



Essex Close Priority Estate Inspection newsletter – November 2010

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 have the opportunity to meet with the Police, Ward Councillors and Ascham Homes Officers.

On Tuesday, 2 November 2010 Ascham Homes carried out a Priority Estate Inspection on your estate; which the following officers and residents attended:

(Left to right from picture)

- Valerie Preston Resident
- Steve Stirk Surveyor
- Marie Silva Resident
- Roger Ellul Senior Estate Supervisor
- Elaine Gosling Head of Housing Management

- Ken Baines Resident
- Pam Pegg Resident
- Margaret Baldock Resident

Other officers and residents not in the picture but were also present on the day were:

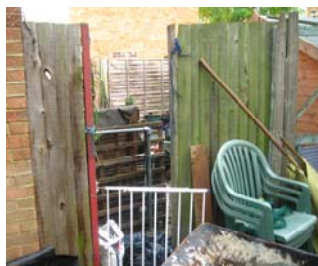
- Erhan Mestanoglu Community Development Officer



Feedback from the inspection:

It was noted that 8 items of repair of a minor nature were highlighted. These were:

- Garden and communal areas must be kept clear at all times as it is a fire, health and safety hazard. This includes bikes, pots and plants (picture below).
- During the inspection, it has been noticed that a resident's garden gate had been broken. This will be replaced as soon as possible (picture below).
- Spinners or a metal fence will be installed on the wall outside Block 3 and 4. This should prevent the youths from sitting on the wall (picture below).



Feedback from the inspection (continued):

- The three gulleys in the communal courtyard next to Door 67 are blocked. These will be jet cleaned (picture below).
- A lamp post panel in the courtyard opposite No. 73 has been noted missing. A new panel will be installed (picture below).
- Two highway lamp posts in the car park are not working, which their lights will be replaced.
- The cover on top of the chute area in Block 10 is still leaking. This will be masticated as it floods the staircase when it rains.
- Two services pipes in Block 8 are broken. These are will fixed (picture below)
- Ascham Homes would like to consult with all its residents on padlocking the rear entrance of Block 6. This is to prevent un-authorised people from accessing the door. Please contact the Tenant Services Officer, Ade Aderaju by no later then 22 November 2010 to advise if you no not wish the entrance door to be locked permanently.

All of these items will be completed within a 30 day period. It is important that resident participate in these inspections as your feedback and issues are extremely important to us and without participation key issues you have within the estate cannot be addressed.



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, resident involvement, 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.



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!

Useful Contacts

Tenancy Services Officer

Ademola Aderoju
0208 496 4042

Rent Income Officer

Annelle Martin
0208 496 4045

Ascham Direct

0208 496 4197

Waltham Forest Direct

0208 496 3000

Community Development

Erhan Mestanoğlu
0208 496 4038

Gas leaks – TRANSCO

0800 111 999

Metropolitan Police

Free phone 24 hours
0300 123 1212 / 999

High Street Safer Neighbourhood Team

0208 721 2035 /
07843 291 115

Ward Councillors

Councillor Liaquat Ali
07956272160 / 02084964841
Cllr.Liaquat.Ali@walthamforest.gov.uk

Councillor Clare Coghill

07725 528 625
Cllr.Clare.Coghill@walthamforest.gov.uk

Councillor Mahmood Hussain

07956 400 834
Cllr.Mahmood.Hussain@walthamforest.gov.uk