



The Drive Priority Estate Inspection Newsletter – April 2011

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 Councillor.

On Thursday 7th April 2011, we carried out a priority Estate Inspection on The Drive, the following were in attendance.

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|--------------------|-----------------------------|-------------------|-------------------------------|
| ■ Jo Murphy | Deputy Chief Executive | ■ Robert Hughes | Resident |
| ■ Saima Mahmud | Councillor | ■ William Wood | Resident |
| ■ Chris Aveling | Surveyor | ■ Reg Foster | Resident |
| ■ Marie Williamson | Senior Estate Supervisor | ■ Tracey Chandler | Community development Officer |
| ■ Alan Griffiths | Tenancy Enforcement Officer | | |

Feedback from the inspection:

A number of repairs were highlighted, some of which are listed below and we anticipate that and we anticipate that these will be completed by the end of May 2011.

Name of Block	Item	Date of order raised	Completions dates
Manning House	Side doors not closing properly	11 th April 2011	16 th May 2011
Manning House	Leaking overflow outside front entrance door on left	11 th April 2011	16 th May 2011
Southgate House	New fence panel for back garden area or repair.	11 th April 2011	16 th May 2011
Southgate House	Unblock drain at front of block	11 th April 2011	16 th May 2011
Southgate House	Repair guttering near at the gate entrance of front garden	11 th April 2011	16 th May 2011
The Drive	All the old signage has been removed	11 th April 2011	Completed

Taking Action on Anti-Social Behaviour

Ascham Homes will not tolerate anti-social behaviour. One tenant from Boundary Road recently found this out to their cost.

The tenant in question caused repeated pet nuisance and harassment to a neighbour. So much so that Ascham Homes was forced to obtain an injunction order, whilst we waited for a court hearing date.

Following the court hearing date in December 2010, Ascham Homes were awarded possession and evicted the tenant shortly afterwards.



Tenancy Manager, Dulal Ahmed said: ***'This was a particular upsetting and distressing case. However, it proves that as long as residents, police and other agencies are prepared to work together and provides us the evidence we need, we will take firm action to ensure that tenants do not cause nuisance or upset other residents'.***

If you are experiencing problems caused by residents or non-residents, then report it as soon possible to your Tenant Services Officer on 0208 496 4197

Customer Satisfaction Results

Residents have told us through out the year on how highly satisfied they have been with our Anti-Social Behaviour service. The customer satisfaction results show from April 2010 till March 2011, that residents were:

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

Health and Safety – Tenancy Breach

Children were seen climbing from the first floor window and jumping downstairs to the grass area at Hancock and Trinity House. This is extremely dangerous. Parents and Carers are responsible to supervise their children outside their homes and must remind them NOT to do this. Home safety is important to us therefore our contractors will secure this window shut.

Useful Contacts

Senior Tenancy
Services Officer
Stafford Vidale
0208 496 4010

Rent Income Officer
Marcia McKella
0208 496 4026

Ascham Direct
0208 496 4197

Waltham Forest Direct
0208 496 3000

Community
Development Officer
Rubeena Amanullah

0208 496 49466

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212

Hoe Street Safer
Neighbourhood Team
0207 8721 2642 /
07920 233 821

In an emergency
Dial 999

If you are deaf or have
speech impairment
Dial 18000 inemergencies
18001 for non-
emergencies

Ward Councillors
Cllr Saima Mahmood
Cllr.Saima.Mahmood@walthamforest.gov.uk

Cllr Ahsan Khan
Cllr.Ahsan.Khan@walthamforest.gov.uk

Cllr Mark Simon
Cllr.Mark.Simon@walthamforest.gov.uk
Te: 020 8496 3000

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

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. To report a telephone scam phone Consumer Direct on 08454 04 05 06 or visit 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 High Street Safer Neighbourhood Team on 0208 721 2035.

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 Officer
Fatima Esakji
0208 496 4026

Rent Income Officer
Marcia McKella
0208 496 4026

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

Hoe Street Safer Neighbourhood Team
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The next Estate Inspection is on Thursday, 2 June 2011 at 4.30 pm. The meeting point is outside Manning House.