



KATE OSAMOR MP

HOUSE OF COMMONS

LONDON SW1A0AA

Miss DB
7 Tennyson Close
Scotland Green Road
Enfield
Middx
EN3 4SN

12 August 2020

MP Case Ref: CW/ ZA4***

Dear Mis DB

I write further to my previous correspondence and enclose below a copy of the holding reply I have now received from Enfield Council, in response to the enquiries and representations I have been making on your behalf.

I will contact you again as soon as I receive the substantive reply.

Yours sincerely

KATE OSAMOR MP

Member of Parliament for Edmonton

Dear Kate Osamor MP (edm),

We are emailing to confirm we have received your enquiry concerning 7 Tennyson Close, Scotland Green Road, Enfield, Middx EN3 4SN (Case Ref: ZA41051) dated 11/08/2020.

The reference number for your enquiry is MEQ - 0000024808. This issue will be looked into and you should receive a response within 8 working days.

In some instances it may be necessary to contact the constituent to resolve matters with them direct. If this is the case, we will let you know.

An increasing number of environmental service requests/'report it' issues are coming through the MEQ system. This means that it can take longer to deal with the problem and increases the administration costs of dealing with these issues.

We encourage Councillors and MPs to endeavour to use the Council's website <https://new.enfield.gov.uk/report-a-problem/> to report environmental issues as this is the quickest and most efficient way of resolving the issue.

For instance, a fly-tip reported via the website goes straight to the clean-up team and is cleared within 4 hours. An MEQ or an email direct to an officer, can take much longer to get resolved simply because of the admin associated with logging, allocating and transferring to the crews or it may be delayed due an individual officer's leave or diary commitments.

Where matters have been reported but not resolved or there are continual issues, then please continue to use the MEQ system.

Kind regards,

Complaints and Access to Information Team

Enfield Council