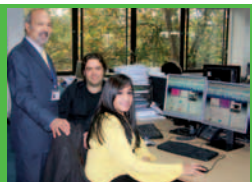


News in brief



Cash office closes

Waltham Forest Council closes Church Hill Cash Office on 27 November 2009. For alternative ways to pay your rent and council tax bills, see opposite page for alternative places to make payments.



Ascham Homes launches new website

For online services and information for Waltham Forest Council tenants and leaseholders visit

www.aschamhomes.org.uk

Relaunching the Residents Compact

Residents will be given a range of opportunities that enable them to get involved right across the company. The new Tenants Compact will be launched in December 2009.

Community feast

Over 40 children attended the October half-term activities at St Mary's School in Walthamstow. All Sports for Schools, Ascham Homes, Better Neighbourhood Initiative (BNI), Groundwork, The London Sustainability Exchange and The Well London Project worked in partnership to provide activities for children living in the Hoe Street area. Our residents told us that this was a much needed and appreciated project.

The activities included dance, drama, art and sports activities, as well as a visit to the Duxford air museum. The week ended with presentations, performance by the children and a community feast. All the children did very well, learning lines and remembering their dance routines, parents and carers were enthralled by their children's enthusiasm. One parent said: "My two, didn't want to come, but they absolutely loved it and were coming home really tired. We are looking forward to the next one."

Parents and residents from the area were invited to attend a Community Feast and Well London gave tips on healthy eating and free blood pressure checks. Groundwork gave free Daffodil, Tulip and Crocus bulbs to children and visitors to encourage them to get planting in their gardens or local green spaces.



Tracey Chandler, Community Development Officer said, "This was a very successful event and provided a great opportunity for residents to come together and enjoy healthy eating and benefit from a real community event. Ascham Homes are looking forward to working with its partners to provide more events for local residents."



Garden winners

During the summer, Ascham Homes invited residents to take part in a gardening competition. We are very happy to announce that we have two winning gardens!

One prize went to Mr Wing of Conifers Lodge winning £150 of Lancaster Garden Centre vouchers and a water butt from Homebase. Mr Wing, 70, (3rd from right in a retired printer and enthusiastic gardener is dedicated to both his garden and allotment where he has been growing fruit and vegetables for the past 18 years. Mr Wing said, "I am truly delighted, the water butt is going to be so useful and my wife and I will certainly enjoy spending the vouchers!"

Our second winners are: Amanda Gustafsson, Kamile Sofu, Mike Lowe, Miranda Pestell and Penny Wiles, all residents living at Nash House on Church Hill who, by working together for the past three years to transform a neglected shrubbery have won £100 and a water butt for their community garden.



Amanda, aged 11, (centre of picture) said, "I really like gardening and I am getting my friends involved as well."

Tracey Chandler, Community Development Officer, (4th from right in picture) said, "We want to encourage our residents to look after and maintain their gardens and celebrate the rewards that gardening brings. Our thanks go to our competition sponsors, Kier Building Maintenance, Homebase and Lancaster Garden Centre."

Our performance for the month of September 2009

Current performance Status

Estate Inspections: We aim to make sure 99% of estates inspected achieve a grade A or B for cleanliness	100%	
Leasehold service charge collection: We aim to collect 100% of Service Charges	120.1%	
Rent collection: We aim to collect 98%	94.9%	
Urgent repairs: We aim to complete 98.5% of urgent repairs on time	99%	
Repair appointments made and kept: We aim to make and keep appointments for 98% repairs	97.7%	
Average time to complete repairs: We aim to complete responsive repairs in 9 days	5.4 days	
Repairs right first time: We aim to complete 80% of repairs 'right first time'	91.7%	
Resident satisfaction with major works: We aim to achieve 90% satisfaction for major works completed	89%	
Resident satisfaction with day to day repairs: We aim to achieve 90% satisfaction for day to day repairs	98.3%	

In September the overall performance is 80% of Indicators achieving a green status

Waltham Forest Community Credit Union needs you!

Volunteers needed. Would you like to learn new skills and get useful work experience? WFCCU is a friendly, lively place to work and we are always looking for new people with personality and time to spare.

Please telephone us today on 020 8520 8740.

Tenants Resource Centre and meeting room at Willow House



Contact Ascham Direct on 020 8496 4197

News in brief

Help for over 60s

If you are 60 or over, make sure you are not missing out. Our Rent Officers can help you claim benefits towards your living costs, rent and council tax. To find out more telephone 020 8531 8097.

More for OAPs

Pensioners may qualify for Housing Benefit as the capital threshold for residents of pension age has been raised from £6k to £10k.

Contact Waltham Forest Direct on 020 8496 3000.

Rent payments

Due to the Church Hill Cash Office closure, residents are reminded that cash payments can still be made at any Paypoint, Payzone, or Post Office using the council's OneCard. The OneCard is easy to obtain and is completely free. To get your OneCard, visit any Waltham Forest Direct Shop (WFD).

The nearest Post Office and PayPoint locations to the Church Hill Office are:

- Walthamstow Central Post Office
- Walthamstow Library, 206 High Street, Walthamstow E17 7JN
- Sweets & Treats, 214 High Street, Walthamstow E17 7JH
- Food & Wine, 168 Hoe Street, Walthamstow E17 4QH
- Texaco Star, 19 Hoe Street, Walthamstow E17 4SB

Visit www.paypoint.com/locator.aspx to find your nearest Paypoint. For residents paying by debit card you can visit any of the Waltham Forest Direct Shops (WFD), see locations below:

- 772 - 776 High Road, Leyton E10 6AE
 - 137 Hoe Street, Walthamstow E17 4RT
 - 819 High Road, Leytonstone E11 1HQ
 - 265 Chingford Mount Road, Chingford E4 8LP
- opening hours 8.30am - 6pm Monday - Friday
9am - 1pm Saturday

For residents wanting to make their payments by telephone dial Waltham Forest Direct on 020 8496 3000 (9am - 5pm Monday - Friday).

For residents making payments online visit us at www.aschamhomes.org.uk/our_services/rent/paying_your_rent.aspx

Tenant Risks

Home Contents Insurance from just 75p a week



Made for Tenants

Caught between paying too much for contents insurance and trying to save a little extra? It's easy to see why some people decide to 'risk it' and don't bother at all. However it needn't be that way.

Ascham Homes has joined forces with Jardine Lloyd Thompson Tenant Risks to bring you home contents insurance that makes things a little easier. Get more affordable premiums, not because they offer less cover, but because you don't pay for £1000s of extra cover you just don't need. Get your solid new for old cover that does what it says. All postcodes included.

Sum Insured	Weekly Premium
*£4,000	£0.75
*£6,000	£1.11
£9,000	£1.67
£12,000	£2.23
£15,000	£2.78
£20,000	£3.72

All the cover you need

- No excess to pay
- All postcodes included at no additional cost
- No minimum home security requirements
- No yearly commitment - Pay as You Go
- Pay alongside your rent

Sound good? Why not find out more by calling Ascham Homes Rents Hotline on:

020 8531 8097



It's not just fire and theft. We cover much more as standard.

Had your keys stolen and need the locks changing?
Had your freezer pack up and had to throw away all your food?
Washing machine flooded the floor?
Our Home Contents insurance covers all of these instances.

Take Sarah Smith and her husband Ben. They came back to their home one day to find that their neighbour's flat above had flooded. As a result, water was streaming through their home too. No problem. Within no time at all we'd taken care of the cost of replacing carpets and furniture along with the damage to their decor. Replacements could have cost Sarah thousands. Instead, all she paid was a small weekly premium.



TENANT RISKS