



Priory Court Priority Estate Inspection newsletter – October 2010

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 Councillors and Ascham Homes Officers.

On Tuesday, 26 October 2010 we carried out a Priority Estate Inspection on your estate which; the following officers attended:

(Left to right from picture)

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| ■ Lily Evans | Resident |
| ■ Steve Stirk | Surveyor |
| ■ Gillian Jacob | Resident |
| ■ Roger Ellul | Senior Estate Supervisor |
| ■ Roshanarah Ahamed | Tenancy Services Officer |
| ■ Erhan Mestanoglu
(took the picture) | Community Development Officer |



Feedback from the inspection:

It was noted that 2 items of repair of a minor nature were highlighted. These were:

- The 170 – 176 Priory Court main door's plaster works to its hinges have come off. These works will be repaired (picture below).
- The cable television inspection chamber outside Flat 8 Darndale Close needs to be in-filled with concrete, as it may be a trip hazard (picture below).

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.



Needs Assessment Survey

Recently, a door knocking exercise took place asking how they feel about their landlord.

A total of 228 forms were gathered (136 completed, 1 refused and 91 not completed).

64% of residents who responded were satisfied with Ascham Homes. Thank you for all those residents who have responded.

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
Roshanarah Ahamed
0208 496 4032

Rent Income Officer
Valerie Ryan
0208 496 4017

Ascham Direct
0208 496 4197

Waltham Forest Direct
0208 496 3000

Community Development
Erhan Mestanoglu
0208 496 4038

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212

**William Morris Safer
Neighbourhood Team**
0208 721 2643 /
07920 233 820

In an emergency
Dial 999

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