

HOUSING NEWS

JULY 2025



RESIDENT INVOLVEMENT

Over the last few months our Resident Involvement team has been working away to create new opportunities for tenants and lessees to get involved with housing within Epping Forest District Council (EFDC).

We are pleased to say that we have launched our joint complaints panel with our repairs company, Qualis Property Solutions. The panel comprises of a maximum of 10 EFDC tenants, who are passionate about improving local services and want to share their lived experience to help shape the future of housing in our district. The panel will work closely with EFDC's Complaints Manager, the Head of Customer Experience at Qualis, and the Resident Involvement Officer. Together, the panel will review trends in complaints, assess how they have been handled, and evaluate the outcomes to ensure continuous improvement.

The team will also be supporting the formation of Resident Associations throughout the district. If you're passionate about improving your local area and want to connect with others who share your vision, we'd love to hear from you. Together, we can explore opportunities to establish independent Resident Associations that reflect the unique needs and aspirations of each community. We're committed to providing funding and ongoing support to help these groups thrive—strengthening community ties and building a better district for everyone.

For information on how to get involved and opportunities available:

- Email Residentinvolvement@eppingforestdc.gov.uk
- Call 01992 564528

AN UPDATE ON THE TENANT AND LEASEHOLDER PANEL

We have recently had a shortage of attendees at Tenant & Leaseholder Panel (T&L) meetings. We have therefore decided to suspend T&L meetings for now and aim to resume once we have created more local groups who can support a district wide panel.

We will continue to engage with tenants and leaseholders about our policies and procedures through our website and through our housing mailing list.

- [Housing consultations webpage](#)

REMEMBERING WYN MARSHALL



Wyn was a part of the EFDC Tenant and Leaseholder Panel for at least the last 10 years, latterly as the Chair of the Panel.

Wyn believed that Tenants and Leaseholders from all parts of the district, no matter their circumstances, should have a voice to share their views on housing related matters.

As part of this role, he was the vice chair of the Association of Retained Council Housing (ARCH) tenant group and as such represented tenants on the ARCH Executive Board.

His knowledge about council housing at EFDC will be much missed, as will his passion for high quality services for local tenants and leaseholders. He also sat as a co-opted member on the Communities Scrutiny Committee where he was able to reflect the views of tenants and leaseholders about policies and processes that were going through our decision-making process.

In his time as one of our most engaged residents, Wyn led the Panel and the wider tenant voice on key policies that were being developed by EFDC, including significant health and safety policies and the Housing Strategy. His enthusiasm for social housing and his willingness to get involved are examples for us to follow in building such strong relationships between EFDC and our tenants and leaseholders.

Wyn will be sadly missed.

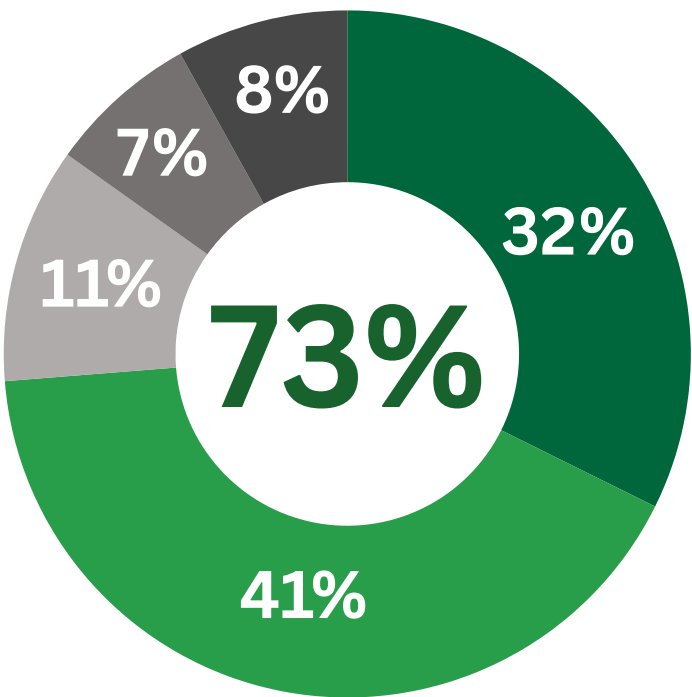
TENANT SATISFACTION MEASURE SURVEY (TSMS) 2024/25

Across 2 waves (October to November 2024 and February to March 2025), many residents took part in the Tenant Satisfaction Measure Survey. A representative sample of tenants were invited to take part in the survey via telephone interviews with independent market research company, Acuity Research and Practice. It focused on how happy residents are with the way EFDC maintains your home and delivers key housing services.

The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing EFDC's future strategic and operational planning. The report contains key survey results regarding tenants' opinions about their homes and the services received.

- [Read the full report \(pdf 835KB\)](#)

73% of tenants are satisfied with the overall service provided by Epping Forest District Council.

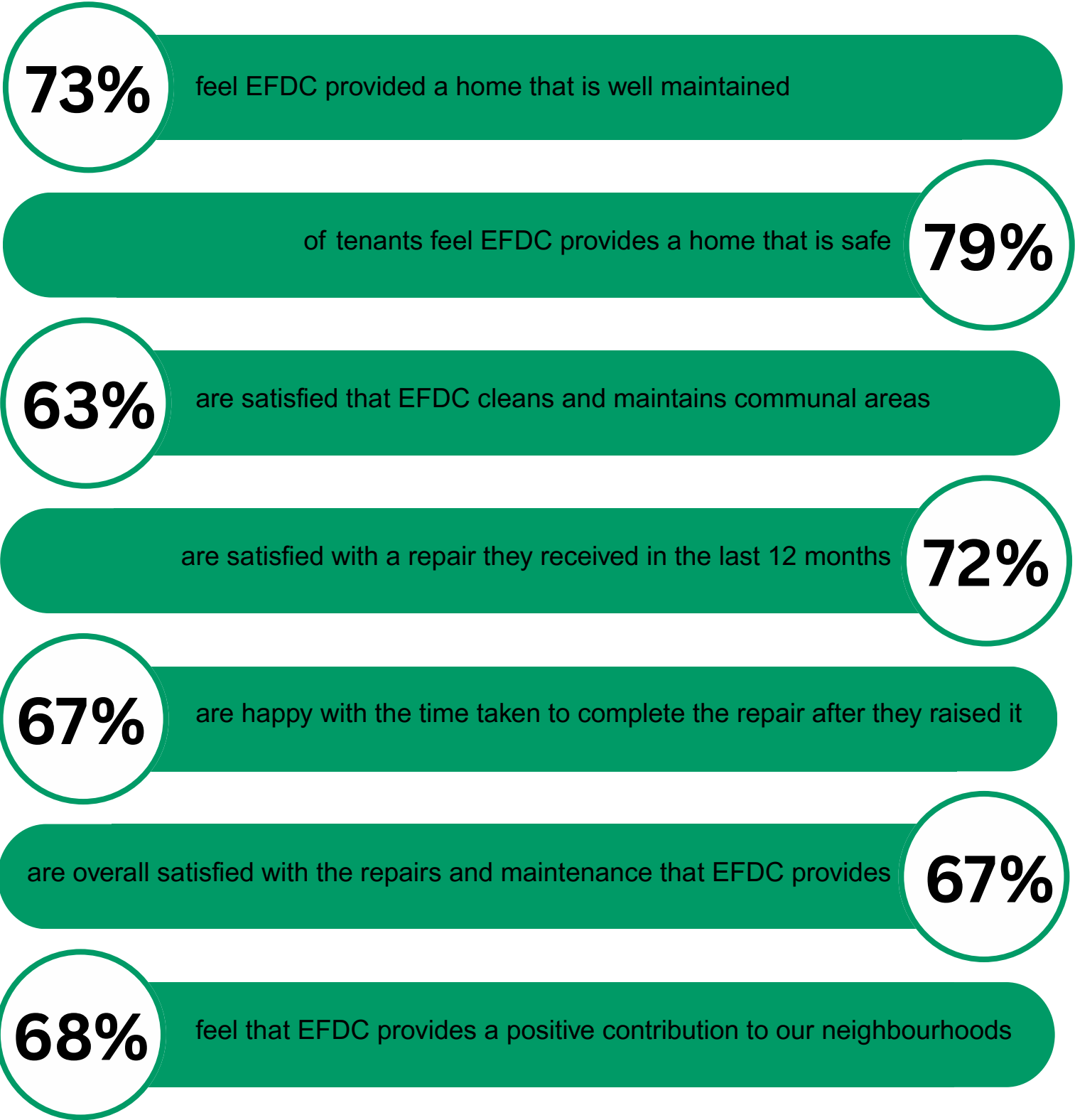


- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



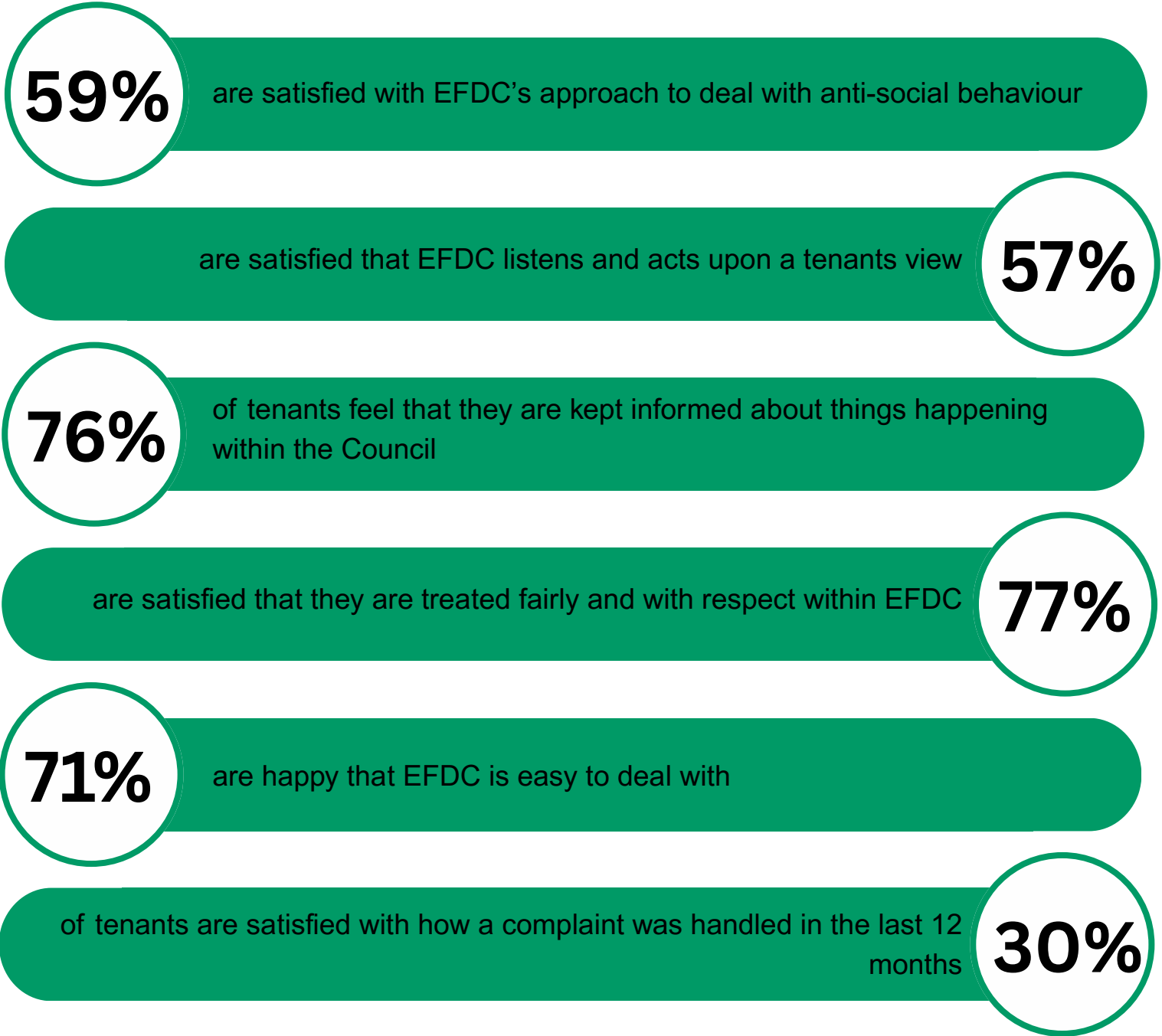
TENANT SATISFACTION MEASURE SURVEY (TSMS) 2024/25

Key statistics



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REGENERATION PROJECT

The Broadway, Loughton

Regeneration efforts at The Broadway are progressing steadily. To date, 32 residents have had new windows installed, with positive feedback received from those affected. Mulalley, the main contractor, is actively working on brickwork and concrete repairs to the building's exterior.

The project has now moved into its largest phase—roof replacement—which is being carried out alongside the removal of old loft insulation and replacement of new thicker insulation to the spaces above residents' homes. Internal staircases have also seen improvements, with ongoing decoration works. New floor coverings are scheduled to be installed later in the project.

These works are expected to continue over the coming months, with Mulalley working in coordination with EFDC to deliver essential improvements to The Broadway. Scaffold installation at the shop fronts began on Monday 30 June. The site team will continue to coordinate activities to minimise disruption to shopkeepers and pedestrians in the area.

NEW PLAYGROUND AT LIMES FARM

As part of the allocated funding from the UK Shared Prosperity Fund—part of the Government's Levelling Up agenda, which provides £2.6 billion for new investments by March 2025—a new play area was proposed for the Limes Farm estate in Chigwell.

In November 2024, plans were set in motion to develop the play area. A week-long consultation followed in December, engaging local residents and children from the nearby school. 2 playground equipment options were presented, and each participant was invited to vote for their preferred design.

Over the past few months, contractors have been working hard to bring the chosen design to life. The results have been met with great enthusiasm from the community.



IMPROVING HOMES WITH OUR RETROFIT SCHEME

Epping Forest District Council has been working with our contractor EON over the past year on the Social Housing Decarbonisation funded scheme to improve the energy efficiency of residents' homes. Wave 3 of the programme will run from April 2025 to September 2028 and will provide £1.2 billion in government funding to support social housing providers in retrofitting their housing stock. This initiative specifically targets properties with the lowest Energy Performance Certificate (EPC) ratings, bringing properties up to at least a C EPC rating aiming to improve the energy efficiency of our homes, reduce carbon emissions, and support residents in managing rising energy costs.

Measures installed include:

- External wall insulation
- Cavity wall insulation
- Solar panels
- Air source heat pumps

We listened to residents' feedback and collaborated with EON to secure a new installation team. Since then, we have received much better feedback from residents, and we are pleased with the progress. The next phase of the project is starting soon with our new contractor, Morgan Sindall who will be surveying properties in the IG10 area. Residents have already been informed that Morgan Sindall will be in touch in the coming weeks to arrange these surveys and subsequent works at their homes.



SAFER STREETS PROJECT – OAKWOOD HILL

In July 2024 we began our Safer Streets Project in Oakwood Hill, Loughton. Lead by our Anti-Social Behaviour team and in partnership with Essex Police and others, the Safer Streets project is designed to improve areas within the Epping Forest district.

Almost one year down the line and coming towards the end of the project, we take a look at some of the achievements that have been made in the Oakwood Hill area.

Increased CCTV coverage – new surveillance cameras have been installed on key access roads in and out of the Oakwood Hill area, these also include Automatic Number Plate Recognition (ANPR) cameras.

Improved Lighting – has been installed across the estate to provide more visibility at nighttime and make residents feel safer when passing through of an evening.

Wayfinder boards – have been installed across the area so members of the public can navigate through the estate.

Line marking – fresh line marking has been completed to help identify where you can and can't park within the estate.

Resurfacing outside shops – the grounds outside of the shops on Oakwood Hill have been resurfaced to reduce the chances for accidents i.e slips and trips.

Environmental enforcement patrols – the Environmental Enforcement team has been patrolling the area regularly to enforce the Public Spaces Protection Order and reduce the amount of dog fouling.

Weed and graffiti removal – weeds have been removed across the pathways within the estate. This work will undergo regular management twice a year. Graffiti has also been removed from the estate by our caretakers and highway rangers.

Increased waste management – extra rubbish bins and dog waste bins have been installed across Oakwood Hill to reduce the amount of littering.

Bleed kit and defibrillator installed – a new bleed kit and defibrillator have been installed within the estate.

Crimestopper zones – new Crimestopper zones have been established throughout the estate and signage has been installed to encourage the reporting of suspicious activities.

Noticeboards installed – new noticeboards have been installed in all blocks of flats across the area, these will include information on health and safety, fire safety and community updates within the area.



YOUTH ENGAGEMENT WITHIN OAKWOOD HILL

Along with the Safer Streets project, our colleagues and partners have been engaging with the youth in the Oakwood Hill area.

A host of sessions has been delivered in primary and secondary schools serving the Oakwood Hill Estate. They have taken many forms, but often used drama and interactive sessions to encourage pupils to recognise and think carefully about the issues they face in their young lives.

Key highlights

- **Youth Unity sessions** - provided engaging activities in media, music, and sports.
- **Assemblies** - at Roding Valley and Debden Park High Schools addressed critical topics such as knife crime, exploitation, and community safety.
- **Times Up** - delivered by ARC Theatre in April 2025 to secondary school students at Debden Park High School and Roding Valley High School. An interactive forum theatre workshop using actors to address the issue of women's safety. The drama covered unwelcome and inappropriate behaviour, empathy and understanding of the impact of such negative behaviours on health and wellbeing. It aimed to increase the confidence of girls and young women in reporting harassment, intimidation and sexual offences on the streets and public transport, as well as the legal/criminal consequences for the perpetrators.
- **Spark2Life** - an award-winning charity working in schools and the community to prevent criminal activity, tackle exclusion, reduce racial disproportionality and increase emotional resilience of vulnerable students over 11.
- **Broadcast Junior** – 4 x 75 minute sessions were carried out in 3 primary schools, Thomas Willingale, Alderton Junior and White Bridge Primary, performing to 235 pupils across Year 5.
- **Not so Sweet** - a session around vaping - is a specially written short play by Clifford Oliver. It features professional actors addressing issues of addiction, physical and mental wellbeing, choices and consequences, as well as the law surrounding illegal substances. These sessions are planned for September 2025.
- **Parent awareness sessions** - took place at Alderton Junior Primary School in June after pupils had been involved in Broadcast Junior. Parents were encouraged to explore online safety issues, discuss concerns, support young people, and collectively create solutions to an ever-changing technological world.

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