

DELTA NEWS



January 2019

Christmas is over, and as we head further into 2019, the Board, Management and Delta TMO Team belatedly wish you ALL a healthy, happy and prosperous New Year.

For once we are very pleased to report that we saw a drop in blocked chutes over the festive period. However, the amount of rubbish left out for collection exceeded other years! Just where does it all come from?!

We had an unbelievable response to our Christmas Bauble Competition, our Santa visit and the North Pole post box. There are full reports and photos within this edition.

When the weather improves and we are all out of hibernation, we intend to plan more outings, coffee mornings, events and competitions.

Check our notice boards for posters and relevant information
DON'T MISS OUT

Delta TMO Office telephone number: 01708 464714
OUT OF HOURS telephone number: 01708 756699



CHRISTMAS ON THE ESTATE

NORTH POLE POST BOX

As you know, the Elves left a post box in the Delta Office, for your letters to Santa.

Sadly, the response wasn't so great, but a dozen or so kids *DID* drop by, to post their letters and Christmas lists. Let's hope Santa didn't let them down!

And I am reliably informed, Santa wrote back to each and every boy and girl who wrote to him!

We are hoping the Elves will be back in 2019 with the magic mail box.

Remember kids, if Santa doesn't know what you would like to find in your stocking on Christmas morning, it makes his job very difficult!

So always drop him a line, and give him a few ideas.

* * * *

CHRISTMAS BAUBLES

The Delta TMO Christmas Tree Bauble Competition however, was a GREAT success.

The Office handed out 30 baubles for decoration, and our tree looked resplendent with all the baubles returned to us (16 in all)

It was just too difficult to select an outright winner, so it was decided that everyone would receive a selection box for their artistic efforts.

We will be running a similar competition later this year and will hopefully get an even bigger response.

Please see the next pages for spectacular photos!



SANTA'S GROTTO

Santa in his grotto was our inaugural event in our brand new marquee!

A BIG thank you to the Delta Team for erecting the marquee. The process took 2 days but at last, we had a proper venue for the grotto. Prior to Santa's visit, the area was decorated, and the end result looked magical don't you think?

Santa was already seated and reading through his 'naughty or nice' list when the first child arrived to meet with him. And then a queue formed!



Santa's little helper!



What a magical afternoon . . .

The line of patient children gradually reduced as each one met with Father Christmas, who handed each one a small present from Santa's sack, after they'd told him what they'd like to find under the tree on Christmas morning.

There was tea/coffee and mince pies for the accompanying parents.

We estimated between 50-60 children visited and all kids left with a huge excited smile. Only 7 sleeps left before Christmas Eve!!

With a **Ho! Ho! Ho!** Santa left the estate around 4:45pm.

He was needed back at the North Pole to get ready for 25th December, the biggest day in his diary!



There was just one problem

Our poster and notices asked that children wanting to see Santa were registered at the Delta Office, by their parents.

(We needed to know numbers, names and ages in order to provide a suitable little gift)

Yet there were still children in the queue who were **not** registered, causing awkward moments for Santa and the Christmas elf, trying to rustle up presents from the few spares we had left. We just couldn't disappoint a child!

ALL children were, of course, welcome.

All **we** asked was that you let us know who was coming!

Please note: Future events are likely to be 'by invitation/ticket only'

Don't let it be *your* child that's turned away, because you didn't put their name down!!

ESTATE PIN BOARD

There is now additional signage in the kiddies play area,
informing YOU ALL, that
NO DOGS ARE ALLOWED INTO THE PLAYGROUND!
All dog owners/walkers, please take heed!



IMPORTANT INFORMATION **ASSA KEYS**

The Council advise us, their former supplier has gone bankrupt and they are now having to source ASSA keys from elsewhere.

Keys are now costing the Council £21.21 each, and they are passing on this increased cost to all residents and TMO's.

FROM 17th JANUARY 2019 ASSA KEYS WILL COST £20 EACH

As before, Delta TMO still hold a stock of keys for purchase at this new price.

YOU CANNOT GET ASSA KEYS CUT YOURSELVES!

After such a price increase, you should all perhaps take a little more care looking after your key rings.



STOCK CORNER

Seems our resident stork is temporarily redundant with no special deliveries to report.

Meantime, I saw this snippet in a magazine recently. As it made me chuckle I thought I'd share it ...

"Any woman who has experienced childbirth, now knows how a man feels, when he's going down with a cold"

What do we reckon to that ladies??????????????

What is a smart meter?

Smart meters are self-reading meters that come with an in-home display. They claim to make life easier because you don't need to submit meter readings. Your smart in-home display shows you how much energy you are using in £'s and pence, and gives you the power to set budgets and save money.

The choice is yours, whether or not you choose to have a smart meter installed.
IT IS NOT CURRENTLY COMPULSORY!

We would just ask you to remember:

Not all properties are successful in having a smart meter installed, due to incompatible wiring within some high rise blocks.

The savings are not necessarily as indicated by your provider

It may not be so easy to switch provider if you wish to change to another and a different tariff

... and please remember, do not call Delta TMO for a reading if you have a smart meter.

And I am advised by one tenant living on the 5th floor of her block, that her energy provider advised it's not possible to install a smart meter to any property above the 4th floor of a high rise block.
Just saying



With the arrival of colder weather, our senior/disabled residents may not always feel like going to the shops for the basics and essentials. And they may not have access to a computer to order shopping on line *SO* that's where we can help out, by doing some shopping for you. Just give us a call with your shopping list – but I'm afraid we will only be going as far as Tesco or Sainsburys. And don't forget we will also happily go to the Post Box or the chemist to collect any prescriptions.

You just need to ask us – however, it does have to be fitted in with our working day.

An adequate notice period would be appreciated.

GAS SAFETY CERTIFICATES!

All leaseholders should be aware that they **must** have an up to date Gas Safety Certificate.

After an article in our last issue, we received several certificates for onward transmission to the Council. However, those leaseholders who have allowed their certificates to expire - **you need to deal with the matter urgently.**

IT IS COMPULSORY TO HAVE A CURRENT CERTIFICATE!

The Delta Office can, if asked, provide names of recommended local contractors, and we will happily scan over the certificates to the Council on your behalf.



If you are leaving 'stuff' outside the block for removal/disposal by the Delta Team, please advise the office.
The Council could consider this a fly tip, and you may be hit with a hefty fine.

Don't ever think we will not find out the culprit!

PARKING ISSUES:

Please **DO NOT PARK** in front of the bulk garage!
If the Council truck can't gain access, the garage doesn't get cleared.
We then don't have storage, and won't be able to remove your dumped stuff.

If you want our help then please help us.

KEEP THE FRONT OF THE BULK GARAGE CLEAR!!!!

We know that parking on this estate is difficult, but leaving your vehicle in the service road is **NOT** the answer!
It blocks the route of the bin wagon and all the emergency vehicles, should they need to visit your block urgently.

Please don't park your car across a dropped kerb or mobility slope.

And likewise, please ensure you have parked your car properly. Don't leave it on a corner, where again, it can block the access of other wider vehicles.

**Please have a thought for other road users!
THINK BEFORE YOU PARK**



Victoria House wins the award for a second time, with only one chute blockage during the entire month of December. Keep it up!

At the other end of the scale, winning the wooden spoon are the other 3 high rise blocks who jointly tie for last place. Elizabeth Hse, Edinburgh Hse & Mountbatten Hse – please try harder!

The Delta Team were especially pleased NOT to find turkey trays, Christmas trees etc wedged down the chute this festive season. At last, you seem all be realising that the chute is not the place for bulky items.

And just to refresh your memories :

The chutes are for small bags of household rubbish only (ie: food, tin cans, wrappings, paper etc) The channel is quite simply not wide enough to take bigger items.

Bulkier waste must be manually taken downstairs and put in the eurobins at ground level.



DELTA TMO GARDENING CLUB

The troughs on the Delta Office site, have pretty much had their day although some shrubs are still braving this colder weather, and bulbs are beginning to shoot. ... and we may have a squirrel as the Delta TMO logo, but the pesky creature is rooting around in the soil, with utter disregard for the plants, in its quest to find buried nuts. It's proving quite a problem, and pepper isn't really working as a deterrent.

So, a job for the club with the onset of Spring.

STOP PRESS * STOP PRESS * STOP PRESS

We are currently in the throes of organizing the Delta TMO AGM. Anyone who is currently a Member of the TMO will be eligible to attend, and your invitation paperwork will have now been distributed.

Please come along and find out about our year, and what plans we have for 2019

Light refreshments will be offered, so we need to know numbers.

Please ensure you return your invitation RSVP by the stated deadline.

You have until March 1st

..... and if you are not currently a Member of the Delta TMO, there is still time to join and be included in the AGM guest list.

DELTA TMO

Make it your New Years
Resolution to join the
Delta TMO



We put this item in every newsletter but it never attracts many new members. Delta TMO Membership is open to ALL residents (18 years and over)

Just drop by the Delta Office to complete the form and pay your £1 for lifelong Membership.

Easy isn't it?

'Join today – and have your say'

HAVERING COUNCIL INFORMATION

HAVERING DATA PRIVACY STATEMENT AND YOUR DATA RIGHTS

This is our ('the Council') privacy statement. It outlines your rights regarding the personal details we ('the Council') store about you. London Borough of Havering ('the Council' or 'we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

The registered office of the London Borough of Havering, acting as the Data Controller is at:

Access to Information Team
London Borough of Havering
Havering Town Hall
Main Road, Romford
RM1 3BD

Or via email: gdpr-dataprotection@onesource.co.uk

WHY WE COLLECT PERSONAL INFORMATION

We may collect and process data about you in order to comply with any legal or statutory obligations, or in order to enforce or apply our contracts with you or where you have consented to the processing. This includes, but is not limited to, information you or your legal representative provide when:

- You/they contact us in person, on our website, over the telephone, by emails or by post
- You apply for a job vacancy with us
- You receive a service from us

HOW WE USE YOUR PERSONAL DATA

The Council takes your privacy very seriously and will never disclose, share your personal data without your knowledge, unless required to do so by law.



The Here to Help Service provides a free and confidential service to people aged 16 and over who live in Havering. We provide information, advice and support to help you resolve issues affecting your life so that you can feel more confident and be able to live more independently. We don't judge and we don't tell people what to do.

Based in Romford (see address below) and open six days a week (Mon-Sat), we can work with you to find out what type of help you need and then support you address the issues affecting your life that are important to you. We also have regular, free drop-ins across the borough where you can call in and discuss your issue with a members of staff. For more information about times and locations of our drop-in sessions, have a look [here](#).

We can support you with a range of different things such as:

- Financial advice
- Budgeting support
- Support to access healthcare and well-being
- Support to access drug and alcohol services
- Support to access mental health services
- Volunteering opportunities
- Helping you to become more independent and part of your local community

Depending on your need, you will have a dedicated member of the team who will support you. Our service is divided into three different streams to make sure you get the right level of support:

Financial help and advice

If you are in debt or struggling financially, the best advice is to seek help, don't just ignore it.

There are many different organisations that offer free, independent, confidential financial advice. Money advisors are trained to look at your financial situation and offer reassurance. They can help you maximise your income and negotiate payment arrangements with your creditors. Advisors can check if you are entitled to extra income and can help to prioritise your debts.

The Income Management team can tell you what help is available and refer you for specialist support if you need it. You can contact the team online at www.havering.gov.uk/askhousing 01708 434 000 or visit Housing Services, Chippenham Road, Harold Hill, RM3 8YQ, Monday to Friday between 9am and 5pm.

You can also request to make an arrangement to pay low level arrears online at www.havering.gov.uk/renthelp

Some of the organisations offering help include:

GOV.UK The best place to find government services and information, including benefits, Tax Credits, Pension credits, Community Legal Advice (CLA) and working, jobs and pensions is www.gov.uk

Money Advice Service: Set up by the government to provide free, impartial advice about how to budget, deal with debt and managing your money. Phone: 0300 500 5000 or visit www.moneyadviceservice.org.uk/en

Turn2us: Provides free services that can help people in financial need to access welfare benefits, charitable grants and other financial help. www.turn2us.org.uk

National Debtline: A charity providing free, confidential, debt advice service. Phone 0808 808 4000 or visit www.nationaldebtline.co.uk

StepChange: One of UK's leading debt advice agencies. Phone: 0800 138 1111 or visit www.stepchange.org

Welfare Reforms

You may have to pay more rent because your housing benefit has been reduced. Your housing benefit could be reduced for the following reasons:

- **Spare Bedroom(s):** your housing benefit will be reduced by 14% if you have one spare and 25% if you have two or more spare bedrooms.
- **Benefit Cap:** if you are getting more than £442.31 (for a family) or £296.35 (single person) a week in benefits then your housing benefit will be reduced to keep within the capped amount.

If you are affected by the benefit cap or have a spare bedroom you can contact the Welfare Reform Team who may be able to help.

Contact details for the Welfare Reform Team:

Email - welfare.reforms@havering.gov.uk

How to make payments

Please note that rent payments are due in advance. If you make a payment after 5pm Thursday, it will not reach your account until the following week. This means that a payment for the previous week will be treated as a late payment.

Direct Debit – visit www.havering.gov.uk/directdebit Phone 01708 434000 9am – 5pm, or visit the Homes Services office at Chippenham Road, Harold Hill, RM3 8YQ, 9am – 5pm or email housingrents@havering.gov.uk

24 hour Express Payment Line – Call us on 01708 433993. To make a payment, you will need to know the amount you want to pay, your debit card details and your 14 digit rent reference number.

Pay online – You can pay your rent on the Havering Council website at www.havering.gov.uk/payments. You will need your 14 digit rent reference number.

Standing Orders can be set up weekly or fortnightly:

You need to contact your bank or set this up on your internet Banking – You will need the following details

National Westminster Bank
Romford Town Centre
South Street, Romford

Sort Code 62 26 17
Housing Account no 4: 14871890
Quote 14 digit housing Account no.

Council Tax and Housing Benefit services online

We have introduced more Council Tax and Housing Benefit services online, so you can access information and apply at your own convenience, 24 hours a day, seven days a week.

Council Tax:

- Make a general enquiry
- Check your balance
- Order a replacement bill
- Tell us about changes to your name or address
- Request Council Tax e-billing
- Apply for single resident or student discount
- Apply for disabled person's reduction
- Apply for Council Tax Support.

www.havering.gov.uk/counciltax

If you are unable to use our online services because your enquiry is complex or difficult, you can call us on 01708 434 343 for help and if necessary, we will arrange an appointment for you to come and see us.

Housing Benefit:

- Make a general enquiry
- Find out if you are eligible
- Apply for Housing Benefit.

www.havering.gov.uk/benefits

You can register with See My Data here – www.havering.gov.uk/see-my-data
Where you will be able to view your rent account

Havering Citizens Advice Bureau

Havering Citizens Advice Bureau run weekly drop-in sessions providing independent help and advice on a range of issues including debt.

Harold Hill Library, Haldene Avenue, RM3 8DJ

Monday: 10am - 2pm

South Hornchurch Library, Rainham Road, RM13 7RD

Every other Tuesday: 10am – 2pm

Central Library, Main Road Romford

Monday to Thursday: 9am – 12:30
Information, advice and limited number of appts

Hornchurch Library, North Street, RM11 1TB

Monday, Tuesday & Thursday: 10am - 2pm

Circle Anglia Housing Office, Orchard Village, Rainham.

Monday: 10am - noon

You can also get advice online at www.haveringcab.org.uk and www.adviceguide.org.uk

NEED HELP OR ADVICE?

HERE'S INFORMATION YOU MAY FIND USEFUL

Havering Floating Support incorporating Carepoint Drop-in Services

Day	Time	Location	Address
Monday - Friday	9.00 - 17.00	Here to Help Duty Advice Service	1 st Floor Halgate Hol Western Road RM1 3JS
Mondays	10.30 - 13.30	St Kilders Children's Centre	90 Eastern Road Romford RM1 3DA
	2 nd & 4 th Monday of the month 13.00 - 15.30	Romford Job Centre	20 Main Road Romford RM1 3RH
	3 rd Monday of the month 10.30 - 12.30	Havering Carers	2a Newmarket Way Homchurch RM12 3DS
Tuesdays	13.00 - 15.00	Salvation Army	High Street Romford RM1 1JJ
Wednesdays	10.00 - 13.00	Probation Service	29 - 33 Victoria Road Romford RM1 2JF
	10.00 - 12.30	Queens Theatre	58st Lane Homchurch RM11 1QT
	Last Wednesday of the month 9.30 - 14.00	Queens Hospital	Rom Valley Way Romford RM7 0AG
	2 nd Wednesday of the month 13.00 - 15.00	Kings Park Medical Centre	St Clements Avenue Off Gubbins Lane RM3 0FE
Thursdays	Last Thursday of the month 13.00 - 15.00	Westminster Drug Project	26 High Street Romford RM1 1HR
	3 rd Thursday of the month 14.00 - 17.00	Richmond Fellowship	49 Mowney Road Romford RM7 7HL
Fridays	1 st Friday of the month 13.30 - 15.30	Havering Talking Therapies	Petersfield Centre Petersfield Avenue Harold Hill NR3 9PB

If you require any further information about any of these drop-in service, please call **01708 776770**.

INFORMATION: FEMALE SUPPORT ORGANISATIONS

Ashiana Network: provide advice, support, counselling and refuge to women and girls 14+ who are at risk of, or who have experienced gender based violence, including harmful practices such as forced marriage, so called 'honour' based violence and FGM. Tel no: 0208 539 0427 Email: info@ashiana.org.uk

Havering Women's Aid: offer floating support, group work and counselling on tel no: 01708728759. Havering Women's Aid also has a service for male victims of domestic abuse called Mendas, Tel no: 01708397974.

East London Rape Crisis: provide counselling, group work and advocacy for survivors of sexual violence, for support, tel no: 0800 160 1036, for professionals seeking advice, tel no: 0207 683 1210.

The Forced Marriage Unit: give advice and support for victims and those at risk of forced marriage. Can assist to repatriate British nationals who have been taken abroad for the purpose of forced marriage. Advice line: 0207 008 0151

National Domestic Violence Helpline: can assist with locating refuge spaces across the UK for those fleeing violence. Helpline: 0808 2000 247

IKWRO (Iranian Kurdish Women's Rights Organisation): provide advice and advocacy for women experiencing domestic violence and harmful practices; FGM, forced marriages and so called 'honour' based violence. Tel no: 0207 920 6460.

Solace Women's Aid: Domestic Violence charity offering support and refuge services across London (specialist traveller's project and refuge are also available) on tel no: 08088025565.

Rights of Women: National charity working to attain justice and equality by informing, educating and empowering women about their legal rights. Website: www.rightsofwomen.org.uk. Legal advice line: 020 7251 6577.

Southall Black Sisters: BAMER organisation providing advice, advocacy and counselling on issues of gender-based violence. Helpline: 020 8571 0800.

Karma Nirvana: provide advice and training around forced marriage and so called 'honour' based violence for both men and women. Tel no: 0800 5999 247 Email: info@karnanirvana.org.uk

Forward: offer advice, advocacy and counselling for those at risk of/ who have experienced FGM. Tel no: 0208 960 4000, extension 1.

GALOP: LGBT organisation offering support to those who have experienced domestic abuse, sexual violence and/or hate crime. Tel no: 0207 704 2040

PAYING YOUR RENT

We'd like to remind all tenants that rent arrears, can/will lead to eviction.

Why not prevent this from happening and pay your rent via direct debit?

The money is then automatically taken from your account, and unnecessary worry and stress taken off your shoulders.

The Delta TMO Office have blank direct debit forms at the office. If you want to choose this method for peace of mind, drop by and pick one up and get the process in motion. SIMPLE!



London Borough of Havering

Housing Services
Chippensham Road, Romford RM3 8YQ

Please call: Rent Accounts
Telephone: 01708 434000
Fax: 01708 434500
Text relay: 18001 01708 434000
Freephone: 0800 1513444

Date: _____

Our reference:

Dear _____

Direct Debit Instruction

Please find below an instruction to request payment by Direct Debit. Please complete the form fully and then return it to the address shown above. If you require further advice about this form, please telephone the above number.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the London Borough of Havering will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the London Borough of Havering to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by the London Borough of Havering or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the London Borough of Havering asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Yours sincerely
Rent Accounts



Instruction to your Bank or Building Society to pay Direct Debit
Please fill in the whole of this form and return it to:

London Borough of Havering, Chippensham Road, Romford, RM3 8YQ

Service User Number



Originator's Reference Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
-------------------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

To: The Manager	Date to be taken from account (Please Tick One)		
Address	<input type="checkbox"/> 1 st	<input type="checkbox"/> 7 th	<input type="checkbox"/> 14 th
Postcode	<input type="checkbox"/> 21 st		
Name(s) of Account Holder(s)			

Signature(s)	
Date	
This is NOT part of the instruction to your Bank or Building Society For London Borough of Havering use only	
Customer's name	
Address	
Prop Ref	Actioned By
Date	FWD in Bank

Account Number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Branch Sort Code	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

TV LICENSE SCAM



The Police have sent this information for circulation
– please be aware

Please see the below relating to the latest TV licensing scam.

- Fraudsters are sending people fake TV Licensing emails to steal their personal information.
- Victims who click on the link in the email risk having their money stolen by fraudsters.
- In December 2018 alone, 200 crime reports were made to Action Fraud in relation to TV Licensing emails, with victims reporting a total loss of £233,455.

How to protect yourself from fraudulent emails:-

- Never answer unsolicited emails from TV Licensing. The organisation will never email you, unprompted, to tell you that you're entitled to a refund or ask for bank details/personal information.
- Don't assume a phone call or email is authentic. Just because someone knows your basic details (such as your name or address), it doesn't mean they are genuine. Criminals can easily spoof the phone numbers and email addresses of companies you know and trust.
- Always question unsolicited requests for your personal or financial information, and never click on the links and attachments in emails or texts you receive out of the blue.
- Your bank will never call and ask you for your PIN, full banking password, or ask you to transfer money out of your account.

What to do if you've fallen victim:-

- Let your bank know as soon as possible and monitor your bank statements regularly for any unusual activity.
- If you suspect your identity may have been stolen you can check your credit file quickly and easily online. You should do this every few months anyway using a reputable service provider and following up on any unexpected or suspicious results.
- Every report matters and if you have been a victim of fraud or cyber crime, report it to Action Fraud at <https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime> or by calling 0300 123 2040.

Action Fraud is the UK's national reporting centre for fraud and cyber crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland.

The service is run by the City of London Police working alongside the National Fraud Intelligence Bureau who are responsible for assessment of the reports and to ensure that your fraud reports reach the right place. The City of London Police is the national policing lead for economic crime.

DELTA TMO BOARD



EVER THOUGHT OF BECOMING A BOARD MEMBER?

YOU ARE ALL PART OF THIS COMMUNITY, SO WHY NOT
HAVE YOUR SAY ON HOW THE ESTATE IS RUN.

SEATS ON THE BOARD ARE OPEN TO ALL TENANTS AND
LEASEHOLDERS - BUT YOU MUST BE 18YRS OLD OR OVER.

FOR FURTHER DETAILS, PLEASE CONTACT THE DELTA TMO
OFFICE ON 01708 464714 OR CALL IN PERSON.

**..... if you are interested, there are still
positions available.**

Please inquire at the Delta Office.



STOP YOU IN YOUR TRACKS FACTS



Did you know ... ?

Nobody knows who named the Earth

Elephants can hear better with one foot on the ground

Blowing out candles on a cake increases the bacteria by up to 1.400%

During WW11 fish and chip shop managers were exempt from military service

The wingspan of a Boeing 447 is longer than the distance travelled during the Wright Brothers' first flight

Breathing the air in New Delhi is equivalent to smoking 45 cigarettes a day

The average plastic bag gets used for 12 minutes but takes up to 1,000 years to biodegrade

The first Kleenex tissues were made from the same material as the gas filters during the First World War

Dogs see in blue and yellow

The heatproof sleeve on the outside of a disposable coffee cup is called a 'zarf'

Beyonce has released more perfumes than albums

Yellow tennis balls, which show up better on colour TV, were the brainchild of David Attenborough when he was Controller of BBC2

Beatrix Potter shot a squirrel out of a tree to provide a model for Squirrel Nutkin (if only it had been the one doing damage to the office troughs!)

The first advert on Channel 5, was for Chanel no: 5

That's all folks!

AND FINALLY.....

IF YOU WANT TO PLEASE REPORT AN INCIDENT

Please ring ASB (Anti-Social Behaviour) 'Out Of Hours' on 01708 726685:

or

For non-emergency incident, 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: Crimestoppers guarantee of anonymity has NEVER been broken and callers are never asked for their name.

AND DON'T FORGET:

IF YOU REQUIRE ASSISTANCE OF ANY KIND, PLEASE CALL THE DELTA TMO OFFICE ON 01708 464714

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

FOR ANTI-SOCIAL BEHAVIOUR RELATED ISSUES, PLEASE RING:

ASB 'OUT OF HOURS' ON 01708 726685 OR FOR A NON-EMERGENCY INCIDENT, CALL THE POLICE ON 101 TEXTPHONE 18001 101

Don't forget we are on social media.

Just make a 'friend request' on our Facebook page and keep up to date with all the estate news!



Does anyone have a genuine complaint, comment, idea or question? Maybe an opinion, or even an amusing story? Well now's your chance to make a contribution to the next newsletter, which will be circulated in a couple of months.

We'd love to hear from you!

Just bring along your item to the Delta Office, and provided it gets Board approval, your item will be included, and you'll be able to see your article in print. You can remain anonymous if you so wish.

It's open to anyone – young or old.

So come you lot, drop us a line and tell us what you really think – be it good or bad.

Do you have trouble reading this newsletter?

**Please contact the Delta office
if you require a **LARGE** print copy.**

**We've been happy to provide a bigger print
copy to a few of our readers, so they too
can share in the estate news.**

**If you'd like to be added to our list, you just
have to ask.**

*** If you would like to receive this publication in another language, please contact us.**

And last, but not least.....



Every property will soon be receiving
a **DELTA TMO Residents Satisfaction Survey**.

*Please ... take a few minutes to complete the questionnaire.
No excuses – we are even providing the pen!*

We want to hear *your* views on *your* estate and the
service you receive from us.

By looking at your answers we can work on the areas important
to you and try to improve them.

Watch out for your copy!

You could even be a lucky winner of a voucher!

Thank you – Delta TMO

USEFUL HAVERING CONTACT NUMBERS:

- **WELFARE REFORM TEAM** : 01708 432537
- **BENEFITS CENTRE** : 01708 433996
- **PUBLIC ADVICE & SERVICE CENTRE (PASC)** : 01708 433481
(to make an appointment)

Alternatively, you can get more information by calling the
GOVERNMENT's INFORMATION LINE on: 0845 605 7064

MORE IMPORTANT TELEPHONE NUMBERS:

- **Homes and Housing:** dial 01708 434 000
dial FREEPHONE: 0800 1513444
- **Council repairs / Out of Hours:** dial 01708 756699
- **Streetcare:** dial 01708 432563
- **NHS (for a medical assessment):** dial 111
- **Anti-Social Behaviour / Out of Hours:** dial 01708 726685
- **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

FOR ANTI-SOCIAL BEHAVIOUR RELATED ISSUES, PLEASE RING:

**ASB 'Out of Hours' on 01708 726685 or for a non-emergency incident, call the Police on 101
textphone 18001 101**