



Priority Estate Inspection newsletter
April 2010

Hydro Forest 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 have the opportunity to meet with the Police, Ward Councilors and Ascham Homes Officers.

On 20 April 2010 we carried out a Priority Estate Inspection on your estate; PCSO David Izard, Adam Clarke (Tenancy Services Officer), Marie Williamson (Senior Estate Supervisor) and Steve Stirk (Surveyor), from Ascham Homes, pictured right, were present, along with Sunita Trehan (Assistant Community Development Officer, Ascham Homes).



The feedback from the inspection

- Several drains on the estate were blocked and pipes were overflowing – these were reported to our Repairs team. 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.
- A car bumper and broken door were left to the rear of Block 73 and a white sofa left outside 1 Hylands Road – this has been reported to the bulk removal team. Residents are reminded not to leave items in communal areas, as they are health and safety hazards.
- A resident reported the Chestnut tree to the back of Block 28-33 needed cutting back as it was blocking the light into their home – this issue is on a programme to be completed this financial year.
- Bricks have fallen off the retaining wall around the tree in the green area at the rear of Block 73 – this is a health and safety hazard and we will be arranging for these bricks to be taken away, to make this area safe.
- Random block checks were conducted and we were satisfied with what we inspected.
- The recycling wheelie bins on the pavements on Hylands Road are causing a nuisance to vulnerable residents – a suggestion was that they are moved nearer to the Hydro Centre.
- The glass to the rear door of Block 20-23 needs re-glazing – this was reported to our Surveyors team.
- The bin frames outside 41-46 Fernhill Court are not in use – this has been reported to Verdant to be removed.
- There was Graffiti on the wall to the communal walkway at Radbourne Crescent, stating gang related tags – this has been reported to our Intensive Clean team to be removed.



Working together to provide quality homes in a thriving community

During our inspection, we were also pleased to see the Grounds Maintenance Team hard at work on site, on Radbourne Crescent, mowing the communal grass areas, as pictured below.



Woodside Children's Centre

The Woodside Children's Centre is undertaking outreach work with any parents who live in the Wood Street area.

They provide a number of activities throughout the week to help support parents with children under the age of five years of age.

If you are interested the activities or for further information, please contact 020 8509 4375.

Managing debts & paying your rent

For help and support with paying your rent or managing debts, please contact our Rent Income Team on 020 8531 8097. Our Officers can help maximize your income and make sure you receive benefits you are entitled to. Alternatively, visit the Rents page on our website at www.aschamhomes.org.uk to find out how to pay your rent, claim additional benefits, training and employment opportunities.

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.

To find out about getting involved in Contract Panel meetings, please contact the Resident Involvement team on 020 8496 4934 / 4966.

Useful Contacts

Tenancy Services Officer
Raja Khan / Adam Clarke
020 8496 4011

Rent Income Officer
Marcia McKella
020 8496 4964

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

Wood Street Safer Neighbourhood Team
020 8721 2768 /
07766 440407

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 Hydro Forest Priority Estate Inspection is taking place on: 27 July 2010 at 9.30am, outside the Hydro Forest Community Room. All residents are invited to attend.