



HELLO EVERYBODY

**.....and welcome to the first
newsletter of 2014 - Easter edition**

There's been a lot of movement over the last few months, with residents leaving the estate and moving on. We wish them well at their new addresses. On a sadder note, 2 of our tenants have passed away, and our condolences go out to their grieving friends and families.

This of course, creates vacant flats, and we'd like to welcome all new tenants and their families to the Delta Estate.

We hope you will be happy living here and make use of the services provided by the Delta TMO Team.

We are open 9am-5pm Mon-Fri should you need our help and/or assistance.

For those repairs requiring attention at weekends or when the office is closed, here are the numbers again:

LBH OUT OF HOURS REPAIRS: 01708 756699

ANTI SOCIAL BEHAVIOUR: 01708 726685

For more useful telephone numbers, see the back page!

**Happy Easter to ALL our
Residents!**

IMPORTANT NOTICE



Havering is holding a 'key amnesty' throughout the month of April in a bid to drive down illegal subletting. People misusing their council housing will have the chance to hand back their keys rather than face legal action.

New laws, which came into force in October 2013, made the subletting of a social tenancy without permission, an illegal offence carrying a **maximum prison term of 2 years** with local authorities and housing associations able to claim back any profit illegally earned by the tenant through subletting.

Any Havering tenant aware they are currently under investigation will receive a letter during the amnesty giving them the chance to return the property without risk of criminal proceedings.

Once the amnesty had ended, Havering will be seeking to prosecute anyone who is subletting their council/housing association property.

For more information or if you suspect someone is illegally subletting their property, contact Havering Council's Housing Investigation Team on 01708 432405



There are still vacancies on the Board, and residents (tenants or leaseholders) with fresh ideas and opinions would be most welcome to apply to become a Board Member.

If you are interested or want more information, please contact the Delta TMO Office during normal working hours.

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It's never too late to become a TMO Member. To join will cost you just £1 per resident for lifelong membership and the right to attend the Annual General Meeting.

Forms can be collected from the Delta TMO Office.

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To those of you who are *already* TMO Members, we advise the AGM is scheduled for **Wednesday May 7th 2014**

Refreshments and transport to and from the venue at Hitchin Close will be provided.

You will receive an invitation to attend in the coming weeks.

* *Please be sure to respond* *

WE LOOK FORWARD TO A GOOD TURN OUT ON THE DAY

NO SMOKING



We remind you again, smoking is **prohibited** in all communal areas (landings, stairwells etc) within the blocks!

If you smoke on your balcony, please be mindful of cigarette ash and dog ends blowing onto other balconies in high winds. It *does* cause damage, *could* start a fire, and *will* burn a child/baby. And cigarette butts look unsightly when flicked onto grass verges and paths on the estate.



STORK CORNER

The stork was kept busy in February and we'd like to announce the arrival of 2 new babies.

Congratulations to both families.

Baby Parker arrived a little early, and lives with his proud Mum, Dad and big sister Jamie-Christina in Elizabeth House.

And now living at Victoria House, is baby Mason, a brand new little playmate for Mackenzie.

A new generation to enjoy the kiddie's playground!



WARNING!

Police are advising residents of a telephone scam targeting the elderly and vulnerable

Some of the fake identities used by the suspects, include:

- Police Officer
- Bank employee
- Shop/store staff

REMEMBER:

- Police and banks will **never** ask for your personal PIN or bank card
- Never give your personal PIN or bank card to anyone
- If you are contacted by someone who asks for your personal PIN or bank card – **HANG UP!**
- Use a different line to report it to **Police on 101** or allow at least 5 minutes for the line to automatically clear.
- **Dial 999** if the crime is still taking place.



The Council **strongly** advises **ALL** of its tenants and leaseholders to take out household contents insurance.

You can do this either through the Council's scheme or by making your own private arrangements

***AS A GUIDE:** Contents insurance covers all of the items you would be likely to take when moving out, including carpets, furniture, electrical appliances, curtains, valuables, clothing and personal effects.*

The Council does not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes.

It is up to you to take out your own home contents insurance either by making your own arrangements or by joining a special scheme exclusively for Havering's Council tenants and leaseholders.

The scheme can be paid weekly with your rent (for tenants). Leaseholders must pay by direct debit.

To find out more about the Council's home contents insurance scheme, please contact them on: 0800 151 3444 or email homes@haverinq.gov.uk



The **DOG TRUST** will be on site in Durham Avenue
– Friday 25th April, between 11am – 4pm

The aim of their visit will be canine welfare. If you have any questions regarding your dog's behaviour, health etc please ask the experts on that day.

Leaflets and posters will be displayed in coming weeks with additional information about the forthcoming event.

So if you own a pooch, please go along and support this worthy charity.



In recent weeks, Delta TMO have funded contractors to clean **ALL** the euro bins on the estate, plus the chutes and chute rooms within the high rise blocks. It was a job much needed and we think it's made a huge difference.

We also remind **ALL** residents again, that the chutes are for small bags of rubbish only. Our Team are still required to regularly unblock chutes, taking up precious time that could be better spent completing repairs, maintenance and cleaning work around the estate.

The latest item to cause such a blockage was a toilet seat!



REMINDER: We appreciate you may change your provider and/or upgrade your mobile phone, but please don't forget to tell the Delta TMO Office of any changes.

If you have recently changed your telephone number/s, please do advise us so we can update our records accordingly.

You never know when we may need to urgently contact you!



TENANCY: If your tenancy is currently in joint names, but the other party is no longer living at the same address, Council rules & regulations *must* be followed to get it changed from joint to sole. A Tenancy Agreement is, after all, a legal document.

Please ensure your tenancy paperwork is up to date.

Should you find yourself in this situation and in need of help, please contact the Delta TMO office for advice and assistance.

THE LAST LAUGH

We're are all familiar with the following collective nouns:

Herd of cows  gaggle of geese , murder of crows , congress of owls. 

Now..... consider a group of baboons  – the loudest, most obnoxious, most viciously aggressive and least intelligent of all primates.

Believe it or not.....it's known as a '**parliament of baboons**'

Pretty much explains everything don't you think?

And finally.....on April 11th, it will be 1 year since Del collapsed on site and was whisked away to hospital. We are always pleased to report that he is still making good progress at home. His speech is much improved and he continues to gain muscle strength in his legs which of course assists with his mobility.

We all send Easter wishes to him and wife Sheila.

**SAFER NEIGHBOURHOOD TEAM
PLEASE REPORT ANY INCIDENTS TO THE POLICE**

The numbers to call are as follows:

Office: 0208 721 2579

For non-emergency. Call the Police on 101. textphone 18001 101

Email: squirrelsheathsnt@met.police.uk

www.met.police.uk/saferneighbourhoods

Romford Police station: 01708 751212

If you want to report a crime anonymously, please call **CRIMESTOPPERS** on: 0800 555111

NB: The Crimestoppers guarantee of anonymity has NEVER been broken and callers are not even asked for their name.

We hope you have enjoyed reading this current newsletter.

The next edition will be in the summer

So, if you have an idea, comment or article that you'd like included in the next issue, please bring details over to the Delta TMO office.

Don't forget.... if you require a **LARGE print copy please contact the Delta office**

Delta TMO contact details

Address: 26 Elvet Avenue, Gidea Park, Romford, RM2 6JR

Telephone no: 01708 464714

Email address: deltatmo@btconnect.com

Website: www.deltatmo.com

Office opening times: MONDAY to FRIDAY 9am to 5pm

- Outside Office hours, we operate a 24 hour answer phone service
- All calls received will be responded to the next working day

MORE IMPORTANT TELEPHONE NUMBERS:

Homes and Housing: dial 01708 434 000
dial FREEPHONE: 0800 1513444

Streetcare: dial 01708 432563

NHS (for a medical assessment): dial 111

Police (non-emergency): dial 101

Gas Leaks: dial 0800 111999

Emergency Electrical: dial 0800 404090

RSPCA Cruelty Line: dial 0300 1234 999

Environment Agency: dial 03708 506 506

NSPCC: dial 0808 800 5000

Childline: dial 0800 1111

AGE UK: dial 0800 169 6565

