

St Stephens Close Priority Estate Inspection

This newsletter provides residents with feedback for the Priority Estate Inspection carried out on 20 January 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.



A photo taken at the rear of the estate

The residents and the Safer Neighbourhoods Officer on the inspection informed us that antisocial behaviour was on the increase, especially towards the rear of the estate.

They feel that increased security and better lighting will improve the situation and help residents to feel safe on the estate.

We were informed by a resident on the inspection that one of the street lights towards the rear of the block doesn't work. Also that the other three street lights turn off at irregular times during the night.

We were also informed that the side lights which belong to Ascham Homes aren't working, we will aim to address immediately.

We have reported the street light which doesn't work and the other lights to Waltham Forest Highways.



A street light



An access point to the rear of the estate

We are aware that residents on the estate would like the gate (shown in the photo opposite) to be locked.

This unfortunately is not a request that we can carry out because residents whose front doors are at the rear of the block need access to their homes as do service providers and visitors.

Repairs

We have listed below some of the communal repairs identified as part of the inspection process. We have included brief descriptions of the repairs, order numbers and completion dates allowing you to check if a communal repair to your block has been completed on time.

Block 39 - 44

Location/Description	Job No	Due Date
Supply and fix sheets onto the rear of the pram shed roof no. 34 - 35 and no. 42 - 43.	410180/1	21/04/10
Two external lights to be replaced on passageway		
Concrete over area where trees have been removed	429624/1	26/02/10
We are aware that a lot of handrails need to be replaced. This programme of works is dependent upon further funding.		

Useful contact details:

Tenancy Services Officer: Raja Khan
Antisocial behaviour telephone: 020 8496 4011

Rent Income Officer: Marcia Mckella
Rent arrears telephone: 020 8531 8097

Gas leaks - National / Grid: 0800 111 999
Electricity - MPAS: 0845 600 0102

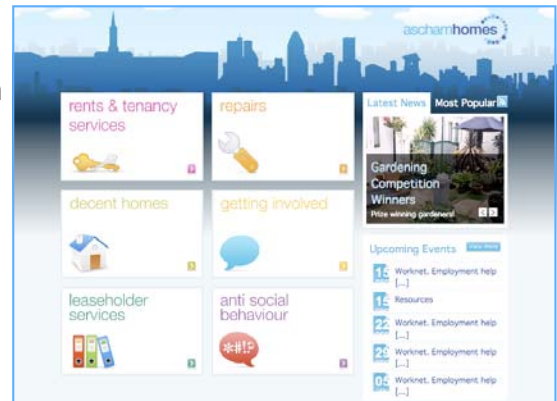
Waltham Forest Social Services and
Environmental Health: 020 8496 3000

Ascham Direct - 020 8496 4197

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
- tenancy services
- decent homes
- getting involved
- leaseholder services
- antisocial behaviour



Our website will be used to provide a means of two-way communication allowing you to log on 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 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
- help with utility arrears

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 a booklet.