

## Useful numbers

**Annual Gas safety checks. If we have written to you with an appointment please contact Julie Brady:**  
020 8496 2691.

**Ascham Direct:**  
020 8496 4197

**Smell gas?**  
Contact National Grid on  
0800 111 999

**Antisocial behaviour reporting:**  
020 8496 4011

**Rent hotline:**  
020 8531 8097

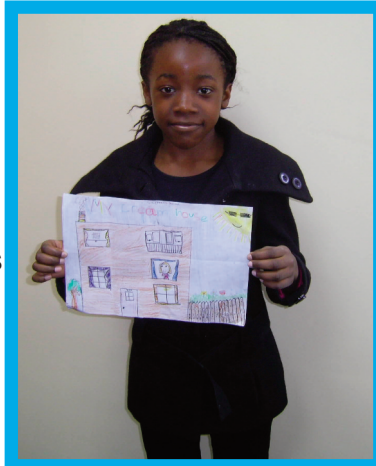
**National Domestic violence helpline 24 hour :**  
0808 2000 247

**Women's Trust Advocacy. Provides women-only services to women who have been or are affected by domestic violence:**  
020 7034 0304 or  
07747 080946

**Citizens Advice Bureau:**  
Walthamstow:  
0844 826 9696 or  
Leytonstone:  
020 8988 9620

## Children's art competition

Stephanie Pascoal, from Walthamstow, is the talented winner of this year's Children's Art Competition. We invited budding artists to send us their artwork to be judged and displayed in our offices at Willow House on Forest Road, Walthamstow.



Stephanie, aged nine, was delighted she had won £50 of WHSmith vouchers for her winning artwork and said: "I am going to spend my money on books for school." Stephanie, is already thinking ahead about her SATS, and has a book wish list for her studies.

Our thanks go to Kier Building Maintenance who sponsored this competition.

## Rents team here to help you

We have set up partnerships with the Citizens Advice Bureau, ELFI (East London Financial Inclusion Unit), WorkNet and Waltham Forest Community Credit Union. We can also give you a benefits health check to help boost your income by making sure you are getting the benefits that you may be entitled, telephone 020 8531 8097.

Here are some comments from tenants who have already been in touch with our Rents team:

Miss F of Chingford, said: "The service helps tenants have quick access to benefits and other services."

Mrs T of Walthamstow, said: "I always phone the Rent team as they can give me an answer in seconds, they are very helpful and compassionate."

Mr L of Walthamstow, said: "The overall service has greatly improved over the last few years."

## Our performance for the month of February 2010

Current performance	Status
Estate inspections: We aim to make sure 99% of all inspections are carried out	98.5%
Leasehold service charge collection: We aim to collect 85% of Service Charges (February's target)	101.8%
Rent collection: We aim to collect 98%	95.6%
Right to repairs: We aim to complete 98.5% of urgent repairs on time	99.9%
Repair appointments made and kept: We aim to make and keep appointments for 98% repairs	98.5%
Average time to complete repairs: We aim to complete responsive repairs in 9 days	6.7 days
Repairs right first time: We aim to complete 80% of repairs 'right first time'	90.8%
Resident satisfaction with day to day repairs: We aim to achieve 90% satisfaction for day to day repairs	90.3%
Resident satisfaction with major works: We aim to achieve 90% satisfaction for major works completed	98.1%

**In February 23 out of 30 Performance Indicators (77%) achieved a green status**