

HELLO EVERYBODY

..... welcome to the Christmas edition

It's Autumn and those blue skies and warm sunny days of our fabulous summer, seem a distant memory. Our weather has now turned rather chilly and we all need to prepare ourselves for what could be a rather cold winter. The Delta TMO Team is bracing itself for the inevitable onset of repairs to boilers and radiators, once heating systems are switched on!

Back in April, Elizabeth House and Victoria House celebrated a milestone birthday. Work began on their building in 1964, making them 50 years old this year.

Would any residents, living here from the beginning of the area becoming an estate, like to share their memories of the early days? If so, we'd love to hear your stories, and print them in the next newsletter issue.

So please, start racking your brains, and any photos taken at the time would be perfect to illustrate your tale.

DON'T FORGET: IF YOU REQUIRE ASSISTANCE OF ANY KIND, PLEASE CALL THE DELTA TMO OFFICE ON 01708 464714

LBH OUT OF HOURS REPAIRS: 01708 756699
ANTI SOCIAL BEHAVIOUR (24hrs): 01708 726060
N'HOOD WARDENS OUT OF HRS : 01708 726685

For more useful telephone numbers, see the back page!

**Members of the Board and the Delta TMO Team wish you all a
VERY MERRY CHRISTMAS and a HAPPY NEW YEAR!**



THE BOARD



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

However, with a full compliment of leaseholders already Members, we are really looking to recruit council tenants onto the Board.

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

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The AGM earlier this year, was well attended. If you'd like to be part of the proceedings, it's never too late.

It will cost just a  £1 per resident for lifelong membership and the right to attend the Annual General Meetings in the future.

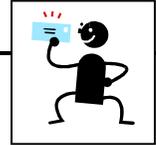
DON'T FORGET:
TMO Membership forms are available from the Delta Office upon request.

NOTE:

Current Members of the TMO wishing to have a copy of the accounts, can do so by contacting the Delta TMO office.

Our 4 lucky Delta TMO survey winners, seemed both delighted and surprised to receive their M&S vouchers.

We hope they all enjoyed treating themselves.



STORK CORNER

The stock was back from vacation in time to welcome baby Amy to Edinburgh House. Her proud parents, big brother Charlie and sister Lacey are all delighted by her arrival.

If there are other expectant Mums on the estate, please don't forget to keep the Delta Office informed once baby is here, so we can announce his or her arrival in the newsletter.

FUNERAL

Thank you, to all neighbours and friends who generously donated towards floral tributes in memory on Pat Witchalls of Elizabeth House, whose funeral took place on Thursday 14th August 2014.

Pat had lived on the estate for many years, and was, until fairly recently, an active and valued Member of the Board. She had a passion for teddy bears, and was gifted with a needle and thread, creating some quite beautiful cross stitch pictures and canvases.

She will be sadly missed..... but fondly remembered.



DEL UPDATE

We are pleased to report that in a recent email from Del, we learn he's continuing to make great progress.

Although his physiotherapy sessions have now stopped, he continues with his daily exercise routine to build up the strength in his limbs, while his wife tries to arrange additional speech therapy sessions for him.

She is finding it quite a battle; however, knowing Sheila, she will not give up easily!



SUMMER HOLIDAY FOOTBALL TRAINING

Thank you to all youngsters who attended the football training between 4th – 15th August at the ball park. We hope you enjoyed yourselves, and improved your ball skills.

Despite some dreadful weather on occasional afternoons, the coaching was well attended and Delta TMO hope to organise other competitions and activities in the future.

 **out for our next poster!**

STOP! LOOK! and LISTEN!



Please ensure your child knows how to cross a road

Children allowed to play out on the estate **MUST** take special care and watch out when crossing our roads, either on foot, a bike or a scooter.

The road humps and the imposed speed limit are there to help prevent accidents, but nothing can prepare a motorist when a child suddenly dashes out in front of their car.

So please, let's be careful.....and let's be safe!



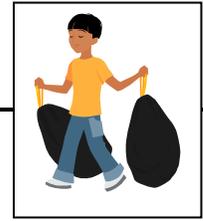
CONTACT DETAILS

We've had need recently to call residents, only to find the number on our system is out of date, obsolete or unobtainable.

If the emergency concerns a leak in your property, and we are unable to get in touch, we have the authority to break entry into your flat – with the cost of any damage payable by you.

So please, if you have changed or intend changing your landline number or upgrading your mobile phone, please ensure you advise the office of the new details.

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



Block landings **MUST** be kept free at all times.

No items must be left outside your front door; they create a health and safety issue and are considered a fire risk. And that includes left bags of rubbish.

Take the items down stairs and leave them in the bin room; likewise the bags of rubbish that will not fit down the chute.

It is unpleasant and unhygienic for your neighbours to have rubbish left in the communal areas.

Please ensure the landings are kept free, and your rubbish is disposed of in the correct manner.



BLOCKED CHUTES

As we approach the festive season once more (a time of additional packaging and wrapping!), we remind you all of the guidelines when putting rubbish down the chute:

NO foil turkey trays/tins,

NO old/unwanted Christmas trees, or appliances

NO cardboard boxes, unless they have been cut to a size that will easily fit the chute and not create a blockage.

And should you be doing any DIY over the festive break:

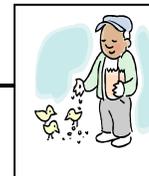
NO building materials, paint or laminate flooring

Besides black rubbish bags, any item/s you feel may block the chute, should be put in the waste room outside the front or rear of the block entrance. Please ensure the door is **CLOSED** to keep out foxes and other vermin. Bulk rubbish ie: *old fridges, cookers, bedding, furniture* should be taken to an authorized disposal site.

If you do not have transportation or are for any reason unable to take larger items to the municipal dump at Gerpins Lane, the Council, will for a charge, remove bigger, unwanted items.

Call Streetcare on : 01708 432563

REMEMBER: It is a long Christmas break this year, and our Team will not be back on site until December 29th to clear any backlog.



FEEDING THE BIRDS

Please, may we ask you all again, **NOT** to feed the **birds, squirrels** or **stray cats** on the estate.

These creatures may look cute, but they do untold damage; our small feathered friends leave poo on balconies and vermin is attracted by the residue of bread/nuts/seed on the grassed areas.

If you want to feed the wildlife, may we ask that you keep these feeding habits to the local parks.

Thank you



PARKING

Quite rightly, residents renting garages on the estate, expect to have access to their vehicles. However, this is often impossible because inconsiderate drivers have parked in the garage areas or slip roads, blocking their right of way.

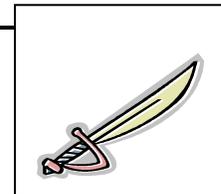
The bin wagons, an ambulance or a fire engine will **ALL** need free access to clear away your rubbish or attend an emergency.

Why not use the residents car park, or buy a residents parking permit allowing you to park in the designated zones between the hours of 8am -10am.

There are garages available on or near the estate should you wish to rent one, with numbers increasing after completion of the repair campaign by the LBH.

Information for both options is available from Delta TMO Office.

WEAPONS



For quite obvious health & safety reasons, ceremonial swords like the 1.4metre weapon recently found on the estate, **MUST NOT** be left in the bin rooms or anywhere else on the estate, if no longer wanted!

If you must get rid of such an item, please advise the Delta TMO office who will gladly arrange for it to be 'removed' and 'disposed of' in the correct manner.

*** This also applies to compressed gas cylinders, explosives, firearms, bombs, knives, rockets, canons, dynamite etc etc**



YAPPING DOGS

We receive far too many complaints, regarding barking dogs left alone in properties. It is annoying to neighbours, a noise nuisance and distressing for the dog.

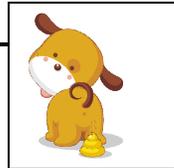
We are suggesting that complainants contact the RSPCA, and we remind you of the Council rules and regulations regarding keeping a dog:

- *You must obtain written permission from the Council to own a dog, and the animal must have an identification 'chip' inserted.*
- *If granted, you must keep you dog under control, on a lead and do not allow it to roam.*
- *The dog must not be allowed to threaten people, and it must **not** be used as a fighting dog.*

A dog must **not** be allowed to bark loudly or continuously – particularly late at night.

You will be in breach of your tenancy if you or anyone living with you leaves any dog for more than 6 hours, either inside or outside your home.

SHOULD HAVE GONE TO SPEC SAVERS



Notices are **CLEARLY VISIBLE** across the estate requesting dog owners to 'pick up' after their animals.

Our signs are being either blatantly ignored or missed, because the problem is not improving!
In fact, it is getting worse!

There are sufficient receptacles around the estate for use, with an additional poo bin recently installed outside Edinburgh House.

Dog owners: *Please use them!*

* * *

REPORT IT : To report dog mess offenders who don't clear up after their pets, go to www.havering.gov.uk and visit the Cleaner Havering pages or call 01708 432563

You can also advise the Delta TMO Office who, providing you will give a statement, can and will begin prosecution proceedings.



FIRE

How to keep you and your family safe

What can you do in your home?

There are many simple measures you can take to help prevent a fire in your home:

In Havering a 'controlled evacuation' policy is operated within the high rise tower blocks. The Council can assure residents of these properties that in the event of a fire, you are safer remaining in your own homes where you will be protected by the building's fire safety doors. In these circumstances you should only leave your home if you are in immediate danger.

To assist and encourage you to stay safe at all times in your homes, the fire service has issued the following practical tips:

- Make sure you have a smoke alarm: check on a regular basis that it is working properly, and change the battery if necessary.
- Make sure all cigarettes are stubbed out properly and disposed of carefully.
- When putting out candles, use a snuffer or a spoon, as it is safer than blowing candles out.
- Double check the cooker is 'off' when you have finished using it.
- Turn off heaters before leaving a room, when going out or going to bed.
- Turn off and unplug electrical appliances, unless they are designed to be left on, like your fridge.
- Do not overload electrical wall sockets.
- Do not use or store petroleum spirit (petrol, diesel or paraffin) or liquid propane gas cylinders in your home.
- Close doors at night to stop a fire from spreading.
- Make sure the route and exit you would use to leave your home in the event of fire, is clear.
- Keep door and window keys where everyone can find them.

REMEMBER: In the event of a fire you should still call 999 and ask for the fire service



Dealing with a fire

It is important to have a plan of action in case your home is involved in a fire, so that everyone in your family knows what to do. Make sure you take the time to discuss your emergency plan with your family before a fire happens – don't leave it until it's too late.

What to do:

The London Fire Brigade provides the following advice if a fire occurs in your home

- Alert everyone in your home
- Call 999 and ask for the fire brigade – tell them the exact address of your building, your flat number and which floor the fire is on
- If possible close the door to any room where fire is burning
- Don't stop to collect belongings
- Close your front door as you leave
- Leave via the stairs – **NEVER** take the lift

If you are trapped in your home:

- Close the door
- Block any gaps around the door
- Shout from the window to get help
- Keep your mobile phone with you

Flats are built to give you some protection from fire.
Walls, floors and doors will hold back flames and smoke for a while.

If a fire occurs in your building, it is usually safe for you to stay in your flat unless it is affected by heat or smoke
If your home is affected by heat or smoke leave immediately if it is safe
If there is a lot of smoke, crawl along the floor where the air will be clearer
If possible close all windows and doors behind you

Evacuation:

Make sure you and your family know how to evacuate – how to get out of your home and your building in an emergency. In an evacuation the Fire Brigade will give you instructions once you are out.

Remember:

- Get out
- Stay out
 - Never use the lift
 - Do not try to fight the fire yourself
 - Call 999 from any phone



BLOCKED SINKS, BASINS and BATHS

Can we please ask you all to be mindful of what you wash away down your kitchen sinks, bathroom basins and baths.

Food stuffs, especially pasta and rice will cause a blockage. Fat and wax are other culprits. It may be liquid when you pour it down the plug hole, but it solidifies and will eventually block a waste pipe.

Scrape all plates of food residue before washing them up. And ensure bathroom plugholes are free of hair etc. And if your sink **does** get blocked and you attempt to clear it yourself with a product or by disconnecting the pipe work, ensure our Repair Team are advised in advance.

Thank you for your co-operation



FLY TIPPING

Please remember that the use of the 'bin room' outside either the front or rear of block entrance (depending in which block you live) is for the disposal of general household rubbish **ONLY!**

Any other items including bulk rubbish ie; *old fridges, cookers, toys, bedding, building materials, furniture etc.*, should be taken to an authorised site for disposal.

For those without transportation, contact **STREETCARE** on **01708 432563** who will for a fee, arrange for collection and safe disposal.

You can also contact the Delta TMO office for further information and help.

NOTE: Delta TMO will continue to work with the Council's Enforcement Team on all fly tips and if enough evidence is found for a successful prosecution, a fixed penalty fine will be issued.

ANTI SOCIAL BEHAVIOUR

For any out of hours anti-social behaviour **seen** or **heard** on the estate please call **01708 726060**



COMPETITION

Delta TMO is running an art competition.

All you have to do is draw a picture on the subject of:

CHRISTMAS

It can be a picture of anything connected with the festive season, and you can use any method you like: ink, pencil, crayon, paint - it's up to you.

There will be 3 age groups:

- Under 5 years old
- 6 to 12 years old
- 13 to 16 years old

A prize will be awarded to the winner of each category, and the winning pictures with the name of the artists will be published in our next newsletter.

So come on kids, get out those coloured pencils/paint boxes and get creative.

Entries must be at the Delta TMO Office by **16th JANUARY 2015**

All pictures will be considered and judged, with the winners selected by The Chair of the Delta TMO Board.

(Winners will be notified)

Remember: You've got to be in it...to win it!

THE LAST LAUGH



In Iceland, on a bitterly cold winter's day, a wife texts her husband:

"WINDOWS FROZEN, WON'T OPEN. WHAT SHOULD I DO?"

Her husband texts back

"GENTLY POUR LUKEWARM WATER OVER IT, GIVE IT A FEW MINUTES AND TRY AGAIN"

Wife texts back 5 minutes later

"COMPUTER WELL AND TRULY SCREWED NOW!"

* *

..... **and one for the kids:**

If you get an email stating that you can catch SWINE FLU from tins of ham,
just delete it. It's only spam!



LASTLY.....

**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 2015



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

**And 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, Essex, RM2 6JR

Telephone no: 01708 464714

Email address: deltatmo@btconnect.com

Website: www.deltatmo.com

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

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

MORE IMPORTANT TELEPHONE NUMBERS:

- **Homes and Housing:** dial 01708 434 000
dial FREEPHONE: 0800 1513444
- **Anti-Social Behaviour Line (24 hrs) :** dial 01708 726060
- **Neighbourhood Wardens Out of Hours:** dial 01708 726685
- **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

