

# DELTA NEWS



March/April 2019

First of all, we'd like to extend a friendly welcome to the new residents and their families who have recently been re-housed here as part of the Councils re-generation project.

We hope you are all soon settled, happy to be here and ready to join in all the community events we have planned for the coming year.

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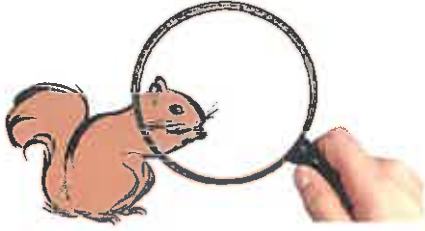
A BIG thank you to all of you, who completed and returned our survey. Some of your comments made interesting reading, and we will be doing our very best to improve those areas you were least happy with.

For details of our 2 lucky voucher winners, a more in-depth report on our findings and a review of the Delta TMO AGM, please read on.

**PLUS:** a mini competition for the kids on page 2

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



## **MINI COMPETITION** **JUST FOR KIDS**

As a bit of fun, we have hidden 6 tiny “Cyril the Squirrel’s” somewhere within this edition of the newsletter.

And all ***you*** have to do, is find them all!

If you are the first youngster to come along the Delta Office with all 6 correct locations, you’ll be the winner of the prize.

So come on kids, start looking!

For details of our forthcoming **EASTER EGG HUNT**, and information on **FOOTBALL TRAINING SESSIONS** during the Easter holidays, please read on .....

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We are also hoping to arrange more activities and trips in the coming months.

However, because of regular, non attendance by tenants, we will now be charging a deposit per person, only *refundable* to attendees at the time of the event.

# ESTATE PIN BOARD



Does anyone out there, have any spare double knit wool, for a resident who knits hats for the homeless?

It's a great cause, so if you think you can help, please bring your wool donations to the Delta TMO Office, and we'll pass them on to her, with grateful thanks.



## STOCK CORNER

I think it's P45 time for our resident stork as there were no special deliveries to report in this edition!



During the February half term, kids were seen jumping up and down on the lids of the bottle banks, located in the car park.

## Bottle banks are NOT trampolines!

The lids are not designed to be jumped on and are unlikely to be strong enough to take your weight. If the lid breaks and you fall through, you could get cut to shreds on the broken glass/shards therein.

(You have been warned, and Delta TMO will take no responsibility for any injury or damage to the bin)

# KEEP OFF!

..... and now another little DELTA MOAN & GROAN:

If our Team attend to complete a repair, please **DON'T** ask them to do other jobs whilst on site. Either book multiple repairs at the time, or call us to re-book another.

Thank you!



What on earth is going on in Victoria House?!  
Twice our Team have had to clean up poo from a stairwell in this block.  
Coming from a dog it would be bad enough .... but this is *HUMAN*  
excrement.

We should not have to clear up this revolting mess  
.... because it shouldn't be happening!

**IT'S A HEALTH HAZARD! IT'S UNHYGENIC! IT'S DISGUSTING!**

**PLEASE – do not treat a stairwell as a toilet**

**... and the Phantom Crapper strikes again!**

– only this time on the 5<sup>th</sup> floor landing in Elizabeth House. What's wrong with people?!  
It's a revolting – just imagine walking down the stairs and treading in this!  
And why should our maintenance team have to keep clearing it up? 🍌

I'm pretty sure this unpleasant task wasn't in their 'job description' when applied for a caretaking role!

Personally, I think Tony and Mark deserve a medal for tackling such jobs, don't you?



And whilst on the subject, all these photos were taken of the stairwells in Elizabeth Hse



Seems we could be looking for someone living in a flat with  
no bin *or* toilet!



Please, don't leave 'stuff' or rubbish bags outside the block – in the hope that the Delta Team will remove it/dispose of it for you.

Unless you have advised the Delta Office, the Council may consider this a fly tip, which incurs a hefty fine.

## Never think we will not find out the culprit!

To the best of our knowledge, the CCTV cameras are working and the Council have been successful in fining people for fly tipping offences on the estate.




In these sad times of 'stabbing' crimes, residents may be worried about disposal of unwanted knives. We would ask you **NOT** to put them in the rubbish, which could be rummaged through by unscrupulous chancers!

Bring your knives, securely and safely wrapped, to the Delta Office and we will ensure they are properly disposed of in the amnesty knife box at Romford Police Station.

We are advised there are specific boxes at the municipal dump in Gerpins Lane too, should you wish to dispose of them yourselves.

**Just PLEASE ensure your knives don't get into the wrong hands!**

Can we please ask you all to empty  bottles, tins, cans etc, and **NOT** include anything 'liquid' in your rubbish bags, as it often results with seepage in the lift cars and leaves a wet trail to the bins.



*(Something else for the Delta Team to clear up!)*



Although Victoria House currently has its problems, it once again wins the award for fewer blocked chutes since the last newsletter edition.

Joint 1<sup>st</sup> place was narrowly missed by Elizabeth House, and we are pleased to report that Edinburgh House and Mountbatten House showed a marked improvement this time round. **KEEP IT UP!**

## BUT...



The dreaded pizza box has reared its head once again, creating blockages in the chutes.

You may have enjoyed a Domino delivery, but we don't enjoy trying to shift a wedged pizza box that's created a 'shelf' preventing other rubbish from travelling downwards!

So we ask you again : kindly break up any cardboard boxes to a more manageable size, before disposing of them.

If you really can't be bothered, then take the boxes downstairs and put them in the eurobins.

**And just to refresh all your memories :**

**The chutes are for small bags of household rubbish only. The chute 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. However, please don't fill the bins with polystyrene or cardboard. Leave it beside the bin allowing room for rubbish bags, which if left out, attract foxes and other vermin.**



**REMINDER:** Whilst you are all spring cleaning, please ensure you check your smoke detectors.

The batteries may need replacing. You are responsible for them, but if you feel unsteady on a ladder give us a call and our Team will change them for you.

**BE SAFE!**



Sorry ...  
The number you have dialed  
has not been recognised.  
Please try again later.

You never know when you may need a Council contractor to attend a repair job. When reporting the repair, we are obliged to give them your contact details from our system. If it's old data, you'll be waiting a very long time for a call with an appointment date/time!

**Always ensure we have current telephone and contact details for you.**

It's a minute of *your* time to tell us of any changes, and a minute of *our* time to upload new info onto our system. We may just need to call you urgently in an emergency.

(NB: Be assured that this information is for office use only, and is never divulged to outsiders)



**UNDER NO CIRCUMSTANCES MUST A BLOCKED SINK, BATH OR BATHROOM BASIN BE CLEARED USING THE PRODUCT 'ONE SHOT' OR SIMILAR ACID BASED DRAIN UNBLOCKER** (readily available for purchase over the counter at most DIY stores)

The Delta TMO Team no longer such products, and under a directive from L.B.H., **no tenant or leaseholder is allowed to use it either.**

If a blockage cannot be shifted using other products, or by the TMO Team, it automatically gets referred back to the Council who will instruct a contractor with more expertise and industrial equipment to attend and resolve the problem.

**POLICE ADVICE:**



<https://www.actionfraud.police.uk/news>

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 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.



**We're holding an EASTER EGG HUNT**

**on Wednesday 17<sup>th</sup> April 2019**

**All kids 12years and under are welcome**

**to join in the fun.**

**Just be sure to register your name and**

**age with the Delta TMO Office.**

**(Our Easter Egg Hunt is for registered children only)**

**Closing date for registration is, Friday 5<sup>th</sup> April 2019**

***Please don't let your child miss out!***



I'm afraid the deadline date has now passed.  
We will be contacting registered children in due course.

**\*\* If you missed out, maybe next year .....**



**BORED** during the Easter holidays?

**FED UP** with eating chocolate?



**THEN HERE'S GOOD NEWS...**

**FOOTBALL COACHING  
SESSIONS ARE BACK!**

**Starting Tues 23<sup>rd</sup> until Fri 26<sup>th</sup> April**

**at the Ball Park , from 3pm – 5pm**

**It's FUN and it's FREE .. so come along and see**

**It's open to all – girls and boys of all ages**



If you want to kick a ball about – just turn up and join in!  
No need to register with the office.  
The more the merrier!



# DELTA TMO GARDENING CLUB

With Spring just around the corner, we've been forward planning, by ordering compost, plants and shrubs for the gardening club.

So, there will be plenty of jobs for those of you who'd like to get your hands dirty in the coming weeks.

We'd also remind you that Mrs Rohani in Victoria House spends hours working on the garden patch outside the block, to spruce up the appearance. She does a great job, and it looks lovely, with daffodils in flower etc.



**BUT** we'd ask you not to use the garden or the large shrubs growing in it, as litter bins for your rubbish. All sorts, from drink cans to fast food packaging were recently found among the fronds and leaves.



There are enough bins around on the estate, so why not use them for your trash?!

*Why would you want to spoil/trash the appearance of this ?*



To anyone doing gardening, please may we ask you **DO NOT** put your garden waste in the orange recycling bins. It must go in the bin with the ordinary rubbish.

Thank you!

Residents, young and old, living in Elizabeth House are also making an effort with their garden patch, preparing the soil and planting shrubs/bulbs etc.

It's making a huge difference to the appearance of the block, and the Delta TMO estate in general, so please ..... **ADMIRE not destroy** the results of their labours.

**PLEASE DO NOT TRAMPLE ACROSS OR TRASH THE PLANTS OR GARDENS, AND PLEASE KEEP OUT OF THE ENCLOSED LANDSCAPED AREA !!!**

Thank you

# DELTA TMO

We are still recruiting...



From survey feedback, those of you who showed an interest in paying your £1 to join the TMO were all sent forms for completion. And we are pleased to report membership numbers have increased slightly. However, we'd still like more 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.

**Could it be any easier?**

**'Join today – and have your say'**

## Here are the results of the Residents' Satisfaction Survey 2019

### Delta Tenant Management Organisation

**1. Are you a :**

**48 (17%) = Havering Council Tenant    14 (5%) = Leaseholder**  
**5 (2%) = Sub-tenant (renting fm a l'holder or Hsg Assn)**

**2. How long have you or your household been a resident on Delta Estate?**

**23 (8%) = 1-10 years    15 (5%) = 11-20 years    13 (5%) = 21-30 years    11 (4%) = over 30 yrs**

**3. How many people usually live here (includes you & any other adults/children)?**

**96 = Number of adults    23 = Number of children**

**4. How many people living in your household are under 16 years of age? = 23**

**5. How many people living in your household are 60 years old or over? = 46**

**6. Did you know that Durham/Elvet Ave Estate is managed by a Tenant Management Organisation (TMO) Ltd?**

**59 = Yes    2 = No**

**7. Are you a member of TMO?    33 (12%) = Yes    30 (11%) = No    4 (1%) = Don't know**

**8. If not, would you like to be a member? It costs £1-00 p/person for life membership which entitles you to vote & have your say about the way DELTA and the estate are run?**

**12 = Yes    18 = No    5 = Don't know**

**9. How satisfied are you with the following services that DELTA provides:**

- |  |                             |                               |
|--|-----------------------------|-------------------------------|
| <b>a) The way Deltas repairs are dealt with</b>        | <b>65 (23%) = Satisfied</b> | <b>1 (.5%) = Dissatisfied</b> |
| <b>b) Standard of repairs carried out by Delta</b>     | <b>64 (23%) = Satisfied</b> | <b>2 (.5%) = Dissatisfied</b> |
| <b>c) The courtesy of Delta repair staff</b>           | <b>65 (23%) = Satisfied</b> | <b>2 (.5%) = Dissatisfied</b> |
| <b>d) Delta c'taking/cleaning estate lobbies/lifts</b> | <b>63 (23%) = Satisfied</b> | <b>3 (1%) = Dissatisfied</b>  |
| <b>e) Courtesy of Delta TMO office Staff</b>           | <b>66 (24%) = Satisfied</b> | <b>0 (0%) = Dissatisfied</b>  |

Cont/d.....

**10. How satisfied do you feel about the following?**

**a) Opportunity for getting involved in Delta decisions**

**61 (22%) = Satisfied**                      **2 (.5%) = Dissatisfied**

**b) Consultation on estate matters**

**61 (22%) = Satisfied**                      **1 (.5%) = Dissatisfied**

**b) Newsletter/info rec'd from Delta**

**65 (23%) = Satisfied**                      **1 (.5%) = Dissatisfied**

**11. How much of a problem do you think the following is in our area?**

**a) Litter & rubbish**                      **42 (15%) = No problem**                      **19 (7%) = Problem**

**b) Vandalism**                      **48 (17%) = No problem**                      **11 (4%) = Problem**

**c) Noise from other people**                      **34 (12%) = No problem**                      **28 (10%) = Problem**

**d) Graffiti**                      **53 (19%) = No problem**                      **4 (1%) = Problem**

**e) Dogs (*inc mess*)**                      **37 (13%) = No problem**                      **22 (8%) = Problem**

**f) Problems fm neighbours**                      **43 (15%) = No problem**                      **16 (6%) = Problem**

**g) Drug dealing/usage**                      **29 (11%) = No problem**                      **27 (10%) = Problem**

**h) Racial harassment**                      **58 (21%) = No problem**                      **1 (.5%) = Problem**

**i) Parents not taking resp. for behaviour of children**

**28 (10%) = No problem**                      **28 (10%) = Problem**

**12. Taking everything into account, how satisfied/dissatisfied are you with overall service provided by DELTA TMO?**

**64 (23%) = Satisfied**                      **0 (0%) = Dissatisfied**

**276 surveys distributed 67 returned = 24%**

## **DELTA TMO Residents Satisfaction Survey.**

A **BIG** thank you to all those residents who took a few minutes to complete our Residents Satisfaction Survey.

... and to those of you who couldn't be bothered, we hope you found a use for the pen we provided! Maybe next time .....

We can reveal we received back 67 completed forms, which, considering we delivered to 276 households, equates to just 24pct

**Now meet 2 residents who DID take the time and trouble, both becoming our lucky survey winners:**



**and**



### **Peter, from Mountbatten House**

Peter was delighted to be a 'winner', adding that he didn't complete and return our survey because of the prize, but felt 'it was a good way of providing feedback/suggestions regarding the running of the Delta Estate'

### **Jackie, from Victoria House**

Never having won anything before, you can imagine how pleased Jackie was to collect her voucher. As her family usually responds and joins in estate activities, they too, see completing our survey as a means of giving us worthwhile feed-back (good or bad) on estate related matters.

**Both won a £50 stores voucher, with which we hope they treat themselves, family (& dogs!)**

**Very well done!**

***Read on, for results and findings .....***



## **COFFEE MORNINGS**



**Having analysed your survey comments, several of you suggested  
'COFFEE MORNINGS'**

**We took this on board, and as our marquee was being erected for  
the A.G.M, we organized a coffee morning for the same day.**

**The event was advertised well in advance  
.....but only 12 residents turned up.**

***Just what are we doing wrong?  
Residents suggested it, but not many residents showed up!***

**However, it is our intention to hold regular gatherings, and trust  
resident participation *will* eventually improve.**

# KEEP YOU KIDS SAFE !

Who  
is your  
child?  
talking to

Child Sexual  
Exploitation  
affects thousands  
of children and  
teenagers every  
year



Know the signs and help keep them safe

- unexplained gifts • changes in mood
- missing from home • staying out late
- being secretive about where they are going
- lack of interest in activities and hobbies
- missing school

 **Havering**  
LOWELL WARDEN



# The DELTA TMO AGM

Wednesday 20<sup>th</sup> March 2019

This was our first AGM to be held in our heated marquee, and as it was 'on-site', we had 13 members/residents attend.

Although still poor, it was a better than expected turnout with some most welcome new faces amongst our number.

Proceedings started at 6:30pm sharp, and all topics on the itemised agenda (ie: a comprehensive Estate Managers Report / Financial Review etc) were covered in detail, after which the AGM audience welcomed our guest speaker PC Chris Stockman from the Safer Neighbourhood Team.

This was followed by light refreshments, a chance to meet other residents and the AGM raffle draw.

Our 2 lucky winners were:

**First Prize: Doug from Victoria House**

Doug was presented with a £50 shopping voucher

**Second prize: Christine from the low rise in Elvet Avenue**

Chris was presented with a £25 shopping voucher.

HAPPY SPENDING TO YOU BOTH!

-o0o-

Thank you to all those who kindly attended.

We hope these decent attendance records will continue, now we have a marquee for such events, enabling us to 'keep things local'.

\*\* If you would like to be part of the next AGM, then ensure you have paid your £1 for lifelong membership of the Delta TMO

# 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.**



## ONE LINERS TO MAKE YOU SMILE



Sea weed is really good for you apparently.  
So if you are ever in trouble, sea kelp.

As a youngster, I was adopted by a man called 'Daz'.  
I grew up referring to him as my non-biological father.

When I split up with my girlfriend, she kept my Kevin Bacon DVD and a  
box of small iced cakes.  
On the plus side, I am now 'Footloose' and fancy free

For her birthday, I once bought my wife a new bucket with a rope attached  
... that went down well.

Sad news!  
My obese parrot died today. It is however, a huge weight off my shoulders.

Can anyone please remind me how to use WD-40?  
I'm a bit rusty

Decided to clean my house today with a Dalmation.  
Now it's spotless.

How can you tell if you are eating a Brexit Christmas dinner?  
No Brussels or Turkey and there's no longer a place at the table.

*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](mailto:squirrelsheathsnt@met.police.uk)  
[www.met.police.uk/safeerneighbourhoods](http://www.met.police.uk/safeerneighbourhoods)

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](mailto:deltatmo@btconnect.com)

Website: [www.deltatmo.com](http://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!



Do you have a genuine complaint, comment, idea, question, gripe or observation? Maybe an opinion, or even an amusing estate story you'd like to share? 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 on you lot, feel free to 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.**

### **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

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textphone 18001 101**

