



Aldriche Way Estate Inspection newsletter – March 2011

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 Thursday 17th March 2011, Ascham Homes carried out a Priority Estate Inspection on Aldriche Way Estate and the following officers and residents were in attendance:

- Cllr Darshan Sungar
- Marie Williamson, Senior Estates Supervisor
- Eileen Boosey, Resident
- David Elliott, Surveyor
- Marion Waterman, Resident
- Fernella Lindsey, Resident
- Mrs Swain, Resident
- Elric Walkes –Hillman
- Tracey Chandler – Community Development Officer
- Chris Aveling, Surveyor
- John Kalinzi – Safer Neighbourhood Team



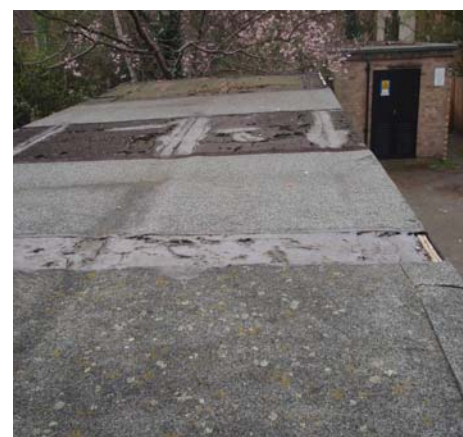
Pictured here are two residents, Estates Services, SNT and Cllr Darshan Sungar.

Feedback from the inspection:

Item	Description	Reference Number	Job Completion Date
Footpath Outside Nicholas Court	Part of the footpath has sunk and requires a patch repairs –	491145/1	18 th April 2011
123 -137 Aldriche Way	Outside garage No75: repair concrete to paving	491156?1	18 th April 2011
136-161 Aldriche Way	On the corner of access road – reinstate bollard in PCC	491162/1	18 th April 2011
2 – 36 Aldriche Way	Reinstate potholes not exceeding 100mm depth with tarmac- outside garages 148,150,152,157,158,160 &163.	491171/1	18 th April 2011
38 – 68 Aldriche Way	Repair tarmac surface to garages 166 -168.	491182/1	18 th April 2011
47-71 Aldriche Way	Excavate and remove broken bollard renew with concrete bollard.	491193/1	18 th April 2011

37-45 Aldriche Way	A 2 layer felt to Pram Shed. Renew timber shed doors to pram sheds including locks and paintwork to numbers 37,39,41 &49.	491193/2	18 th April 2011
2-32 Appleby Close	Repair rainwater pipe to canopy	491240/1	18 th April 2011
2-32 Bellamy Road	Re-fix waste bin into ground	491253/1	18 th April 2011
Long Ley Alley way junction of Bellamy Road	Reinstate missing paving slab	491253/1	18 th April 2011
70-84 Aldriche Way	Renew section of lead flashing	491257/1	18 th April 2011

If you would like to request a repair, please contact Ascham Direct on 0208 496 4197



Customer Satisfaction Results

Residents have told us in August 2010 to February 2011 they have been highly satisfied with our anti-social behaviour service. Our customer satisfaction results show that residents were:

- 92% satisfied with the support given to them
- 94% satisfied that their Tenancy Services Officer had carried out their actions on time
- 89% satisfied with the final outcome of their complaint
- 92% satisfied how their case was handed

A dedicated virtual team will be allocated to work directly with residents to look at priorities for Aldriche Way estate. A further update will follow in the next newsletter

Neighbourhood Management Approach

Ascham Homes is changing the way it works, by adopting a new neighbourhood management service approach. This aims to bring the local community and local service providers together, at a neighbourhood level to tackle problems and to improve services and outcomes.

Our customer priorities in 2011/12 will be refocusing on:

- Service reliability
- Approaches to anti social behaviour and community safety
- Homes and environment
- Customer satisfaction

If you would like to request a repair, please contact Ascham Direct on 0208 496 4197



This piece of land pictured on the left, David Elliot our Surveyor is in the process of finding out exactly who is responsible for this plot of land, as it borders the London Borough of Waltham Forest and Family Mosaic. Once this has been established local Cllr's, Ascham Homes Community Development Team, Family Mosaic and residents will work together to make this area safer and discuss with residents ideas on what they would like to use this space for.

Scams Awareness Month

Scams Awareness Month ran during February 2011. The campaign aimed to increase awareness and understanding of scams to help stop people from getting scammed.

Older people are more likely to be targeted by these scammers with over 55's accounting for almost half of people who say they have been approached, according to Office of Fair Trading research.

Age UK has produced two free information guides 'Avoiding Scams' and 'Staying Safe' which warn people of the most common scams and provide practical steps to ensure older people are able to protect themselves against this type of crime in the home and on the doorstep.

Perpetrators either claim to be bank staff or Police officers and ask for PIN numbers, bank cards or payment books. On occasion this has led to the suspects stealing quantities of cash.



Police are investigating but would like to reiterate the following:

- Do not handover or tell anyone your PIN number, as police officers and banking staff will NEVER ask for this information.
- Police will not attend your address and seize financial documents, such as bank cards, payment books etc or request personal information about your bank accounts.
- A genuine police officer will never request that you hand over money. They will not request or facilitate you attending a cash point to withdraw money.
- Always ask the person attending for identification and contact your police station on 0300 123 1212 (non – emergency number) and verify their identity.
- Do NOT allow anyone access to your home until this has been done.

If you have any concerns about the person attending your address and believe that they may not be who they say they are, then call the police immediately on 999.

If you have any information then please contact Waltham Forest Police or if wish to remain anonymous, contact Crimestoppers on 0800 555111.

Registering Electronic Gadgets

Applications to locate iPhones and iPads software is **NOW FREE!**

Following on from research when police officers arrested a suspect for robbery following the activation of a "Where's my iPhone" application, the police have found that this application is now free of any subscription charges.

The Metropolitan Police would like to encourage as many people as possible to sign up for this free application, if they have iPhones and iPads. This may prove to be useful if your iPhone or iPad is lost or even stolen. On an event that your item is missing, let police know that you have this application – **Apple Mobileme**.

Can you please spread this good news and get as many phones activated as you can!

Many more items such as phones, laptops, satnav and cycles can also be registered on www.immobilise.com

In the event of theft this helps police catch criminals and return your property to you. For further crime prevention advice please visit www.metbumblebee.org

Luggage Tracker



Bicycle



Camera



Computer



Gaming Console



ImmobiVan



iPod/MP3



TV/Radio



Jewellery/Watch



Chips4Track



Antique/Collectable



Property Protector



Mobile Phone



Sat Nav



ImmobiTag



Key Tags



Councillors Update:



Cllr Paul Braham



Cllr Sheree Rackham



Cllr Darsham Sanger

"Meet your Ward Councillors"

If you would like to meet your Ward Councillors at the Aldriche Estate Surgery did you know you don't need an appointment? Feel free to call into the Community room between 10.15am till 11.15am for a friendly chat.

Aldriche Way Tenants & Resident's Association Meeting

The Next Tenant's & Residents Association Meeting will be held on Thursday 7th April 2011, at 7.30 pm. The venue will be Cavendish Road Baptist Church, Cavendish Road, London E4

Scam warning

Waltham Forest News would like to warn readers about a phone scam that has been reported to the Council. The alarm was raised when a resident received a suspicious 'too good to be true' phone call. The caller claimed they were from the Council and said that because the resident had paid their council tax on time every year he was going to be awarded £7,000. Though the caller seemed to have the resident's personal details to hand (name, address, home phone number etc.) alarm bells were raised when the resident was asked for his credit card details so that the dubious windfall could be transferred.

The resident clearly wasn't going to be easily taken in and asked whether he could instead pass by the Town Hall to pick up a cheque in person. The caller stated that this would not be possible, but that a cheque could be posted. This, the resident was told, would cost a princely £99 and that his credit card details would once again be required. The resident then asked to speak to the caller's supervisor and was fobbed off with a number that appeared local but certainly wasn't for the Town Hall and went through to an overseas call centre.

Waltham Forest News would like to advise residents that there are no prizes on offer for the timely payment of council tax and that any calls of this nature are an attempt to con you out of your hard-earned money.

• To find out more about council tax payments phone Waltham Forest Direct on 020 8496 3000 or visit www.walthamforest.gov.uk/council-tax. To report a telephone scam phone Consumer Direct on 08454 04 05 06 or visit www.consumerdirect.gov.uk.

Tenancy Services

If you have any tenancy queries or issues such as; noise or youth nuisance, harassment, succession to the property or suffer from anti-social behaviour, please contact your current Tenancy Services Officer, Vinita Patel on 0208 496 4089.

All calls and cases will be dealt with strictly confidential.



Getting Involved

If you have concerns about day-to-day crime and disorder issues, or would like to get involved, please contact your local Safer Neighbourhood Team on 0208 721 2035.

Become a Ward Panel Member

Each ward has a panel made up of members of the community who live or work within that ward. This panel meets regularly to discuss the concerns facing the local community around crime and anti-social behaviour, and sets the priorities the local police team will tackle. They also get involved in working with the police team and local partner agencies such as the council.

Useful Contacts

Tenancy Services Officer
Akosua O'Connor
0208 496 4089

Rent Income Officer
Dumisani Moyo
0208 496 4005

Ascham Direct
0208 496 4197

Waltham Forest Direct
0208 496 3000

Community Development
Tracey Chandler
0208 496 4942

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212

Hale End & Highams Park
Street Safer Neighbourhood
0207 161 8917
07920 233 817

In an emergency
Dial 999

Ward Councillors
Councillor Paul Braham
0208 496 4718
07956 241 078
Cllr.Paul.Braham@walthamforest.gov.uk

Councillor Sheree Rackham
0208 496 4718
07722 511 107
Cllr.Sheree.Rackham@walthamforest.gov.uk

Councillor Darshan Sunger
0208 496 4718
07943 732 883
Cllr.Darshan.Sunger@walthamforest.gov.uk

The next Aldriche Way Priority Estate Inspection is on Thursday 12th May 2011, at 4.30 pm. All Residents are invited to attend.