

## 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

## Responsive repairs service

As a result of the feedback from residents gathered during our 'have your say week' in February, our new responsive repair contract will include your preferences for more flexible time slots.

Residents said... instead of the a.m. and p.m. appointments, offer more time slots and avoid the morning and afternoon school run times.

So we will.. offer more flexible appointment slots and avoid the school run. We have also set these out in the 'Repairs service standard'.

Residents said... there should be additional repairs for residents over the age of 75.

So we will... implement a discretionary repairs scheme for older people and other vulnerable groups.

To request an urgent repair contact Ascham Direct on 020 8496 4197. Non-urgent repairs can be emailed to [direct@aschamhomes.org.uk](mailto:direct@aschamhomes.org.uk) or visit our website at [www.aschamhomes.org.uk/online\\_services/request\\_a\\_repair.aspx](http://www.aschamhomes.org.uk/online_services/request_a_repair.aspx)

## Resident involvement

Our Resident Involvement Register gives residents the opportunity to get involved with Ascham Homes.

You decide how you want to participate, this could be through postal consultation, mystery shopping or even being a Board member. Our involvement opportunities are detailed in the 'Involving and consulting you service standard'.

You can choose to be involved and have your say on: repairs and maintenance, estate services, local estate and area issues, training and employment, services and activities for older people / young people, antisocial behaviour, customer care, leaseholder services, community events and performance monitoring.

If you would like to find out more please contact the Resident Involvement team on 020 8496 4934 / 020 8496 4966 or visit our website at [www.aschamhomes.org.uk/our\\_services/getting\\_involved.aspx](http://www.aschamhomes.org.uk/our_services/getting_involved.aspx)

## Flags for diversity



We recently asked Waltham Forest Council tenants to complete an equality and diversity questionnaire to capture information on the six strands of diversity; age, gender, disability, ethnicity, religion / belief and sexuality.

We have used this information to develop a 'flag system' on our tenant database that alerts our staff to tenants' needs. A flag can inform our staff that a resident may need more time to answer their telephone or that a housebound resident may need a home visit. This information has led to over 2,000 flags being created to show specific communication and support needs that help us tailor services to our tenants' individual needs.










Contact Vinita Patel, Policy and Development team on 020 8496 4080 or email [vinita.patel@aschamhomes.org.uk](mailto:vinita.patel@aschamhomes.org.uk)

## Prize draw winners

A big thank you to those residents who completed the Equality and Diversity questionnaire sent with the October 2009 rent statements. We received over 1,800 responses and out of those, three residents had their names pulled out of a hat, each winning £100 Marks and Spencer vouchers.

Our winners are Mrs. Awan (right in picture) Mr. Hachem, (pictured with his wife and son) and Mr Lyric (not pictured). If your personal circumstances change, do please let us know either by telephoning Ascham Direct on 020 8496 4197 or by downloading a questionnaire from our website at [www.aschamhomes.org.uk/about\\_us/equality\\_and\\_diversity.aspx](http://www.aschamhomes.org.uk/about_us/equality_and_diversity.aspx)



Our performance for the month of January 2010	Current performance	Status
Estate inspections: We aim to make sure 99% of all inspections are carried out	98.3%	
Leasehold service charge collection: We aim to collect 70% of Service Charges (January's target)	96.4%	
Rent collection: We aim to collect 98%	95.7%	
Right to repairs: We aim to complete 98.5% of urgent repairs on time	99.2%	
Repair appointments made and kept: We aim to make and keep appointments for 98% of repairs	98.6%	
Average time to complete repairs: We aim to complete responsive repairs in 9 days	6.3 days	
Repairs right first time: We aim to complete 80% of repairs 'right first time'	90.6%	
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	98.0%	



In April every tenant whose rent account is clear of any arrears by 31 March 2010 will be entered into a prize draw to win one of five prizes!

The High Street vouchers for £20, £40, £60, £80 and £100 are up for grabs as a new spring incentive to keep a healthy rent account.

Our Rent team will contact the lucky winners and their names will be announced in the April issue of this newsletter.

In January the overall performance is 77% of Indicators achieving a green status

# Council Leaseholder news

For Leaseholders who lease their property from Waltham Forest Council

## Audit Commission Inspection

The Audit Commission inspection has now ended. During the inspection the inspectors spoke to staff, tenants and leaseholders and visited a number of estates as well as carrying out some reality checks and mystery shopping. We should receive the report of their findings by the end of June and we will publish the report on our website at [www.aschamhomes.org.uk](http://www.aschamhomes.org.uk).

## Cash Office Closure

Waltham Forest Council has closed the cash office at Church Hill and removed the Handitills from all locations around the borough. If you normally pay your service charges in cash you can continue to do so without charge, at the Co-op Bank at 151 - 155 Hoe Street, Walthamstow E17 3AN. Please take your invoice with you.

## One Card

Waltham Forest Council has agreed to introduce the 'One Card' for leaseholders' service charges, to help those who prefer to pay their charges in cash. When it is introduced you will receive a letter from the council, telling you about the card and how to use it.



## Are you renting out your flat?

If you are renting out your flat you need to register the underletting with Waltham Forest Council's solicitors and pay a registration fee of £25 plus VAT. Please send us a cheque for £29.37 made payable to Ascham Homes at Willow House, 869 Forest Road, Walthamstow, London E17 4UH.

If you have not already been sent a Sublet Registration form please contact us and we will send you one. Please telephone Ascham Direct on 020 8496 4197 and ask for the RTB & Leasehold Services team or email [rtb.lease@aschamhomes.org.uk](mailto:rtb.lease@aschamhomes.org.uk).

## Resident Participation Compact

Following consultation with residents a draft Compact has been produced and is out for consultation. The Compact sets out how we will consult with and involve residents in our services.

A summary has been produced which has been made available to Contract Panels and Tenants Council members. We have also published the summary on our website [www.aschamhomes.org.uk](http://www.aschamhomes.org.uk). We invite residents to make comments via email, telephone, in writing or in person. Please address your comments to Sunita Trehan on 020 8496 4934 or email [sunita.trehan@aschamhomes.org.uk](mailto:sunita.trehan@aschamhomes.org.uk).