



Priority Estate Inspection Newsletter – March 2011

Marlowe Road 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 Officers from Ascham Homes. On 24th March 2011, we carried out a Priority Estate Inspection on Marlowe Road estate, the following were in attendance.

- Resident Estate Stakeholder from Marlowe Road
- Elaine Gosling – Head of Housing Management, Ascham Homes
- Robert Yeo – Projects, Ascham Homes
- Rubeena Amanullah - Community Development Officer, Ascham Homes

Feedback from the inspection

- There were number of properties, where washing lines are erected without permission
- Communal entrance to block 72, 150, 133 broken window.
- Communal areas shrubs needs trimming round the estate
- Plants pots on communal landings, needs to be removed
- Net curtains on communal windows, needs to be removed
- Block 72-150-133, Lobby area - Entry Door System needs to be secure due to wires etc
- Block 44-54, Lobby area - Trunking required to be refixed to ceiling, just above first step.
- Block 32-42, down pipe circular drain cover required
- Block 178-226, require drain covers for existing down pipes
- Block 360-370, one of flat require drain cover for down pipe
- Block 336-346, Bin room to front of block L/H side. Black wire exposed, trunking required to enclose visible wire, and
- R/H side one of a flat, hole to outer double glaze widow, reported on behalf of the resident.

Please note all the works which was identified at the last, priority estate inspection will be completed by 08/04/2011.

Fire safety: Residents are reminded that all communal areas are must be clear and free from any hazardous items at all times. These can block fire exits and put lives at risk. If you have a balcony avoid storing anything there that would easily catch fire and cause fire to spread.



The Marlowe Road priority estate inspection will widen to include, Northwood Tower, at the next walkabout on 19th May 2011.

Working together to provide quality homes in a thriving community

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

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, Adam Clarke: on 0208 496 4028.

All calls and cases will be dealt with strictly confidential.

Neighbourhood Management

Ascham Homes is changing the way it works, by adopting a new neighborhood management service approach. This aims to bring the local community and local service providers together, at a neighborhood 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 behavior and community safety
- Homes and environment
- Customer satisfaction



Getting Involved

If you have concerns about day-to-day crime and disorder issues, or would like to get involved, please contact your local High Street 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 to find lasting solutions to these priorities.

Useful Contacts

Tenancy Services Officer
Adam Clarke
020 8496 4028

Rent Income Officer
020 8496 4968

Ascham Direct
020 8496 4197

Waltham Forest Direct
020 8496 3000

Community Development
Rubeena Amanullah
020 8496 4966

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

Ward Councillors

Councillor Peter Barnett
Councillor Angie Bean
Councillor Richard Sweden

Contact members office
On: 020 8496 3000

**If require further
information about this
newsletter, please contact:**

Resident Involvement team
on 020 8 496 4966 or email
[Resident.Involvement@
aschamhomes.org.uk](mailto:Resident.Involvement@aschamhomes.org.uk)