



## John Walsh and Fred Wigg Priority Estate Inspection newsletter – October 2010

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.

Ascham Homes carried out a Priority Estate Inspection on your estate which; various residents and officers attended.

### Feedback from the inspection:

It was noted that 25 various item of repairs of a minor nature were highlighted. 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 home safety; getting more for less; repairs, 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.



### Home Safety Advice

Ascham Homes undertook balcony inspections during the week commencing 11 October 2010 and will continue to inspect the balconies from time to time.

It is essential that balconies are kept clear at all times, as for many residents they are the main escape route if there is a fire.

Residents have been instructed previously to keep the balconies clear and Ascham Homes will pursue robust action against residents that do not comply. Ascham Homes has already issued 21 Environmental Protection Act Notices and 8 Notices Seeking Possession to residents for their failures to keep the balconies clear during 2009/2010.

### Customer Satisfaction Results

Residents have told us in August and September they have been highly satisfied with our ASB service. Our customer satisfaction results show that residents were:

- 83% satisfied with the support given to them
- 95% satisfied that their orders was carried out on time
- 82% satisfied with the outcome
- 90% satisfied how their case was handled

## 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**  
Shelly Anderson  
0208 496 4037

**Rent Income Officer**  
Helen Penny  
0208 496 4041

**Ascham Direct**  
0208 496 4197

**Waltham Forest Direct**  
0208 496 3000

**Community Development**  
Rubeena Amanullah  
0208 496 4966

**Gas leaks – TRANSCO**  
0800 111 999

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

**William Morris Safer**  
**Neighbourhood Team**  
0208 7212643/07920 233 820

**In an emergency**  
Dial 999

**If you are deaf or have**  
**speech impairment**  
Dial 18000 in emergencies  
18001 for non-emergencies