



Priority Estate Inspection newsletter
November 2010

Chingford Lane Estate Inspection

Welcome to the Priority Estate Inspection newsletter

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

On 9th November 2010 we carried out a Priority Estate Inspection on the estate, in attendance (pictured from left to right) were:

- Pearl – Resident
- Derek Young - Director of Finance, Ascham Homes
- Dulal Ahmed- Tenancy Services Manager, Ascham Homes
- Marie Williamson - Senior Estate Supervisor, Ascham Homes
- Steve Stirk – Surveyor, Ascham Homes
- Tracey Chandler - Community Development Officer, Ascham Homes [taking picture]
- A number of other residents took part in the inspections but did not want to be included in the photograph.



The feedback from the inspection

- Residents raised concerns about not receiving their last newsletter for the priority estate inspection held in August 2010. We wish to apologise for this mistake, this will be available on our website shortly.
- The front door adjacent to numbers 137 requires new double glazing unit.
- The Surveyor is proposing for signs to be placed on the stairwell to remind residents to be careful as this can be slippery in wet weather.
- The broken glass of 175 will be replaced with a wooden panel.
- Fly tipping letters will be sent to perpetrators.
- Residents raised concerns about the truncking that keeps BT wires together being removed during decent homes works. The surveyor will contact BT to arrange for this to be repaired.
- All notice boards will be updated with relevant to residents on Ascham Homes services.

We anticipate all works will be carried out by end of December 2010.



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.

Caretaking

Please note your caretaking team visits every week to carry out duties. The quality of the service we provide is inspected by Nicole Cogger, our Estates Supervisor. Our Estate Stakeholders for Chingford Lane undertake accompanied inspections to grade the service. We always welcome new residents to become involved if you are interested, please contact resident involvement team on 020 8496 4942.



Fire Safety

Fire safety is a priority to Ascham Homes. We are working together to improve home safety and making our buildings safer with the London Fire Brigade.

Ascham Homes has invested money into fire safety improvement works in the borough.

Your Tenancy Enforcement Officer will contact those residents with plastic flower posts and hanging baskets in the communal corridors to give them advice on how to minimize the risk of fire and keep residents safe.

We will rely on your co-operation on this matter.

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.

Useful Contacts

Tenancy Services Officer

Akosua O'Conner
0208 496 4089

Rent Income Officer

Dumisani Moyo
0208 496 4968

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

Hatch Lane Safer Neighbourhood Team

0207 8721 2641 /
07920 233 821

In an emergency Dial 999

If you are deaf or have speech impairment

Dial 18000 in emergencies
18001 for non-emergencies

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

Tracey Chandler
020 8496 4942

Willow House
869 Forest Road
London
E17 4UH

Resident.involvement@aschamhomes.org.uk

We are currently reviewing our Priority Estate Inspections and will provide residents with an update on this.