



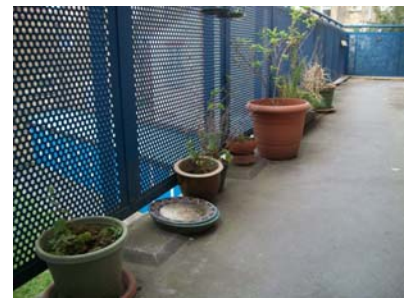
The Grange Priority Estate Inspection – May 2011

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, 28 April 2011 we carried out a Priority Estate Inspection on your estate which; the following repairs and issues were raised:

Location / Description	Job Ref	Due Date
<ul style="list-style-type: none"> The communal corridor glass has been boarded up outside Flat 29. This board will be replaced and re-glazed again. 	498240/1	02/06/11
<ul style="list-style-type: none"> Existing paving slabs outside Flat 1 will be taken up and relayed by the front entrance door. 	498256/1	02/06/11
<ul style="list-style-type: none"> The existing paving slabs outside Flat 10 will be levelled out and filled. 	498246/1	02/06/11
<ul style="list-style-type: none"> 80 Paving slabs outside Block 49/52 will be taken out and relayed again. 	498297/1	02/06/11
<ul style="list-style-type: none"> There is graffiti on the communal wall in Block 41/18. This will be removed (see photo below). 	Estate Services	15/06/11
<ul style="list-style-type: none"> Block 41/48's existing white UPVC window cill has been burnt by cigarettes. This will be renewed alongside the cracked double glazed unit. 	498261/1	02/06/11
<ul style="list-style-type: none"> Communal stair steps outside Block 49/52 will be filled in to make it safe (see photo below). 	498301/1	02/06/11
<ul style="list-style-type: none"> Ascham Homes will be looking in to the possibility of installing a handrail next to the bin sheds/ramped access (see photo below). 	498305/1	02/06/11
<ul style="list-style-type: none"> It has been noted that there are flower pots in front of flats and prams left in the communal areas. As these are obstructing the communal pathways and is a health & safety issue. Tenants will be asked to move these items (see photo below). 	Tenancy Services	On-going



Taking Action on Anti-Social Behaviour

Ascham Homes will not tolerate anti-social behaviour. One tenant from Boundary Road recently found this out to their cost.

The tenant in question caused repeated pet nuisance and harassment to a neighbour. So much so that Ascham Homes was forced to obtain an injunction order, whilst we waited for a court hearing date.

Following the court hearing date in December 2010, Ascham Homes were awarded possession and evicted the tenant shortly afterwards.



Tenancy Manager, Dulal Ahmed said: ***'This was a particular upsetting and distressing case. However, it proves that as long as residents, police and other agencies are prepared to work together and provides us the evidence we need, we will take firm action to ensure that tenants do not cause nuisance or upset other residents'***.

If you are experiencing problems caused by residents or non-residents, then report it as soon as possible to Margaret Osei-Agyemang on 0208 496 4197.

Customer Satisfaction Results

Residents have told us through out the year on how highly satisfied they have been with our Anti-Social Behaviour service. The customer satisfaction results show from April 2010 till March 2011, that residents were:

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

Crackdown on tenancy cheats

Subletting is only legal if you still live in the home you rent from us.

And you must make sure that taking in a lodger does not make your home overcrowded.

Anyone who moves out of their Council property and rents it out to anyone else is breaking their tenancy, giving us every right to formally evict them – and the people paying rent to them.

Subletting is a huge problem because it means people who desperately need a home lose out, while someone who doesn't need our home is unfairly making easy money and risking a criminal record.

Tenancy Audits in your Area

Our neighbourhood officers are making random checks to carry out tenancy audits at every one of our properties. When they call, you will be asked to show two forms of ID. The audits are being done to update our records, so we know exactly who is living in our homes and the sort of services you and others in your household need.

If you suspect a neighbour is subletting their property, please call ☎ 0208 496 4197.

Leasehold Income Team

The Leaseholder Income team are responsible for the management of 1,825 leasehold properties.

The teams' duties are to:

- process Right to Buy applications from council tenants
- calculate and collect annual service charges from council leaseholders
- prepare and issue statements of annual estimated and actual charges in line with arrears policy, deal with resale enquiries from solicitors and general leasehold queries
- provide advice about repairing obligations for properties where the Council only owns a leasehold interest
- billing and collection of the Ground Rent due on those properties
- provide general leasehold advice to leaseholders and other teams within Ascham Homes



If you are a leaseholder and would like information on service charge or decent homes charges, please contact Leasehold Income Officer, Sonia Singh on 0208 496 4085.

Crime Prevention Advice

The Police has announced that they experience an increase in opportunist burglaries when the warmer weather arrives, as residents leave windows open.

Please remember whenever you go out, even if it is just for a few minutes, to check that you have closed all your windows and secured your doors.

An open window is an open opportunity, **no matter** how high up you live.

Consider the use of grilles if you must leave your window open. (However, if you are a tenant, you would be required to obtain the Council's permission first). In the case of sliding sash windows, fit window stops, so that the window can only be opened a few inches when unlocked.

Good quality locks should be fitted to all windows, not just ground floor ones but also those that are accessible by means of climbing.

Use anti climb paint on drainpipes that lead up to flat roofs or accessible windows. Paint this on from head height upwards and place a warning sign nearby.

Fit extra locks to ground floor windows, in particular small bathroom and kitchen windows that are vulnerable. Consider the use of a small bar across these, reducing the width in which someone could climb through. With any type of bar or grill, bear in mind escape routes in case of fire.



Keep side access gates key locked and if possible top the gates with a piece of lightweight wooden trellis.

If you would like any further crime prevention advice, please contact your local Safer Neighbourhoods team on 0208 721 2035 or email HighStreet.SNT@met.police.uk

Artifice Burglary

Unfortunately an elderly 90 year old lady has become a victim of artifice burglary. On the 19th April 2011 between 11:30 and 12:00, the suspect posed as a builder and gained entry and stole a number of rings and a pendant.

We would like to reinforce the message regarding preventing yourself or your loved ones becoming a target

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 Utility Companies - Gas, Electricity and Water - or the Council. They may claim to be tradesmen or workmen calling to carry out urgent repairs.

Bogus callers succeed because they sound believable, so don't be fooled. Make sure in your own mind that they are whom they claim to be by following these simple steps:

- Think before you open the door - use your chain and spy hole or look out of the window to see if you recognise them.
- Ask callers for proof of identity. 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.
- The Utilities now offer a password identification system. 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 friend, relative or neighbour to be present on their return or ask the caller to contact this person.

Treat every stranger with caution. If you are still worried, dial 999 immediately and ask for the police.

We would like to identify where or who these people who commit this crime. If you have any information about artifice burglars, please contact us on 0300 123 1212.

If you would like further crime prevention advice, contact your local Safer Neighbourhood Team on 0208 721 2035.

Useful Contacts

Tenancy Services Officer
Margaret Osei-Agyemang
0208 496 4083

Rent Income Officer
Annelle Martin
0208 496 4045

Leasehold Income Officer
Sonia Singh
0208 496 4085

Ascham Direct
0208 496 4197

Waltham Forest Direct
0208 496 3000

Community Development
Erhan Mestanoğlu
0208 496 4038

Gas leaks – TRANSCO
0800 111 999

Metropolitan Police
Free phone 24 hours
0300 123 1212

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