

St Stephens Close Walkabout Inspection

Ascham Homes carried out an inspection of the St Stephens Close Estate on 22nd September 2009. The Walkabout Inspection is your opportunity to work with Ascham Homes and our partners such as the Local Safer Neighbourhood Team, who join these visits to help improve your environment.

The inspection party consisted of residents, members of Ascham Homes including: Operations Team Leader, Estates Supervisor, Surveyor, Kier Site Manager and a Safer Neighbourhood Officer.



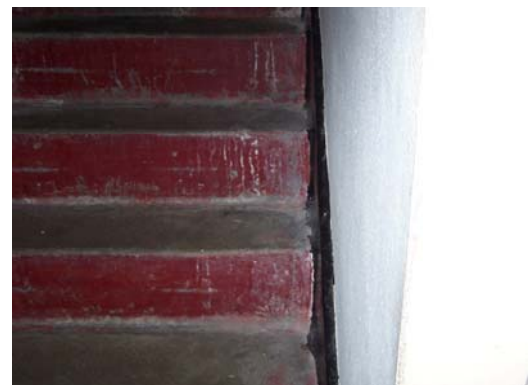
The new face of St Stephens Close

Nicole Cogger your Estate Supervisor has worked with several teams to improve the appearance of your estate.

Working with our carpenters they have boxed off the area over entrance doors which previously held litter and the Special Clean Team have done an excellent job repainted the walls and the skirting boards within the stairwells as well as painting over graffiti covered garage doors.

Raja Khan your Tenant Services Officer is working on combating antisocial behaviour on your estate. He has recently identified a 'rat run', which was used as a shortcut on the estate. This area has been fenced off and reinforced with metal poles to reduce inappropriate access around the estate.

He has also managed to get funding for metal gates, one which has been installed and the other is to be installed by the end of October 2009.



Whitewashed walls and black skirting boards



A Safer Neighbourhood Officer joins the inspection

We are working hard to improve your estate and we will take a zero tolerance approach to tenants found urinating in corridors or stairwells.

This unacceptable behaviour breaches your tenancy agreement and action will be taken against residents and their guests.

If you witness someone urinating / defecating in communal areas please contact Raja Khan on 020 8496 4011 in confidence.

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.

St Stephens Close 55-74

Location/Description	Job No	Due Date
Supply and fix the cast grille at the rear entrance of block 50-53 and block 45-65	410255/1	23/10/09
Renew the steel line posts in the drying area	410255/1	23/10/09
Supply and fix 4 sections of the revolving fence grille	410280/1	23/10/09
Repair two metal handrails outside the entrance of block 55-74	410239/1	23/10/09

St Stephens Close-Variou

Location/Description	Job No	Due Date
Metal gate and fence to be installed at the rear of block 39-44	410289/1	23/10/09
Handrails to be installed at the rear of block 12-15 and 39-44	410075/1 410100/1	22/10/09 22/10/09

We are aware that a lot of handrails need replacing and that the pram shed roofs are in need of repair, please note that these items have been placed on a programme of works which is subject to additional funding.



Our grounds maintenance staff celebrate passing their NVQ Level II in Amenity Horticulture 25/08/09

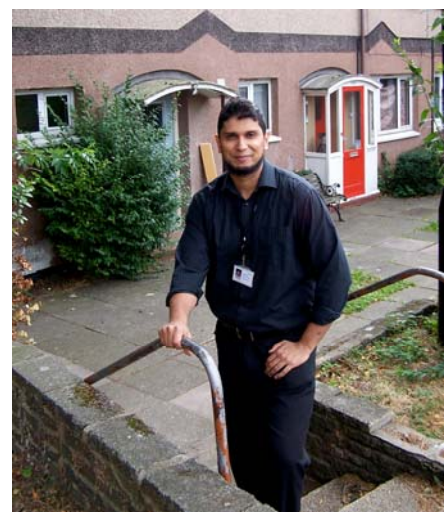
The Grounds Maintenance team from Ascham Homes revelled in their own success as sixteen members of staff received their certificates for NVQ Level 2 in Amenity Horticulture.

Ascham Homes are delighted by their 100% success rate and hope that residents will be pleased with the new level of gardening care and maintenance that the newly qualified team is keen to show-off.

Raja Khan your Tenant Service Officer

Raja Khan has been a Tenant Services Officer (TSO) for a year and has recently qualified with a BTEC National Diploma in Advanced Award in Neighbourhood Nuisance & ASB Case Work. This is an important achievement and we congratulate Raja on his success. The antisocial behaviour cases he works on, as do all our TSO staff have wide ranging and complex personal and social issues. Our staff work very hard to reinforce the terms and conditions of the Tenancy Agreement.

So far this year we had more reported cases of noise nuisance and harassment than other types of nuisance. We take antisocial behaviour very seriously, we are dealing with numerous cases of antisocial behaviour and so far this year we have been able to take legal action against 15 perpetrators.



Sometimes we find legal action isn't the most effective way forward and we often working with our partners to find a more appropriate solution.