



The Drive Estate Inspection Newsletter – October 2010

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 5 October 2010 we carried out a Priority Estate Inspection on The Drive, the following were in attendance.

- Jon Rosser, Head of Strategy
- Marie Williamson, Senior Estates Supervisor – Ascham Homes
- Paul Lowenberg, Chair of Board – Ascham Homes
- Madeleine Forster, Chief Executive
- Steve Stirk, Surveyor – Ascham Homes
- Robert Hughes, Resident
- Mrs White, Resident
- Mrs Mohammed, Resident

Feedback from the inspection:

A number of repairs were highlighted, some of which are listed below and we anticipate that these will be completed by the end of December 2010.

1) Manning House

- Prune roses/trees for plants
- Damp rear wall behind balcony – internal bathroom
- Side doors not closing properly
- Leak through walkway building if outside number
- Leaking overflow outside front entrance door on left

2) Southgate House

- Replace left hand garden gate and post
- Front porch-posts not holding
- Extend garden light on in daytime
- Left of front entrance door – ventilation cover missing
- Electrical door not painted and signed

3) O'Grady House

- Garden at rear overgrown-make communal or give to someone else
- Gutter on entrance panel needs repair
- Repair to paving slab and several loose and concrete repairs

Continued on next page.....

Useful Contacts

Tenancy Services Officer
Fatima Esakji
0208 496 4026

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 4942

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212

**Hoe Street Safer
Neighbourhood Team**
0207 8721 2642 /
07920 233 821

In an emergency
Dial 999

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

4) Latham House

- Ground floor light should be on permanently
- Letters to 1 + 3 about leaving stuff outside front door.
- Pram shed doors in very poor condition
- Behind Latham House very poor garage area
- Hand rails, door stops

5) Kimm House

- Rebuild pram shed and remove bin shed below and make good.
- Left hand bin shed hose paving slob and manhole cover outside and uneven step on top

6) Ceders House

- Pramshed 1 – dangerous hinge

7) Temple House

- Outside number 1 missing gulling covers x 3
- Bin shed – broken down pipe + 3 titles
- Possible resurface road

8) Waltons House

- Communal light should be on
- Render for 3rd floor fallen off
- Rear gardens need to become communal

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, 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.

Managing debts & paying your rent

For help and support with paying your rent or managing your debts, please contact the Rent Income Team on

020 85318 097

Our Officers can help you maximize your income and make sure that you receive the benefits that you are entitled to.

Alternatively, for further information you can visit the Rents page on our website at www.aschamhomes.org.uk to find out how to pay your rent, claim additional benefits, training and employment opportunities.

Area 1 & 2 Contract Panel Meeting

Area 1 & 2 Contract Panels take place every 6 weeks for residents to make their views known and scrutinise the work of Ascham Homes. The next meeting will be taking place as follows:

Date: 24 November 2010

Time: 2pm – 4pm

Venue: Boardroom, Willow House, 869 Forest Road, Walthamstow, London, E17 4UH.

For further information, please contact the Resident Involvement team on **020 8496 4942**

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
- 95% satisfied that their TSO had carried out their actions on time
- 82% satisfied with the final outcome of their complaint
- 90% satisfied how their case was handed

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!

What we will do to ensure your home is safe:

- Carry out gas safety checks every year. These are done by registered gas fitters.
- Hold gas safety certificates to show when gas appliances were last checked.
- Remove any items that are blocking communal areas, for example walkways or corridors.
- Regularly check the fire doors and other safety equipment in blocks of flats.
- Work with the local fire services to provide advice on fire safety in your home.

Home Contents Insurance

Protect your home and belongings from fire, burst pipes, theft or vandalism from as little as 75p a day.

We have teamed up with Aviva Insurance to provide low cost contents insurance for all our residents.

For an application form or for more details contact the rents hotline on 020 8531 8097 or visit the rent area of our website at www.aschamhomes.org.uk and download our booklet.

Remember if you do not keep up to date with your payments your home will not be protected.



Operation KORG Update

As many residents will have noticed, there has been an extra police presence on the streets of Waltham Forest during recent weeks. This is thanks to a temporary allocation of additional police resources to deal with issues such as robbery and youth violence.

Four areas were targeted - High Street E17, Coronation Gardens E10, High Road E11 and Bakers Arms E10. It is estimated that these key areas generate approximately 35% of our crime.

The initiative - dubbed 'Operation KORG' - has already begun to reap rewards, with a significant number of arrests, a drop in the number of robberies and the successful seizure of drugs, weapons and 67 vehicles being seized.

As well as temporarily drafting in members of the Territorial Support Group, traffic police and mounted police, Operation KORG has brought different organisations together to tackle a shared aim. The Council has been heavily involved in the project, offering support, advice and practical on-the-ground assistance by way of its enforcement, youth offending, licensing and environmental health teams, and the local fire service and housing associations such as Ascham Homes have also taken a proactive role.

The Alcohol Restriction Zones are in place at the High Street E17 and Leytonstone High Road E11. These are being enforced with officers referring the repeat offenders to the appropriate support agencies. Two persistent street drinkers have been granted ASBO's.

Waltham Forest's Cabinet Member for Community Safety and Cohesion, Cllr Liaquat Ali, said: "As well as coming down hard on criminals and stopping them in their tracks, Operation KORG has been about making life as uncomfortable as possible for those who either commit crimes in Waltham Forest or those who allow such activity to go ahead unchallenged.

While the police have been making arrests and seizures we've been backing up their work, sharing knowledge and playing a part in deterring and disrupting criminal activity. This shows how, as a local community, we can pool our resources and work together to make Waltham Forest a better, safer place while sending out a strong message that criminal activity will not be tolerated."

If you have information about a crime in your local area, contact Crimestoppers on 0800 555111. To find out how to get in touch with your local Safer Neighbourhood Team to discuss issues important to you and your neighbours, visit www.met.police.uk/teams/walthamforest

The next Priority Estate Inspection 2011 date is to be confirmed and posters will be placed on the notice boards in due course. All Residents are invited to attend.