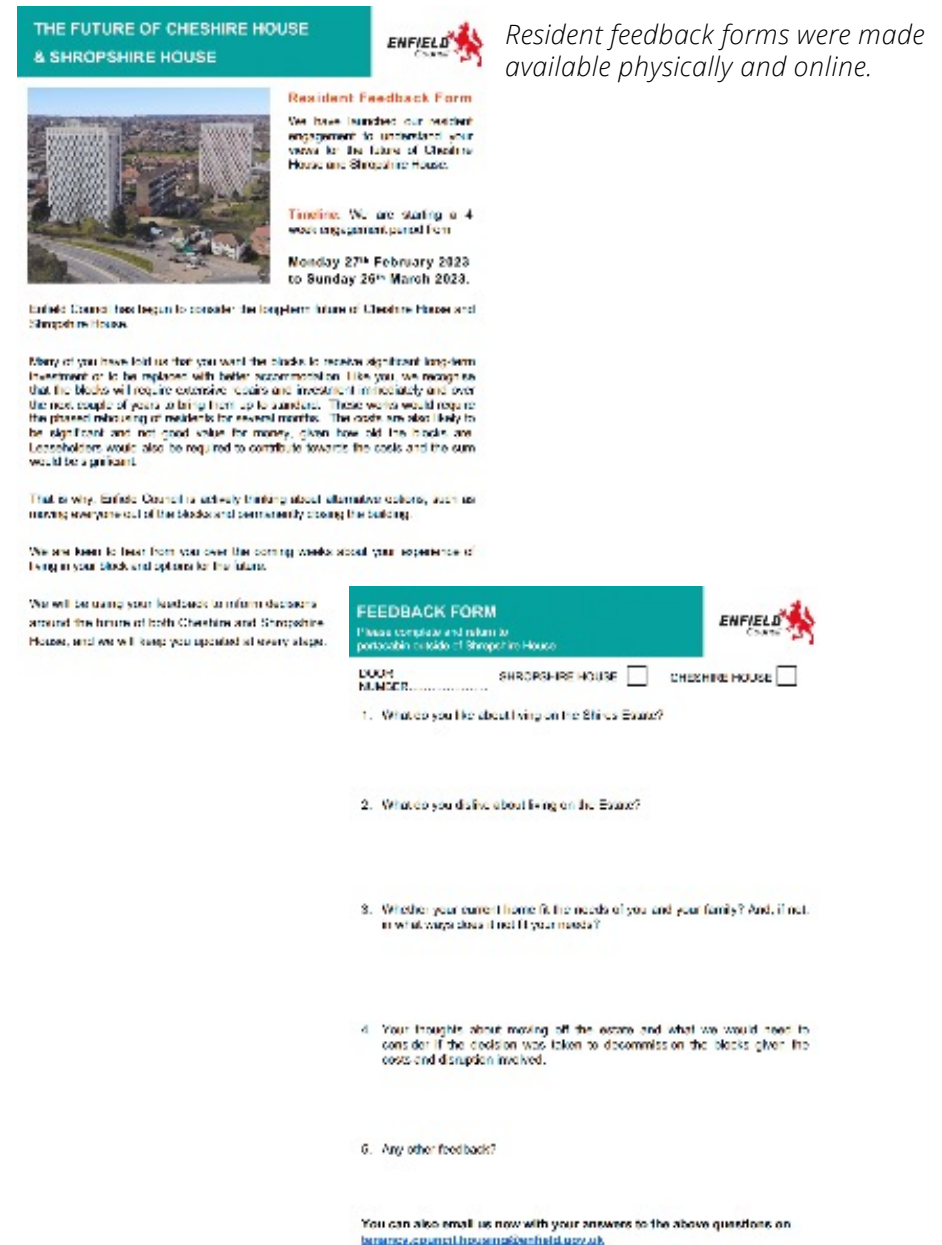
Door knocking with Turkish and Somali interpreters to assist



Feedback forms and FAQs are emailed to residents, with a URL link provided for them to complete feedback online or via email with translation available.



The Council is working collaboratively with the Shires Community Manager.



**THE FUTURE OF CHESHIRE HOUSE & SHROPSHIRE HOUSE**

**Resident Feedback Form**

We have listened to our resident engagement to understand what needs to be taken into account for the future of Cheshire House and Shropshire House.

**Timeline:** We are starting a 4 week engagement period from Monday 27th February 2023 to Sunday 26th March 2023.

ENFIELD Council has begun to consider the long-term future of Cheshire House and Shropshire House.

Many of you may find us for you want the blocks to receive significant long-term investment or to be replaced with better accommodation. If so, you will recognise that the blocks will require extensive works and investment, if immediately and over the next couple of years at least, that is to be avoided. These works would relate to the present realising of residents for several months. The costs would also likely to be significant and not good value for money, given how old the blocks are. Leaseholders would also be required to contribute towards the costs and the sum would be a premium.

That is why, ENFIELD Council is actively thinking about alternative solutions, such as moving everyone out of the blocks and completely rebuilding the building.

We are keen to hear from you over the coming weeks about your experience of living in your block and options for the future.

We will be using your feedback to inform decisions around the future of both Cheshire and Shropshire House, and we will keep you updated of every stage.

**FEEDBACK FORM**

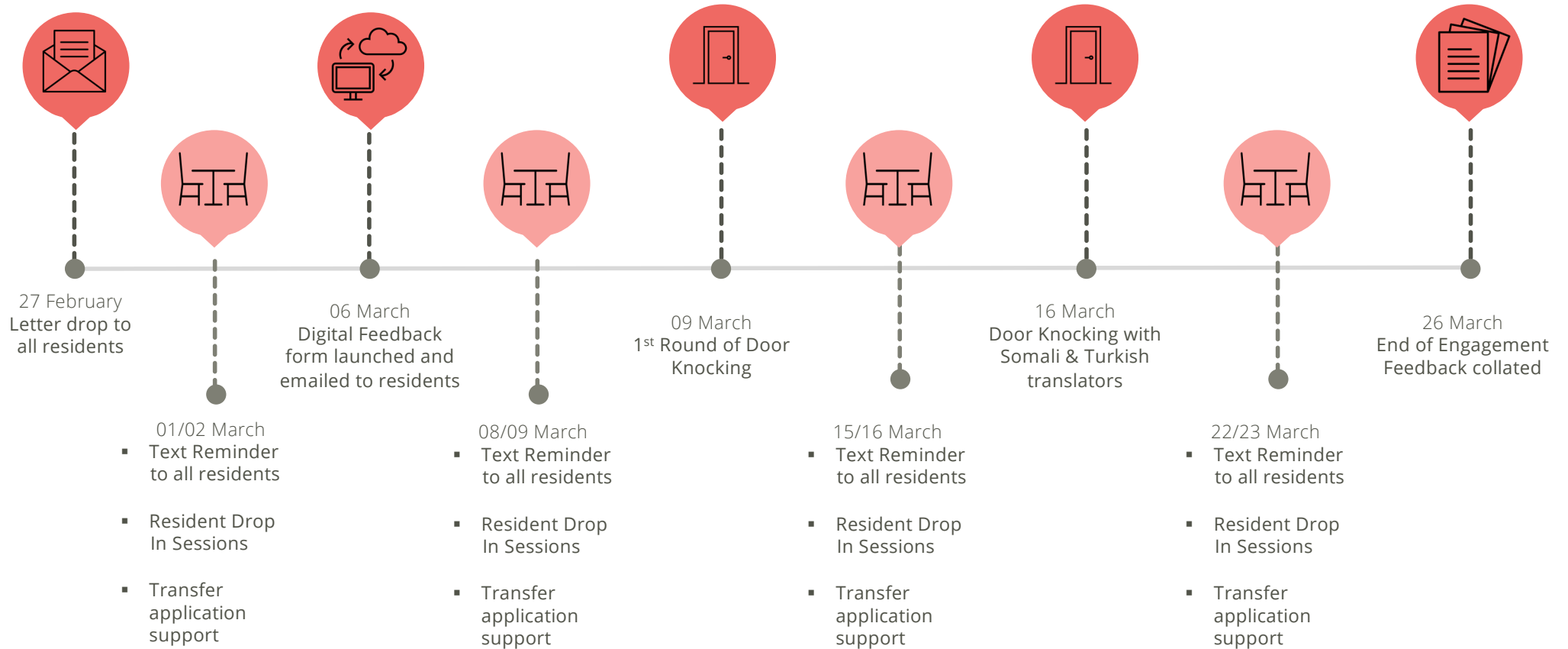
Please complete and return as possible to the Shropshire House.

YOUR NUMBER..... SHROPSHIRE HOUSE  CHESHIRE HOUSE

1. What do you like about living on the Shires Estate?
2. What do you dislike about living on the Shires?
3. Whether your current home fits the needs of you and your family? And, if not, in what ways does it not fit your needs?
4. Your thoughts about moving off the estate and what we would need to consider if the decision was taken to decommission the blocks given the costs and disruption involved.
6. Any other feedback?

You can also email us now with your answers to the above questions on [enfield.council.feedback@enfield.gov.uk](mailto:enfield.council.feedback@enfield.gov.uk)

## 2.3 Programme



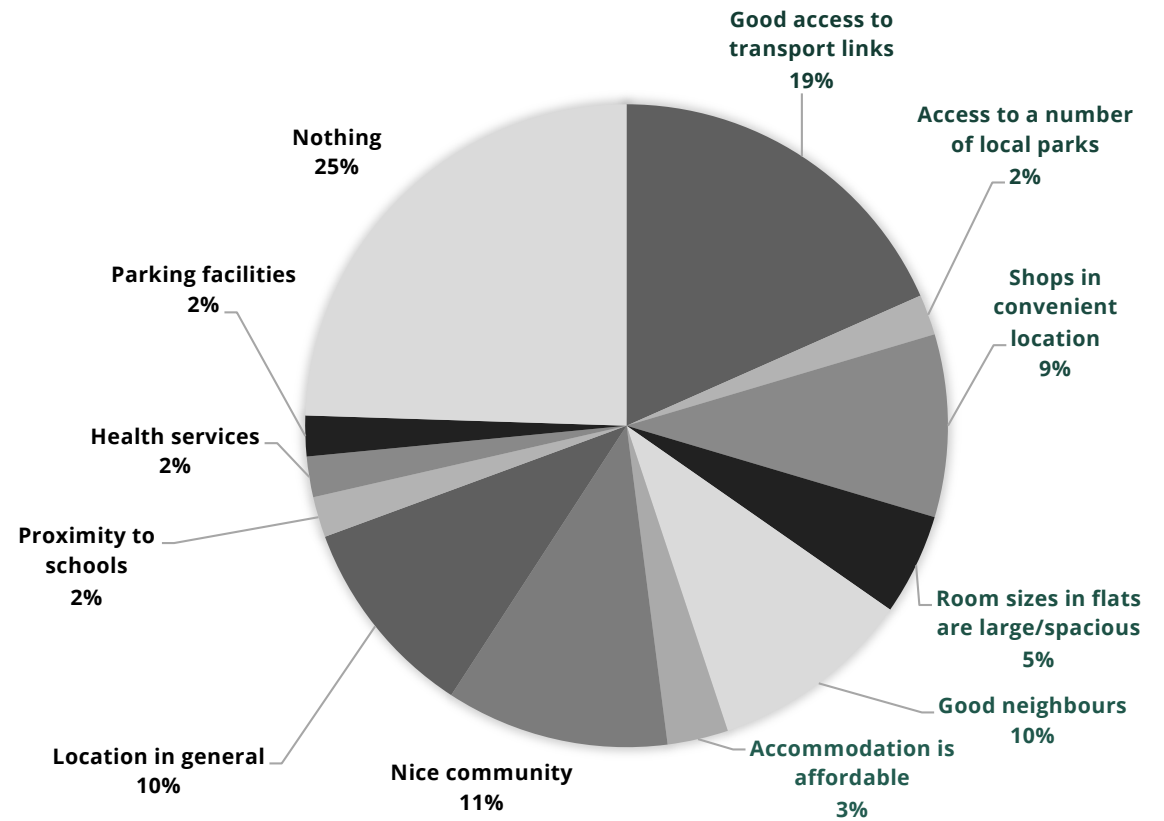
## 3.0 Engagement Findings

### 3.1 What do residents like about the Estate

#### GENERAL FEEDBACK

Summary of what residents like about living on the Estate

- Good access to transport links
- Access to a number of local parks
- Shops in convenient location
- Room sizes in flats are large/spacious
- Good neighbours
- Accommodation is affordable
- Nice community



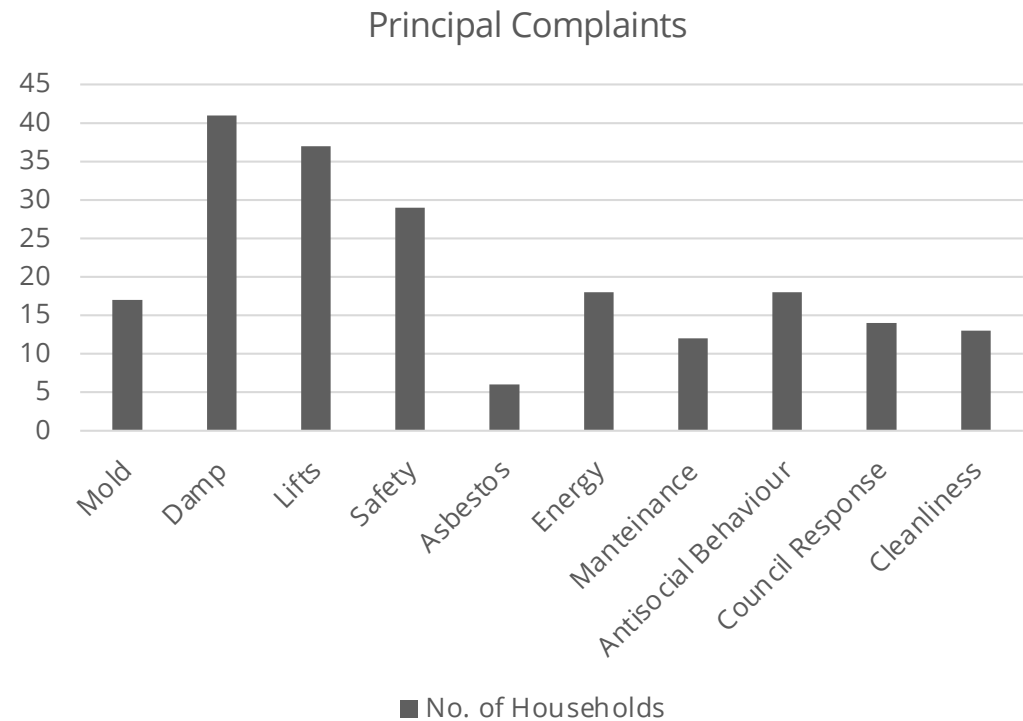


## 3.0 Engagement Findings

### 3.2 What do residents not like about the Estate

#### GENERAL FEEDBACK

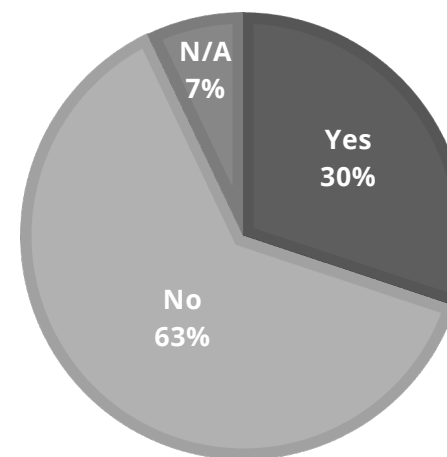
Residents expressed the need for significant repairs with many highlighting mould, damp and leakages throughout their properties. Although residents felt part of a close knit community many highlighted the significant increase in anti social behaviour both within the external spaces and within the building curtilage. There was a general feeling that the quality of life had been significantly impacted with most expressing an urgency with wanting to move off of the estate.



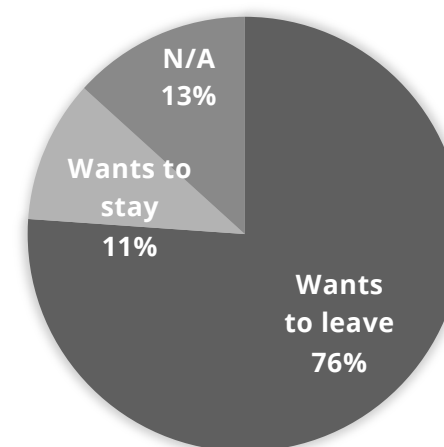
### 3.3 Identified Themes

Themes	Feedback
Condition of the Building & space	<ul style="list-style-type: none"> <li>▪ Building is old and outdated</li> <li>▪ Lifts always breaking down</li> <li>▪ Residents' perception on blocks structural safety</li> <li>▪ Fly tipping</li> </ul>
Safety	<ul style="list-style-type: none"> <li>▪ Drug use in communal staircase</li> <li>▪ Does not feel safe after 6pm</li> <li>▪ Lack of overall security</li> </ul>
Health & Wellbeing	<ul style="list-style-type: none"> <li>▪ Mould, dampness,</li> <li>▪ Broken windows</li> <li>▪ Leaking pipework</li> <li>▪ Lack of outdoor space (including shared space and balcony)</li> <li>▪ Issue with overcrowding with children of different sexes/ages sharing a room</li> </ul>
Estate management	<ul style="list-style-type: none"> <li>▪ Residents struggling with increase in electricity bills</li> <li>▪ Leaseholders are unclear what support will be provided should they be asked to move.</li> <li>▪ General management and repairs are not met</li> <li>▪ Residents raised lack of engagement/update from council</li> </ul>
Proximity	<ul style="list-style-type: none"> <li>▪ Community and family</li> <li>▪ Transport services</li> <li>▪ Shops &amp; markets</li> <li>▪ Schools</li> <li>▪ Faith Spaces</li> </ul>
Moving from the estate	<ul style="list-style-type: none"> <li>▪ Residents liked the size of existing rooms</li> <li>▪ Residents requiring an uplift in the number of bedrooms</li> <li>▪ Residents worried about the timeline for moving</li> </ul>

Resident Need



Remaining on the estate



#### MOVING OFF THE ESTATE

With regards to residents views on moving off the estate, feedback to date shows the following;

**76%** of residents who responded said that they would welcome a move off the estate, if it meant moving to a better standard home that they can afford

**11%** of residents who responded explicitly said they would like to remain on the estate and not move home.

A number of residents did respond that if they have to move then the preference would be to remain in the local area due to schools, work, family and support networks.

Some sentiment that it would be sad to have to move, but understand that it may be the best option.

## 3.4 Conclusion

While residents appreciate the good access to transport links, local services and surrounding community, many also face significant problems such as mould, damp and leakages, which have impacted their quality of life. Additionally, there has been an increase in anti-social behaviour, which has led to a desire for many to move off the estate.

Most residents expressed a willingness to move if it meant they could afford a better standard home, but raised concerns about a new locality and being away from their social networks. Leaseholders were also unsure about the support that would be provided with some expressing a wish to transfer to a tenancy agreement if it meant they would be able to afford to stay within the area. A number of resident leaseholders indicated a preference to remain as a leaseholder of the Council, albeit in another property as opposed to buying another home on the open market.

A strong engagement process with dedicated resource and

support will need to be in place once a cabinet decision is made to ensure residents feel that they are being heard and supported by the council. This should include regular presence on the estate and targeted support for vulnerable residents to ensure they understand the options available to them and can make informed decisions. Engagement with Adult Social Care & other support agencies will also be crucial to coordinate support.

