



## Attlee Terrace Priority Estate Inspection newsletter – April 2011

### Welcome to the Priority Estate Inspection newsletter

On Friday 1<sup>st</sup> April 2011 we carried out an Estate Inspection on Attlee Terrace, in attendance were, Jo Murphy, Deputy Chief Executive, Elaine Gosling, Head of Housing Management, Chris Aveling, Surveyor and Tracey Chandler, Community Development Officer.

**“Things are improving, since our last inspection all repair jobs that were raised have been completed”**

### Customer Satisfaction Results

Residents have told us in August 2010 to February 2011 they have been highly satisfied with our anti-social behaviour service. Our customer satisfaction results show that residents were:

- 92% satisfied with the support given to them
- 94% satisfied that their Tenancy Services Officer had carried out their actions on time
- 89% satisfied with the final outcome of their complaint
- 92% satisfied how their case was handed

### Tenancy Services

If you have any tenancy queries or issues such as; noise or youth nuisance, harassment, succession to the property or suffer from anti-social behaviour, please contact your current Tenancy Services Officer, Vinita Patel on 0208 496 4089.



**All calls and cases will be dealt with strict confidentiality.**

### Anti Social Behaviour

Residents are reminded **NOT** to throw rubbish and food items outside their windows. This attracts pigeons and vermin to the area that can cause disease. This behaviour is unacceptable and residents are at risk of being in breach of their tenancy. Action will be taken against any perpetrators that are doing this.

It has been reported to us that there is still a number of youths on the estate causing Anti Social Behaviour. This is being managed closely with the local Police and other agencies. Please note that any youths that are identified as causing Anti Social Behaviour and parents of those youths or children, action will be taken against them.



**It is important that residents 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.**

**The feedback from the inspection:**

### **Communal Repairs**

- A new notice board will be placed on communal stairs of number 39 - 61 Attlee Terrace.
- Missing wall slabs are to be replaced to entrance areas to blocks.
- Broken fencing and fencing poles at the back of the estate will be removed due to health and safety issues.
- Unnecessary and Damaged signs to be removed on Communal Grass areas.
- Metal holders for railings to be removed on stairs outside blocks.
- Repairs to communal entrance doors will be undertaken, which will include painting.

**Please note that reoccurring repairs to communal entrance doors is an expensive process, if you spot anyone doing this please contact your Tenancy Services Officer, Vinita Patel on 0208 496 4089.**

### **Grounds Maintenance**

- Grounds maintenance work will be carried out in the communal garden areas.
- Some bulbs will be planted and we will be working with the residents to improve the area.
- All communal gardens to be tidied.
- Overgrown Tree to be removed.



**If you would like to request a repair, please contact Ascham Direct on 0208 496 4197**

## Scams Awareness Month

**Scams Awareness Month** ran during February 2011. The campaign aimed to increase awareness and understanding of scams to help stop people from getting scammed.

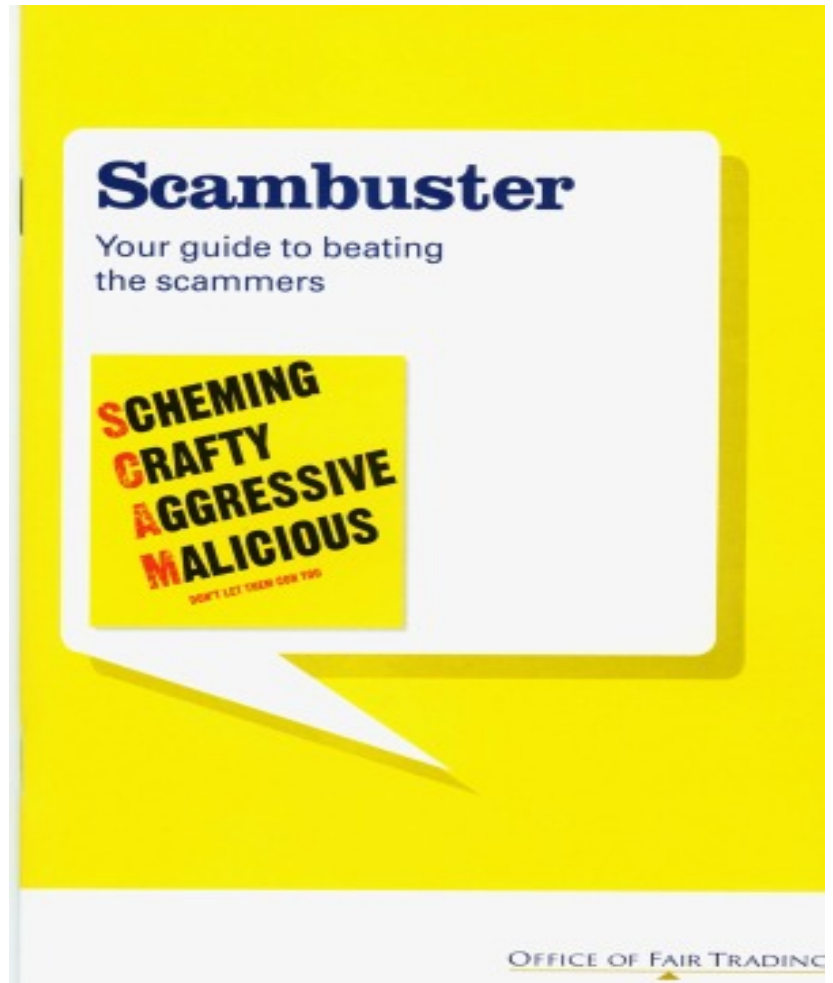
**Older people** are more likely to be targeted by these scammers with over 55's accounting for almost half of people who say they have been approached, according to Office of Fair Trading research.

**Age UK** has produced two free information guides 'Avoiding Scams' and 'Staying Safe' which warn people of the most common scams and provide practical steps to ensure older people are able to protect themselves against this type of crime in the home and on the doorstep.

**Perpetrators** either claim to be bank staff or Police officers and ask for PIN numbers, bank cards or payment books. On occasion this has led to the suspects stealing quantities of cash.

### Police are investigating but would like to reiterate the following:

- Do not handover or tell anyone your PIN number, as police officers and banking staff will NEVER ask for this information.
- Police will not attend your address and seize financial documents, such as bank cards, payment books etc or request personal information about your bank accounts.
- A genuine police officer will never request that you hand over money. They will not request or facilitate you attending a cash point to withdraw money.
- Always ask the person attending for identification and contact your police station on 0300 123 1212 (non – emergency number) and verify their identity.
- Do NOT allow anyone access to your home until this has been done.



**If you have any concerns about the person attending your address and believe that they may not be who they say they are, then call the police immediately on 999.**

**If you have any information then please contact Waltham Forest Police or if wish to remain anonymous, contact Crimestoppers on 0800 555111.**

# Scam warning

Waltham Forest News would like to warn readers about a phone scam that has been reported to the Council. The alarm was raised when a resident received a suspicious 'too good to be true' phone call. The caller claimed they were from the Council and said that because the resident had paid their council tax on time every year he was going to be awarded £7,000. Though the caller seemed to have the resident's personal details to hand (name, address, home phone number etc.) alarm bells were raised when the resident was asked for his credit card details so that the dubious windfall could be transferred.

The resident clearly wasn't going to be easily taken in and asked whether he could instead pass by the Town Hall to pick up a cheque in person. The caller stated that this would not be possible, but that a cheque could be posted. This, the resident was told, would cost a princely £99 and that his credit card details would once again be required. The resident then asked to speak to the caller's supervisor and was fobbed off with a number that appeared local but certainly wasn't for the Town Hall and went through to an overseas call centre.

Waltham Forest News would like to advise residents that there are no prizes on offer for the timely payment of council tax and that any calls of this nature are an attempt to con you out of your hard-earned money.

• To find out more about council tax payments phone Waltham Forest Direct on 020 8496 3000 or visit [www.walthamforest.gov.uk/council-tax](http://www.walthamforest.gov.uk/council-tax). To report a telephone scam phone Consumer Direct on 08454 04 05 06 or visit [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).



## Getting Involved

If you have concerns about day-to-day crime and disorder issues, or would like to get involved, please contact your local Hoe Street Safer Neighbourhood Team on 0208 721 2642.

## Become a Ward Panel Member

Each ward has a panel made up of members of the community who live or work within that ward. This panel meets regularly to discuss the concerns facing the local community around crime and anti-social behaviour, and sets the priorities the local police team will tackle. They also get involved in working with the police team and local partner agencies such as the council.

## Useful Contacts

**Tenancy Services Officers**  
Raja Khan  
020 8496 4032 /

**Rent Income Officer**  
Dumisani Moyo  
020 8496 4005

**Ascham Direct**  
020 8496 4197

**Waltham Forest Direct**  
020 8496 3000

**Community Development**  
Tracey Chandler  
020 8496 4942

**Gas leaks – TRANSCO**  
0800 111 999

**Metropolitan Police**  
Free phone 24 hours  
0300 123 1212

**Hoe Street Safer Neighbourhood Team**  
020 8721 2642 /  
07920 233 821

**In an emergency**  
(life threatening situation)  
Dial 999

**Ward Councillors**  
**Cllr Saima Mahmud**  
0208 496 4718  
[Cllr.Saima.Mahmud@walthamforest.gov.uk](mailto:Cllr.Saima.Mahmud@walthamforest.gov.uk)

**Cllr Mark Rusling**  
0208 496 4718  
[Cllr.Mark.Rusling@walthamforest.gov.uk](mailto:Cllr.Mark.Rusling@walthamforest.gov.uk)

**Cllr Ahsan Khan**  
0208 496 4718  
07943 732 883  
[Cllr.Ahsan.Khan@walthamforest.gov.uk](mailto:Cllr.Ahsan.Khan@walthamforest.gov.uk)

**If you are deaf or have speech impairment please use a text phone to contact the Police**  
Dial 18000 in emergencies  
18001 for non-emergencies

**The next Attlee Terrace Estate Inspection will be Thursday 26<sup>th</sup> May 2011, at 4.30 pm outside numbers 1 -39.**