



Priority Estate Inspection newsletter
October 2010

Attlee Terrace Estate Inspection

On 30 September 2010 we carried out a Priority Estate Inspection on Attlee Terrace estate, the following were in attendance

(Pictured from left to right):

- PCSO – Hussein Hassan – Hoe Street SNT
- Roger Ellul - Senior Estate Supervisor, Ascham Homes
- Martin Webster - Kier Building Maintenance Officer
- Steve Stirk - Surveyor, Ascham Homes
- Tracey Chandler – Community Development Officer [Taking Photo]



The feedback from the inspection

Additional money had been allocated for communal repairs. There were approximately 50 communal repair jobs; most of all will be completed by the end of October 2010. This was mainly to do with the all the communal door entry areas. The lower panels will be replaced with wood, the middle panels will be replaced with Georgian wire glass, and the top panels will be replaced with polished Georgian wire glass.

During inspection the communal grass areas were being cut and will be undertaken on a 6 weekly basis.

Some residents have complained about problems with the trees. All tree work is currently being undertaken with the council for further information; please speak to Chris Moran, Greenspace services on 020 8496 2633.

Update on Taskforce

The task force is due to meet again shortly and we will be providing residents with an update. The garages have been handed over to East Homes who are going through the planning process. We are looking at the possibility of demolishing some of the pram sheds that are no longer being used and the area will be used for other things.



Working together to provide quality homes in a thriving community

Anti Social Behaviour

Ascham Homes can confirm that we have Acceptable Behaviour Agreements with residents whose children are causing anti social behaviour on the estate mainly in the stairwells and communal areas. These particular children are also allowing youths who do not live on the estate to come inside the block and cause Anti Social Behaviour. This involves smoking drugs, drinking alcohol, spitting and shouting. Ascham Homes are in the process of taking further action to avoid future problems. All residents are advised to abide by their tenancy conditions and not to allow anyone who should not be on the estate to behave in this way, as they are responsible for the behaviour of their children and visitors. It is resident's interest to take care of where they live and report issues of anti social behaviour to us. You can **report anti social behaviour in confidence** to your Tenancy Services Officer, in order for action to be taken. Ascham Homes are also working with the council and police to identify what action can be taken in the short term to tackle the antisocial behaviour and encourage residents to get involved in what's happening on their estate.

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.

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 85318097**.

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. Meetings will be taking place as follows:

Weds 24/11/2010 at 2pm – 4pm

Venue: Boardroom, Willow House, 869 Forest Road, Walthamstow, London E17 4UH. For information, please contact Resident Involvement on: **020 8496 4934**.

Ascham Homes Residents Conference

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 and three other residents won raffle prizes.

Useful Contacts

Tenancy Services Officers

Fatima Esakji
020 8496 4981 /
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

If you are deaf or have a speech impairment please use a text phone to contact the Police

Dial 18000 in emergencies
18001 for non-emergencies

For further information or if you have any queries on this newsletter contact

Sunita Trehan
020 8496 4934

Willow House
869 Forest Road
Walthamstow
London E17 4UH

Resident.involvement@
aschamhomes.org.uk

The next Attlee Terrace Priority Estate Inspection is taking place on: 7th December 2010, at 9.30am, outside 10 Attlee Terrace (bin chamber area). All residents are invited to attend.