

Avenue Road Priority Estate Inspection

This newsletter provides residents with feedback for the Priority Estate Inspection carried out on 10 March 2010.

The Priority Estate Inspection is your opportunity to work with Ascham Homes and our partners who join these inspections to improve your quality of life.



Rubbish outside a bin chute

During the inspection we were made aware of some issues regarding refuse disposal. We remind residents to put waste into plastic bags before depositing in bin chutes or refuse bins.

The photo opposite (which was taken during the inspection) shows how quickly the estate can become unsightly. Don't put your estate at risk of infestation of rodents, who will be drawn to food rubbish on the floor.

We would also like to remind residents not to throw rubbish e.g. nappies, black bags and bottles etc from the estate. This is a breach of your tenancy agreement and that repeat offenders will have action taken against them.

The vandalised lights on the estate have been replaced with anti-vandal proof lights. We are currently rolling out a programme to install this type of lighting throughout the estate. They will greatly improve visibility and safety.



New anti-vandal proof lighting



The wall by Rosewood Court

Councillor Wheeler, Safer Neighbourhoods Team and Ascham Homes are keen to get the wall which belongs to East Thames Housing (as shown in the photograph opposite) lower or removed due to it providing a bolt hole for ASB.

It has been requested that railings replace the wall to improve visibility. We are working towards creating a safer environment for residents.

Repairs

We have listed below some of the communal repairs identified as part of the inspection process. We have included brief descriptions of the repairs, order numbers and completion dates allowing you to check if a communal repair to your block has been completed on time.

Rosewood Court

Location/Description	Job No	Due Date
Break out and refit bollard and lay new block paving by bin access outside flat 1.	436995/1	13/04/10
Supply and fix wall pillar outside flat 65.	TBA	
Re fix the dry riser cupboard on 3rd floor.	TBA	
Unblock drain on bin shed roof by flat 1 on Mulberry Court.	437018/1	13/04/10

Gean Court

Location/Description	Job No	Due Date
Re-fix frame and supply and fix panel at the car park entrance.	437009/1	13/04/10
Rebuild the wall on the play area side of the car park.	387382/2	07/01/10
Supply and fix wall pillar panel at the ground floor entrance on 6th floor at Blackthorn Court.	TBA	

We are aware that some handrails need replacing and this has been placed on a programme of works which is dependent upon further funding.

Are you finding it difficult to manage your debts and pay your rent?

If so, please speak to our Rent Income Team on 020 8531 8097 our officers are trained to help you maximise your income and can make sure that you are receiving all the benefits you are entitled to.

Alternatively visit our website www.aschamhomes.org.uk and look at the rents section which tells you how to:

- pay your rent
- claim additional benefits
- training and employment opportunities

A reminder to dog owners

Residents are reminded that they must write to their TSO, Alan Griffiths or email him at alan.griffiths@aschamhomes.org.uk to ask permission to keep a dog, cat or any other domestic animal in your home.

You are also reminded that once you are permitted to keep a dog or a cat, you have a responsibility to ensure that your pet does not cause a nuisance, annoyance or disturbance to other people.

Please remember that the council only permit one domestic animal per household.

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.

We can collect payment for your insurance with your rent. Remember if you do not keep up to date with your payments your home will not be protected.

Police Contact Details

To contact the Metropolitan police please use the 24 hour free phone number 0300 123 1212, or contact your local team directly on 020 8721 5004.

Please note the local team is not a 24 hour service but an answer phone message can and should be left. These messages generate a CAD number which can be used in court if a conviction is made.

In an emergency (a life threatening situation) always dial 999.

If you are deaf or have a speech impairment please use a text phone. Dial 18000 in an emergency or 18001 in none emergencies.