

Chingford Lane Priority Estate Inspection

This newsletter provides residents with feedback for the Priority Estate Inspection carried out on 10 February 2009.

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.



A bike left in a communal area

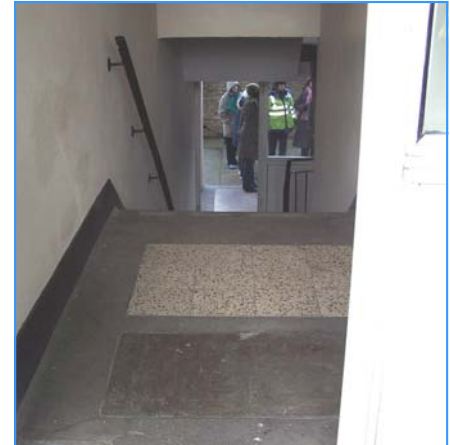
Resident are reminded not to leave personal belongings in corridors this includes push bikes and motorbikes.

The bike, shown in the photo opposite is a potential hazard and could cause someone to trip or fall. These hazards can be fatal in the event of a fire when visibility is low and when people are panicked and hurrying.

Residents informed us on the inspection that antisocial behaviour (ASB) is still occurring on the estate.

The Safer Neighbourhoods Team (SNT) who also attended the inspection state that they visit your estate twice a day and each time they visit the estate is quiet. They have asked residents to call them when they are experiencing ASB and they will attend the scene as quickly as possible.

Residents are encouraged to leave a message on the SNTs answer phone if phoning after hours and each message will be responded to.



A stairwell where youths congregate



Breyer's site office and storage area

We would like to apologise for the error in the October newsletter, where we published that Breyer would have finished the decent homes work in December.

They are still working on Montalt Road Lodges and they will be finished at the end of March 2010 when their contract expires.

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.

Chingford Lane

Location/Description	Job No	Due Date
Supply and fix door on bin room on the left hand side of flat no. 137	432288/2	12/03/10
Supply and fix extended plates on three pram shed access doors	432310/1	15/06/10
Replace cast grille outside flat no.177	432300/1	12/03/10
Relay pavement slabs outside entrance block 135/137	432326/1	15/06/10

1 - 7 Montalt Road

Location/Description	Job No	Due Date
Supply and fix cast gully grid outside flat 5B, 5E and 7D	432349/1	16/02/10
Renew concrete line posts in the drying area	432355/1	15/06/10
Replace slabs by light column H5 and outside garage no. 21	432355/1	15/06/10

We are aware that a lot of handrails need to be replaced. This programme of works is dependent upon further funding.

Ascham Homes' Website!

We launched our new user-friendly website last month with you in mind. As you can see from the image opposite we have divided our website into six key areas to make it easier for you to find the information you require:

- repairs
- tenancy services
- decent homes
- getting involved
- leaseholder services
- antisocial behaviour



Our website will be used to provide a means of two-way communication allowing you to log on and: check and pay your rent; request or check on a repair; report an abandoned vehicle; make a complaint and so much more. Go online today to www.aschamhomes.org.uk

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
- help with utility arrears

Police Contact Details

To contact the Metropolitan police please use the 24 hour freephone number 0300 123 1212, or contact your local team directly on 020 8721 2641.

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.