



St Stephens Close Priority Estate Inspection newsletter – November 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, 23 November 2010 Ascham Homes carried out a Priority Estate Inspection on your estate; which the following officers and residents attended:

(Left to right from picture)

- Raja Khan Tenancy Services Officer
- Mick Mustafa Kier Building M. Officer
- Jo Murphy Deputy Chief Executive
- Steve Stirk Surveyor
- Zia Choudhury Support Officer

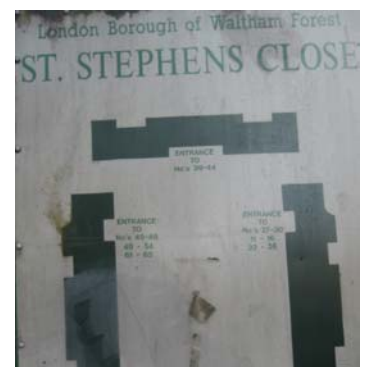
Other officers and residents not in the picture but were also present on the day were:

- Ivy Wilson Resident
- Neil Chubb Resident
- Marie Williamson Senior Estate Supervisor
- Erhan Mestanoglu Community Development Officer

Feedback from the inspection:

It was noted that 7 items of repair of a minor nature were highlighted. These were:

- A wall in the communal walk way will be repaired and its hand rail will be re-painted (picture below).
- During the inspection, it has been noticed that Block 35 – 38 main communal door was broken. This door will be replaced as soon as possible (picture below).
- The estate map at the entrance of St Stephens Close will be renewed and the block numbers will be updated (picture below).



Feedback from the inspection (continued):

- A missing gulley cover adjacent to Block 55-60 will be replaced (picture below).
- The back communal door of Blocks 11-16 and 55-70 will be painted (picture below).
- The concrete post in Block 55-70 will be re-set to prevent it from tilting forward (picture below).
- All the bins on the estate will be made safe by placing them in their new cages.

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.



Ascham Homes Residents Conference

Saturday, 2 October 2010, marked Ascham Homes Residents Conference entitled 'Tell us what you think'. The conference was designed to enable residents to Contribute to the Company priorities for next year.

A number of workshops were held including: improving where we live; home safety; getting more for less; repairs, resident involvement, leasehold and financial inclusion.

Residents were asked for their views of the service and how it can be improved in the future. One resident was successful in winning £600 to carry out works to a local alleyway to improve access for people with disabilities and young families. Three other residents won raffle prizes of shopping vouchers.



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.

Continued

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.

Useful Contacts

Tenancy Services Officer
Raja Khan
0208 496 4032

Rent Income Officer
Marcia McKella
0208 496 4026

Ascham Direct
0208 496 4197

Waltham Forest Direct
0208 496 3000

Community Development
Tracey Chandler
0208 496 4249

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212 / 999

Hoe Street Safer
Neighbourhood Team
0207 161 8911

Ward Councillors
Councillor Saima Mahmud
07810 436 651
Cllr.Saima.Mahmud@walthamforest.gov.uk

Councillor Ahsan Khan
07971 711 293
Cllr.Ahsan.Khan@walthamforest.gov.uk

Councillor Mark Rusling
0208 496 3000
Cllr.Mark.Rusling@walthamforest.gov.uk

IF IN ANY DOUBT, KEEP THEM OUT and DO NOT KEEP LARGE AMOUNTS OF MONEY IN YOUR HOME!

Customer Satisfaction Results

Residents have told us in August and September they have been highly satisfied with our ASB service. Our customer satisfaction results show that residents were:

- 83% satisfied with the support given to them
- 82% satisfied with the outcome
- 95% satisfied that their orders was carried out on time
- 90% satisfied how their case was handled

Waltham Forest Energy Fair



**Recession busting tips
to lower your energy bill**

**Saturday, 27
November 2010
10am – 4pm
Walthamstow Town Square**

- Do you want to make your home more energy efficient?
- Expert 'Energy Doctors' from the Energy Saving Trust.
- Lots of energy saving organisations to give you plenty of advice.
- Swap 10 plastic bags for one reusable shopping bag.
- Enjoy fresh fruit smoothies blended using your own pedal power!
- Freebies will include thermometer cards, power-down devices and many more.

**For more details about the event,
contact Miss Danni Akinola
on 020 8496 5412 or visit
www.walthamforest.gov.uk/housing**

