

Marlowe Road Priority Estate Inspection

This newsletter provides residents with feedback for the Priority Estate Inspection carried out on 16 March 2010.

The Priority Estate Inspection is your opportunity to work with Ascham Homes and our partners who join these inspections to improve your quality of life.



Pigeons nesting on balconies

During the inspection a resident invited Ascham Homes staff onto their private balcony to highlight the problems pigeons are creating.

Pigeons are being attracted to this estate by residents feeding them. Residents are reminded not to throw food containers from balconies onto the grass because not only does this look unsightly, but pigeons and other rodents are feeding on the leftovers and you are encouraging them to stay in your area.

Please contact your Tenant Services Officer (TSO) Adam Clarke (photographed opposite) in confidence regarding all types of antisocial behaviour.

Contact details:

Telephone: 020 8496 4028 / 4197
email: adam.clarke@aschamhomes.org.uk
Write to him at: Ascham Homes, Willow House,
869 Forest Road, Walthamstow, London E17
4UH



Adam Clarke your TSO



Councillor Bean ponders court issue

The Councillors who attended the inspection informed us that residents have contacted them regarding youths loitering in the basket ball court late at night.

It has been proposed that the court is locked at dusk. However due to a lack of funding this isn't a service we can provide at the moment. However if someone would like to volunteer to perform this role please contact your TSO Adam Clarke on the above number.

Tenants and Residents Association

TRAs are a great way to voice your opinions on housing issues that matter to you. A TRA allows you to speak for your block with one voice giving you and other residents a sense of empowerment whilst increasing 'community spirit'.

We will be sending out an opinion survey to gauge interest. If the TRA proves to be a popular option we will then arrange a meeting to discuss how to set up your TRA.

For more details contact Erhan Mestanoglu your Assistant Community Development Officer on 020 8496 4038 or email erhan.mestanoglu@aschamhomes.org.uk

Useful contact details:

Tenancy Services Officer : Adam Clarke
Antisocial behaviour hotline - 020 8496 4011

Rent Income Officer: Dumisani Moyo
Rent arrears hotline - 020 8531 8097

Gas leaks - TRANSCO 0800 111 999
Electricity - MPAS 0845 600 0102

Social Services and Environmental Health (LBWF) - 020 8496 3000

Ascham Homes Direct - 020 8496 4197
Waltham Forest Direct - 020 8496 3000

Are you finding it difficult to manage your debts and pay your rent?

If so, please speak to our Rent Income Team on 020 8531 8097 our officers are trained to help you maximise your income and can make sure that you are receiving all the benefits you are entitled to.

Alternatively visit our website www.aschamhomes.org.uk and look at the rents section which tells you how to:

- pay your rent
- claim additional benefits
- training and employment opportunities

A reminder to dog owners

Residents are reminded that they must write to their TSO Adam Clarke adam.clarke@aschamhomes.org.uk to ask permission to keep a dog, cat or any other domestic animal in your home.

You are also reminded that once you are permitted to keep a dog or a cat, you have a responsibility to ensure that your pet does not cause a nuisance, annoyance or disturbance to other residents.

Please remember that the council only permit one domestic animal per household.

Home Contents Insurance

Protect your home and belongings from fire, burst pipes, theft or vandalism from as little as 75p a day.

We have teamed up with Aviva Insurance to provide low cost contents insurance for all our residents.

For an application form or for more details contact the rents hotline on 020 8531 8097 or visit the rent area of our website at www.aschamhomes.org.uk and download our booklet.

We can collect payment for your insurance with your rent. Remember if you do not keep up to date with your payments your home will not be protected.

Police Contact Details

To contact the Metropolitan police please use the 24 hour free phone number 0300 123 1212, or contact your local team directly on 020 8721 2768.

Please note the local team is not a 24 hour service but an answer phone message can and should be left. These messages generate a CAD number which can be used in court if a conviction is made.

In an emergency (a life threatening situation) always dial 999.

If you are deaf or have a speech impairment please use a text phone. Dial 18000 in an emergency or 18001 in none emergencies.