



Tenby Court Priority Estate Inspection newsletter March 2011

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 Thursday, 10 March 2011 we carried out a Priority Estate Inspection on your estate which; the following officers attended:

*** Please note that due to a technical issue, the camera date settings in the photos are wrong***

Left to right from picture:

- Denis Maher Project Manager
- Ademola Aderoju Tenancy Services Officer
- Francis South Resident
- Clare Coghill Councillor

- Sam Oji Surveyor
- Erhan Mestanoglu Community Development Officer
- Eddie Holt Resident

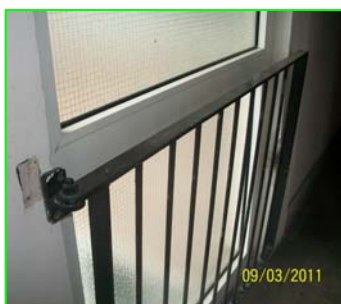
Other officers and residents also present on the day but are not in the picture were:



Feedback from the inspection:

Location / Description

- The communal banister outside Flat 29 is loose and will be re-secured on to the wall (picture below).
- All large bulk items must be taken down to the collection point or can be reported to LBWF bulk collection team on 0208 496 3000, which they collect every Wednesday. Dumping items anywhere on the estate is **prohibited and is a breach** of the tenancy terms and conditions (picture below).
- The communal double Georgian glass outside Flat 57 and 79 is broken. These will be replaced (picture below).



Feedback from the inspection:

Location / Description

- The roof works fascia to pram shed numbers 101 to 108 have rotten. These sheds will be fixed soon (picture on the right hand side).



All of the above mentioned repairs 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.

Customer Satisfaction Results

Residents have told us in August 2010 to February 2011 they have been highly satisfied with our anti-social behaviour service. Our customer satisfaction results show that residents were:

- 92% satisfied with the support given to them
- 94% satisfied that their Tenancy Services Officer had carried out their actions on time
- 89% satisfied with the final outcome of their complaint
- 92% satisfied how their case was handed

Scams Awareness Month

Scams Awareness Month ran during February 2011. The campaign aimed to increase awareness and understanding of scams to help stop people from getting scammed.

Older people are more likely to be targeted by these scammers with over 55's accounting for almost half of people who say they have been approached, according to Office of Fair Trading research.

Age UK has produced two free information guides 'Avoiding Scams' and 'Staying Safe' which warn people of the most common scams and provide practical steps to ensure older people are able to protect themselves against this type of crime in the home and on the doorstep.

Perpetrators either claim to be bank staff or Police officers and ask for PIN numbers, bank cards or payment books. On occasion this has led to the suspects stealing quantities of cash.

Police are investigating but would like to reiterate the following:

- Do not handover or tell anyone your PIN number, as police officers and banking staff will NEVER ask for this information.
- Police will not attend your address and seize financial documents, such as bank cards, payment books etc or request personal information about your bank accounts.
- A genuine police officer will never request that you hand over money. They will not request or facilitate you attending a cash point to withdraw money.
- Always ask the person attending for identification and contact your police station on 0300 123 1212 (non – emergency number) and verify their identity.
- Do NOT allow anyone access to your home until this has been done.



If you have any concerns about the person attending your address and believe that they may not be who they say they are, then call police immediately on 999.

If you have any information then please contact Waltham Forest Police or if wish to remain anonymous, contact Crimestoppers on 0800 555111.

Scam warning

Waltham Forest News would like to warn readers about a phone scam that has been reported to the Council. The alarm was raised when a resident received a suspicious 'too good to be true' phone call. The caller claimed they were from the Council and said that because the resident had paid their council tax on time every year he was going to be awarded £7,000. Though the caller seemed to have the resident's personal details to hand (name, address, home phone number etc.) alarm bells were raised when the resident was asked for his credit card details so that the dubious windfall could be transferred.

The resident clearly wasn't going to be easily taken in and asked whether he could instead pass by the Town Hall to pick up a cheque in person. The caller stated that this would not be possible, but that a cheque could be posted. This, the resident was told, would cost a princely £99 and that his credit card details would once again be required. The resident then asked to speak to the caller's supervisor and was fobbed off with a number that appeared local but certainly wasn't for the Town Hall and went through to an overseas call centre.

Waltham Forest News would like to advise residents that there are no prizes on offer for the timely payment of council tax and that any calls of this nature are an attempt to con you out of your hard-earned money.

• **To find out more about council tax payments phone Waltham Forest Direct on 020 8496 3000 or visit www.walthamforest.gov.uk/council-tax. To report a telephone scam phone Consumer Direct on 08454 04 05 06 or visit www.consumerdirect.gov.uk.**

Tenancy Services

If you have any tenancy queries or issues such as; noise or youth nuisance, harassment, succession to the property or suffer from anti-social behaviour, please contact your current Tenancy Services Officer, Ademola Aderoju on 0208 496 4042.

All calls and cases will be dealt with strictly confidential.



Getting Involved

If you have concerns about day-to-day crime and disorder issues, or would like to get involved, please contact your local High Street Safer Neighbourhood Team on 0208 721 2035.

Become a Ward Panel Member

Each ward has a panel made up of members of the community who live or work within that ward. This panel meets regularly to discuss the concerns facing the local community around crime and anti-social behaviour, and sets the priorities the local police team will tackle. They also get involved in working with the police team and local partner agencies such as the council to find lasting solutions to these priorities.

Useful Contacts

Tenancy Services Officer
Ademola Aderoju
0208 496 4042

Rent Income Officer
Annelle Martin
0208 496 4045

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 / 999

High Street Safer
Neighbourhood Team
0208 721 2035 /
07843 291 115

If you are deaf or have speech impairment please use a text phone to contact the Police
Dial 18000 in emergencies
18001 for non-emergencies

Ward Councillors

Councillor Liaquat Ali
07956272160 / 02084964841

Cllr.Liaquat.Ali@walthamforest.gov.uk

Councillor Clare Coghill
07725 528 625

Cllr.Clare.Coghill@walthamforest.gov.uk

Councillor Mahmood Hussain
07956 400 834

Cllr.Mahmood.Hussain@walthamforest.gov.uk

Neighbourhood Management

Ascham Homes is changing the way it works, by adopting a new neighbourhood management service approach. This aims to bring the local community and local service providers together, at a neighbourhood level to tackle problems and to improve services and outcomes.

Our customer priorities in 2011/12 will be refocusing on:

- Service reliability
- Approaches to anti social behaviour and community safety
- Homes and environment
- Customer satisfaction

Registering Electronic Gadgets

Applications to locate iPhones and iPads software is **NOW FREE!**

Following on from research when police officers arrested a suspect for robbery following the activation of a "Where's my iPhone" application, the police have found that this application is now free of any subscription charges.

The Metropolitan Police would like to encourage as many people as possible to sign up for this free application, if they have iPhones and iPads. This may prove to be useful if your iPhone or iPad is lost or even stolen. On an event that your item is missing, let police know that you have this application – **Apple Mobileme**.

Can you please spread this good news and get as many phones activated as you can!

Many more items such as phones, laptops, satnav and cycles can also be registered on www.immobilise.com

In the event of theft this helps police catch criminals and return your property to you. For further crime prevention advice please visit www.metbumblebee.org

Luggage Tracker



Bicycle



Camera



Computer



Gaming Console



ImmobiVan



iPod/MP3



TV/Radio



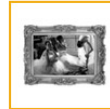
Jewellery/Watch



Chips4Tack



Antique/Collectable



Property Protector



Mobile Phone



Sat Nav



enigmaTag™



ImmobiTag



Key Tags



Luggage



The 2011 Census: be counted and make every penny count too

One very simple way you can get involved is by taking part in this year's census. A census is a count of the population that happens in the UK every ten years. The information gives the Government a clear picture of how many people live in the UK and a description of who they are. While we would always encourage you to complete the census, doing so in the current financial climate is more important than ever. The amount of funding Waltham Forest receives from the Government for local services like GPs, street cleansing, community safety, social care and schools for the next ten years is directly influenced by the population count of the census.

For every 1,000 people who don't complete the census it is estimated that the borough loses around £500,000 per year, or £500 per person. This means less money to pay for the things that really matter to each and every one of us. For the year 2009 alone, the Council could have missed out on around £9.5 million of funding.¹

Please help us make sure we get the funding we need by completing the Census on Sunday 27 March 2011. Questionnaires will be delivered to homes and can either be returned by post or completed online. Please visit www.census.gov.uk for more information.

¹Source: Office for National Statistics. ²The Council's own population count in 2009 confirmed that Waltham Forest had a population of 243,293 versus a Office of National Statistics projection of 224,300 – a shortfall of 18,993



If you would like to request a repair, please contact Ascham Direct on 0208 496 4197