



Priority Estate Inspection newsletter  
May 2010

# Chingford Lane (block 131-181) 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 19<sup>th</sup> May 2010 we carried out a Priority Estate Inspection on your estate; residents, Steve Stirk (Surveyor) and Marie Williamson (Senior Estate Supervisor) from Ascham Homes and Councillor Marion Fitzgerald, pictured, were present, along with Sunita Trehan (Assistant Community Development Officer, Ascham Homes).



## The feedback from the inspection

- It was reported that children are roller-skating inside the blocks on balconies and stairs. This is a health and safety issue and is causing residents noise nuisance. Residents are advised not to let their children do this. If residents are aware of who is doing this, please advise Ms Akosua O'Connor, Tenancy Services Officer.
- We are proposing that the gateways to the pram sheds should be locked, so that anti social behaviour to these areas is eliminated.
- Drains and pipes are becoming blocked – Residents are reminded not to put any domestic food waste down the kitchen sink drain, such as oil, food, rice, fat etc, as this will cause blockages.
- We identified and actioned weed spraying and sweeping to the pavement in the drying area.
- Residents are dumping rubbish bags on the floor in the Chute Room – Residents are reminded that this is not acceptable behaviour, as it causes bad smell and attracts vermin. The Caretakers are spending their time clearing up this rubbish and sorting through it to find the perpetrators which is not good use of their time.
- A mattress and some other redundant items had been left in the communal areas – We arranged for the Estate Services team to remove them.
- Dogs have been urinating inside the block – Residents are reminded to control their pets in communal areas.

**There were no communal repairs found on this inspection.**



Working together to provide quality homes in a thriving community

### Parking on the estate

Currently, there are no parking restrictions at Chingford Lane. Parking schemes can only be introduced following a survey of all residents affected and a majority vote from residents for the service. There is no charge to the residents for visitors badges, however there is a charge for replacing them. If you are interested in this scheme, you can obtain a survey, by contacting **Customer Services on 020 8496 4197**.

### 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 our **Rent Income Team on 020 8531 8097**.

Our Officers can help maximize your income and make sure you receive benefits that you are entitled to.

Alternatively, you can visit the Rents page on our website at [www.aschamhomes.org.uk](http://www.aschamhomes.org.uk) to find out how to pay your rent, claim additional benefits, training and employment opportunities.

## Area 1 & 2 Contract Panel

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 30/06/2010 at 2pm – 4pm**  
**Weds 28/07/2010 at 2pm – 4pm**  
**Weds 08/09/2010 at 2pm – 4pm**  
**Weds 20/10/2010 at 2pm – 4pm**  
**Weds 24/11/2010 at 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 4934.

## Submit an application for the MRA

Each year the Government allocates Waltham Forest Council approximately £1.5m, which Ascham Homes use on major repairs or environmental improvements. We would like to invite Waltham Forest Council tenants, leaseholders & stakeholders to submit improvement ideas on what you would like the MRA budget to be spent on. The MRA decisions will be delivered at Contract Panel meetings in June & July 2010.

To request an application form phone Ascham Direct on 020 8496 4197 or visit our website at [www.aschamhomes.org.uk/mra2010](http://www.aschamhomes.org.uk/mra2010).

## Useful Contacts

**Tenancy Services Officer**  
Akosua O'Connor  
020 8496 4089

**Rent Income Officer**  
Simon Kiff  
020 8496 4968

**Ascham Direct**  
020 8496 4197

**Waltham Forest Direct**  
020 8496 3000

**Community Development**  
Tracey Chandler /  
Sunita Trehan  
020 8496 4942

**Gas leaks – TRANSCO**  
0800 111 999

**Metropolitan Police**  
**Free phone 24 hours**  
0300 123 1212

**Hatch Lane Safer Neighbourhood Team**  
020 8721 2641 /  
0792 023 3822

**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 Chingford Lane Priority Estate Inspection is taking place on: Wednesday 25<sup>th</sup> August 2010 at 9.30am, outside the garage area (to the rear of the block). All residents are invited to attend.**