

Home Safety Update

Welcome to Fred Wigg and John Walsh Tower Priority Estate Inspection newsletter
Special Edition 2 – July 2010

Dear Residents,

Ascham Homes in partnership with the London Fire Brigade on 4 June 2010 organised a home safety awareness event at Fred Wigg and John Walsh Towers. The aim was to improve public awareness how to 'stay safe' in the event of a fire.

The London Fire Brigade advised residents of the fire safety risks and installed a number of smoke alarms in residents' homes. The Metropolitan Police and the crime prevention officers gave advice on personal safety.



Residents had the opportunity to report repairs, meet the Housing Options team to discuss overcrowding, under occupation and Rent Deposit Scheme.

The event was followed up with a customer satisfaction survey form about the safety to all residents. Thank you for all those who have completed the 28 surveys. The results were:

1- How satisfied or dissatisfied do you consider your home safety concerns have been listened to?

86% of residents were satisfied.

2- Do you feel the steps we have taken so far to clean blocked balconies has resolved the problem of unclear escape routes exiting the fire escape stair case?

78% of residents were satisfied.

3- How satisfied or dissatisfied do you feel we have kept you informed on the progress we have taken on fire safety inspections.

82% of residents were satisfied.

4- In the event of a fire occurring on your landing, do you feel satisfied or dissatisfied that you can escape the property?

86% of residents were satisfied.

5- How satisfied or dissatisfied do you feel your caretakers are keeping your landings here of bulky waste?

82% of residents were satisfied.

6- Taking into account we have provided on building improvements planned, do you feel it will improve your home safety?

86% of residents were satisfied.



...and the prize draw winner is...

As a result of returning the questionnaire, a prize draw was drawn and the winner is Andrew Bangura from Fred Wigg Tower (left from picture).

Tenancy Manager Dulal Ahmed presented £30.00 worth of high street shopping vouchers.

The resident said "I am standing against residents blocking communal balconies". Well done and congratulations to him!

Outcomes of the event

On the day, there were a number of initiatives that came out from the event. These were:

- We completed a needs survey of all residents (tenants and leaseholders) and their families to identify individual needs – e.g. mobility, overcrowding issues. As a result, 2 families will be recommended to the Council for a housing transfer.
- During the recent health and safety balcony inspection, there were three incidences where residents did not allow Ascham Homes to enter the premises for us to check the balconies. We had to obtain 'rights of access' to enter these communal areas to enable us to clear fire escape routes in the Magistrates Court.
- We will write to all residents who are placing other residents at risk by warning them that they need to clear the communal areas.
- We are using general 'Tort Notices' (power to impose obligation to collect goods) against residents improperly leaving rubbish and goods in communal areas.
- You're Tenancy Services Officer and the caretakers are continuing to carry out fire risk inspections to the building. Resident feedback on this initiative was positive.

What is a Dispersal Order?

We want people to feel safe in their communities as it is unacceptable for anyone to be afraid or feel threatened by groups of people hanging around.

A dispersal order allows the police to disperse groups of two or more people where the officer has reasonable grounds for believing that their presence or behaviour has resulted, or is likely to result in a member of the public from being **harassed, intimidated, alarmed** or **distressed**.

If the perpetrators return to the area within 24 hours, they can be arrested and charged to Court. Upon conviction, they face a maximum fine of up to £2,500.

In addition, the Police can take anyone aged under 16 and is not accompanied by an adult the police can escort them to their home address.

Feel intimidated by groups of people who are causing a nuisance?

As Montague Road has a Dispersal Order and you feel intimidated by groups of people in your community, telephone the local police on 999 or / and the Safer Neighbourhood Team on 0208 721 2036

Dog micro-chipping

Did you know that Waltham Forest Dog Enforcement team are offering a free micro-chipping service. They are designed to ensure your lost dog is brought home safely.

The Council provides everything from advice and enforcement to offering free micro-chipping and poop-scoops.

Also, under the Control of Dogs Order 1992 all dogs must wear a collar with its owners name and address on it in a public place.

- Even if the dog is micro-chipped, it must still have a collar or tag
- Any dog not wearing such a collar may be seized and treated as stray
- Owners could be prosecuted and fined up to £5,000

For more information on the micro-chipping or to discuss your concerns, please call the Dog Enforcement team on 020 8496 3000