



Aldriche Way Estate Inspection newsletter – October 2010

Priority Estate inspections are carried out quarterly to tackle concerns on local estate based issues. During these inspections residents have the opportunity to meet with the Police, Ward Councillors and Ascham Homes Officers.

On 12 October 2010, Ascham Homes carried out a Priority Estate Inspection on Aldriche Way Estate and the following officers and residents were in attendance:

- Dulal Ahmed, Tenancy Manager
- Marie Williamson, Senior Estates Supervisor
- Eileen Boosey, Resident
- Helen Old, Resident
- Sharon Court, Resident
- Steve Stirk, Surveyor



Feedback from the inspection:

It was noted that five items of repair of a minor nature were highlighted. All of these items will be completed within a 30 day period. It is important that resident participate in these inspections as your feedback and issues are extremely important to us and without participation key issues you have within the estate cannot be addressed.

Estate Services

The caretaking team will remove the weeding over grown on the hard surfaces on the estate. Whilst, the bulk collection team will remove heavy items dumped inside garden shrubs. Residents can report fly tipping to Waltham Forest Direct on 020 8496 3000.

Reporting a dog fouling problem

If you are experiencing a problem with dog fouling in your area or witness a dog owner who allows their dog to foul in a public place without cleaning it up afterwards, you should report it to us with as much information as you can to **Waltham Forest Direct on 020 8496 3000**. Your details will be passed to the Enforcement Team who will do an initial investigation within 3 days and a decision will be made on what action to take.



Blocked drying area



Overgrown weeds



Dumped bulky item



Broken garage door

Ascham Homes Residents Conference

Saturday, 2 October 2010, marked Ascham Homes Residents Conference entitled 'Tell us what you think'. The conference was designed to enable residents to contribute to the Company priorities for next year. A number of workshops were held including: improving where we live; home safety; getting more for less; repairs, leasehold and financial inclusion. Residents were asked for their views of the service and how it can be improved in the future. One resident was successful in winning £600 to carry out works to a local alleyway to improve access for people with disabilities and young families. Three other residents won raffle prizes of shopping vouchers.

Managing debts & paying your rent

For help and support with paying your rent or managing your debts, please contact the Rent Income Team on **020 85318 097**

Our Officers can help you maximize your income and make sure that you receive the benefits that you are entitled to.

Alternatively, for further information you can visit the Rents page on our website at www.aschamhomes.org.uk to find out how to pay your rent, claim additional benefits, training and employment opportunities.

Area 1 & 2 Contract Panel Meeting

Area 1 & 2 Contract Panels take place every 6 weeks for residents to make their views known and scrutinise the work of Ascham Homes. The next meeting will be taking place as follows:

Date: 24 November 2010

Time: 2pm – 4pm

Venue: Boardroom, Willow House, 869 Forest Road, Walthamstow, London, E17 4UH.

For further information, please contact the Resident Involvement team on **020 8496 4942**

Customer Satisfaction Results

Residents have told us in August and September they have been highly satisfied with our ASB service. Our customer satisfaction results show that residents were:

- 83% satisfied with the support given to them
- 95% satisfied that their TSO had carried out their actions on time
- 82% satisfied with the final outcome of their complaint
- 90% satisfied how their case was handed

Distraction Burglary Advice

Waltham Forest Police are appealing for assistance in relation to distraction burglaries. We would urge residents to check that elderly or vulnerable relatives, friends and neighbours are alerted that bogus callers are operating in Waltham Forest by posing as officials from the water board. The local safer neighbourhood teams are aware of these crimes and will be raising awareness about how to deal with bogus callers.

Not all burglars break into homes, some will try to trick or con their way in. They are known as bogus callers and will pretend to be on official business from respectable concerns such as the Council, Police, Health Authority or Water, Gas or Electricity.

They may even claim to be tradesmen or workmen calling to carry out urgent repairs. Their only aim is to get into homes and distract people and steal their money or valuables.

Bogus Callers succeed because they sound believable, so don't be fooled.

- They can sound convincing and persuasive.
- They may be men, women or even children.
- They may ask for a drink of water, to use your phone or wash their hands.
- Some may be looking for a lost pet. In fact they use any believable story.
- Watch out for anyone who says they are in a hurry. Don't let them pressure or confuse you

You should always be aware when someone you don't know calls at your door. Make sure in your own mind that they are who they claim to be by following these simple steps:

- Think before you open the door.
- Ask caller for proof of identity.
- The Utility Companies now offer a password identification scheme. Any caller from one of these companies should be able to give a pre-arranged password as additional proof of identity.
- Beware of callers who attempt to distract you by claiming that they have seen something untoward in your rear garden or somewhere which may encourage you to leave your house – they may have an accomplice awaiting this distraction.
- If you are not convinced of the identity of the caller, don't let them in. Ask the caller to come back later and arrange for a relative, friend or neighbour to be present on their return or ask the caller to contact this person.
- There is no such thing as a water board.

Genuine tradesmen should carry an identification card with their photograph on. Check this carefully. If you are unsure, telephone the company the caller claims to represent. You needn't use the telephone number they give you, use the telephone number in the phone book. Genuine callers will not mind waiting while you do this. Look out of the window to see if you recognise them. If you have a door spy hole or chain, use them.

Ask who it is before opening the door and make sure your back door is locked, even when at home. Treat every stranger with caution. If you are still worried, dial 999 immediately and ask for Police. The sooner Police know that bogus callers are working in the area, the quicker they can investigate.

IF IN ANY DOUBT, KEEP THEM OUT and DO NOT KEEP LARGE AMOUNTS OF MONEY IN YOUR HOME!

What we will do to ensure your home is safe:

- Carry out gas safety checks every year. These are done by registered gas fitters.
- Hold gas safety certificates to show when gas appliances were last checked.
- Remove any items that are blocking communal areas, for example walkways or corridors.
- Regularly check the fire doors and other safety equipment in blocks of flats.
- Work with the local fire services to provide advice on fire safety in your home.

Home Contents Insurance

Protect your home and belongings from fire, burst pipes, theft or vandalism from as little as 75p a day.

We have teamed up with Aviva Insurance to provide low cost contents insurance for all our residents.

For an application form or for more details contact the rents hotline on 020 8531 8097 or visit the rent area of our website at www.aschamhomes.org.uk and download our booklet.

Remember if you do not keep up to date with your payments your home will not be protected.



Please note that all repairs including Communal should be reported to Ascham Direct and not the caretaker. You can contact Ascham Direct on 020 8496 4917.

Home Safety

A fire broke out on the third floor of St Nicholas Court on Wednesday, 13 October at around 4.00 pm.

All effected residents were safely evacuated outside the building. There were no fatalities or injuries recorded and the Fire Brigade allowed residents to return home later that afternoon. The cause of the fire remains under investigation.

On behalf of the emergency services, thank you for your co-operation during this serious incident.

Those residents with safety concerns can contact Akosua O'Connor on 0208 496 4089 or if you wish to report your repairs to Ascham Direct on 0208 496 4197.

You are reminded to keep communal areas clear for example drying areas or walkways to maintain your home safety. Your Tenant Services Officer, Akosua O'Connor and Estate Supervisor, Nicole Cogger are treating this matter very seriously and have written to residents giving them notice to remove their personal belongings from the communal drying areas on health and safety grounds. This advice should not be ignored.

Legal action may be taken to those who continue to breach their tenancy terms and conditions.

Fire Safety



To keep high-rise blocks of flats safe, including those with a single communal staircase, you must:

- Keep the communal areas clear
- Do not wedge open fire doors in the corridors
- Keep exits from your home clear
- Do not store anything there that would easily catch fire and cause a fire to spread on balconies
- Do not overload electrical sockets and cook safely
- If you are a smoker stub out cigarettes fully
- If you are a smoker do not smoke in bed
- Check your home smoke detector regularly

If there is a fire that breaks out in your home do not tackle the fire yourself. Close the door to the room where the fire is if you can do this safely. Leave your flat, shutting the front door behind you. Call 999. Do not go back into your flat. Leave the block. Do not use the lifts.

If there is thick smoke in the communal corridor call 999 and remain in your flat. Close the windows and wait for the emergency services to rescue you.

We work closely with the London Fire Brigade to keep your fire protection arrangements in good working order. We regularly check and fix communal fire doors. If you see a fire door in need of repair, please let us know.

Useful Contacts

Tenancy Services Officer
Akosua O'Connor
0208 496 4089

Rent Income Officer
Dumisani Moyo
0208 496 4005

Ascham Direct
0208 496 4197

Waltham Forest Direct
0208 496 3000

Community Development
Tracey Chandler
0208 496 4942

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212

Hale End & Highams Park
Street Safer Neighbourhood
0207 161 8917
07920 233 817

In an emergency
Dial 999

Ward Councillors
Councillor Paul Braham
0208 496 4718
07956 241 078
Cllr.Paul.Braham@walthamforest.gov.uk

Councillor Sheree Rackham
0208 496 4718
07722 511 107
Cllr.Sheree.Rackham@walthamforest.gov.uk

Councillor Darshan Sunger
0208 496 4718
07943 732 883
Cllr.Darshan.Sunger@walthamforest.gov.uk

The next Aldriche Way Priority Estate Inspection 2011 date is to be confirmed and posters will be placed on the notice boards in due course. All Residents are invited to attend.