

Marlowe Road & Shernhall Street Priority Estate Inspection

This newsletter provides residents with feedback for the Priority Estate Inspection, which was carried out on 10 November 2009.

The Priority Estate Inspection is your opportunity to work with Ascham Homes and our partners, such as the local Safer Neighbourhood Team, to improve your living environment.



Don't leave personal belongs in communal spaces

Your Estate Supervisor, Nicole Cogger, has informed us that some residents are leaving bulk rubbish in stairwells and walkways.

These areas need to be kept clear at all times as it is an emergency exit for you, your family and all other persons who visit your home. If this situation continues Ascham Homes will take the necessary action against know residents who continue to breach the terms of their tenancy.

We would like to encourage all residents to report incidents of antisocial behaviour to the Safer Neighbourhoods Team on 0300 123 1212 and your Tenancy Services Officer Adam Clarke on the ASB number 020 8496 4011.

We are aware that during busy periods police can only react to priority calls, however each call is logged and given a reference number. This data over time will influence the level of police presence in your area.



Don't suffer in silence - report it!



Rubbish thrown in the bin room

Residents are reminded to please take extra care when disposing of their rubbish in the bin rooms.

As the photo opposite illustrates, some residents are throwing rubbish in the bin room rather than putting it in the bin chutes.

This activity is making it difficult for other residents to dispose of their waste. We are taking this negligence seriously.

New Ascham Homes' Website!

We launched our new user-friendly website last month with you in mind. As you can see from the image opposite we have divided our website into six key areas to make it easier for you to find the information you require:

- repairs
- decent homes
- getting involved
- leaseholder services



Our website will be used to provide a means of two-way communication allowing you to logon and: check and pay your rent; request or check on a repair; report an abandoned vehicle; make a complaint and so much more. Go online today to www.aschamhomes.org.uk

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

If so please speak to our Rents 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 that you are entitled to.

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

- pay your rent
- claim additional benefits
- training and employment opportunities
- help with utility arrears

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 (LBWF) - 020 8496 3000
Environmental Health (LBWF) - 020 8496 3000

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

Top 5 money saving tips this winter

- 1) turndown your thermostat by 1°C will save you 10% on your heating bill
- 2) cut your shower time in half and you can save up to 33% on your hot water heating costs this quarter
- 3) switch to energy saving light bulbs - they use up to 80 per cent less electricity than a standard bulb and produce the same amount of light
- 4) turn all electrical appliances off at the switch, leaving electrical devices on standby costs you electric
- 5) turn your water heater off, if you are going out or not using hot water for an extended amount of time

Home Contents Insurance

Protect your home and belongings from fire, burst pipes, theft or vandalism from as little as 0.75p a day.

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

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.

For an application form or for more details please contact the rents hotline on 020 8531 8097 or go to the rents section of our website www.aschamhomes.org.uk and download our booklet.