

# DELTA NEWS



**Issue 14**

**2012**

## One for the Leaseholders

There are some new issues for the coming year for Leaseholders and I thought it might be a good idea to put an article in our own estate newsletter and not wait for the HIH issue. I will put them as bullet points as there are three separate topics for you to look at.

### **1) Gas Servicing**

From this year gas servicing is going to be made compulsory for everyone. It has always been so for tenants and HIH's contractor carries out this function. Leaseholders may use HIH's contractor or have one of their own choosing. You will of course have to pay for either option! In the office there is the name of one contractor who is tried and tested by some people on the estate and a phone no and price list is available for anyone to look at if they wish.

### **2) Insurance.**

Just like to remind everyone that if you have done a lot of work to the inside of your flat, for example, if you have put in fitted bedrooms or an expensive bathroom/kitchen, you have to update your buildings insurance to cover these items. (only those items that are fixed to a wall) If for some reason the flat had to be rebuilt, you would only get rebuild price AND STANDARD COUNCIL FITTINGS if you have not insured them for their value.

### **3) BEWARE OF THIS SCAM!**

**This is actually for everyone.** If you receive a letter stating that it is believed that your property is in the wrong Council Tax band and that the firm stated on the top of the letter could maybe get it changed for you and you may receive a refund, **IT IS A SCAM!!!!!!!!!!!!** The government have announced that there will be NO revaluation of Council Tax banding before 2015. A copy of this scam will be in the office for anyone to see. Please don't get taken in by this. It could be an expensive mistake.

## DELTA TMO

26 Elvet Avenue  
Gidea Park  
Romford  
RM2 6JR

E-mail:  
deltatmo@btconnect.com

Office opening times:

Monday to Friday  
9.00am - 5.00pm

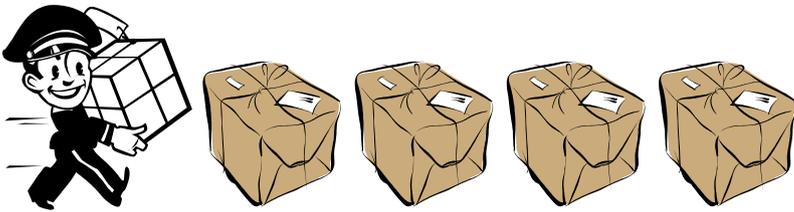
Contact us on:

01708 464714

Homes in Havering out  
of hours repairs:

01708 756699

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



## Sorting Office

Our friendly Postman Alan and the Delta TMO are working together to provide a service for the delivery of parcels and/or packages.

Should you not be home when the Postman tries to make his parcel delivery, a card will be left to this effect, and the package left at the Delta TMO Office. We will retain it for a maximum of 2 weeks before returning it to Royal Mail for collection, by you, at their main depot.

This will save residents travelling to the Sorting Office, and Alan the Postman from hauling back undelivered mail that will not fit through the letter box.

On production of the delivery card, such packages can be collected from our Office during normal working hours 9-5 Mon-Fri.

The Delta Office address can be used for deliveries, and we will sign for packages provided we are given advanced warning from the recipient.

**Disclaimer: We obviously take no responsibility for damaged items or deliveries that may be incomplete or incorrect etc**

Could any resident preferring *not* to have packets left at the Delta Office please advise and we will decline parcels for your address.

We hope participating residents will find this additional Delta TMO service useful.

## Rubbish

There seems to be some confusion about the correct procedures for disposal of rubbish. This information should clarify the position for residents.

Be Careful with your Rubbish

- Black bags and other items **must not** be stored in stairwells, communal walkways or on landings.
- The disposal of general household rubbish is only permitted in designated areas of the estate, for example bins or bin sheds.
- Any other items, including bulk rubbish such as old fridges, cookers, carpets, toys and furniture should be taken to an authorised site for removal.
- You can arrange for these items to be removed by the London Borough of Havering - call 01708 432563. If you do arrange for bulk rubbish to be collected this way, (there may be a charge for this service) the items must be put out on the agreed day of collection only, otherwise the items will be treated as an act of fly-tipping, which is **illegal**.
- If you do fly-tip, you may be prosecuted, evicted from your home, or have your tenancy demoted.
- If you can identify persons committing these offences please contact 01708 434000.

If you require any advice or help with the removal of bulk items, please contact the Delta office.

## What have the board been up to?

The board have no intention of boring you with every detail of every meeting, but to prove we haven't just been sitting around drinking coffee, from now on, in each newsletter we will give you a list of some of the main items covered during our monthly meetings.

This quarter we have:

- fitted extra CCTV cameras at the rear of the high rise blocks for extra security.
- attended a series of training courses designed to make the board even more efficient. These have taken place on Saturdays, and the board, as volunteers, have given their free time to attend.
- financed the football training in the Ball Park during the school holidays.
- been working on the creation of a website for DELTA. This project is nearing completion. News will follow soon.

## Who are the board anyway?

Apparently some residents are a little unsure about who exactly is on the board, so here is a list of who's who and who's responsible for what:

Sandy Stevenson	Chair
Frances Gerlach	Secretary / Treasurer
Ruth Bowler	Vice Chair / Editor
Colin Magraw	Health and Safety
Alan Shaw	CCTV
Sulekha Abdulahi	Board Member
Paul Barrett	Board Member
Iris Fuller	Board Member
Pat Witchalls	Board Member



Although it's not very seasonal now that spring is here, we thought this was quite an appealing photograph of a snowman built only a few weeks ago.

## Estate Office Notice Board

### **Dog Fouling**

With the warmer weather and lighter nights, the children from the estate will be playing on the grassed areas so if anyone sees a dog fouling and the owner not picking up and you want to make a difference and are fed up with this ongoing issue, make a statement to the enforcement team at LBH who will prosecute the wrongdoer.

### **Block Reps**

No one put their name forward to become block rep for their respective block.

### **Estate Inspections**

I have begun the estate inspections which will take place on a regular basis. The outcome/results will be published in future newsletters, but if you see something that needs to be dealt with please contact the office.

### **Repairs**

The number of repairs reported over the last three months was 183, of which 180 (98.4%) were completed within our service standards which are in line with the councils. A list for these service standards are held in the office but here are some examples,

Urgent Repair (Priority 1) - completion within 24 hours, example blocked sink, bath or hand basin.

Priority Repair (Priority 2) – completion within 5 working days, example minor leaks to internal water services

Priority Repairs (Priority 3) – completion within 20 working days, example repair or renewal of waste water pipes, defective ball valves, faulty taps etc.

### **Satisfaction Sheets (repairs)**

Seventeen satisfaction sheets have been returned to the office. All sheets reflected that the residents were happy with the repair and the service offered by Delta.

If you have a repair please return your sheet as this gives us a view on how we are performing and how we can improve our service to the residents.

### **Balconies**

Again I feel the need to mention spitting from balconies. This is a disgusting act and I do feel sorry and annoyed for the residents who either have cars parked or are walking below at the time.

### **Smoking in common areas**

I have noticed cigarette stubs on the stairwells. Can I remind all residents that smoking is not allowed in the communal areas and if proved a resident is in breach of their tenancy agreement.

### **Complaints / Compliments**

The number of complaints against Delta over the last three months was 2 and the number of compliments for Delta in the same period was 24. We work to a 3 stage complaints procedure set out by LBH, a copy of which can be requested from the office.

## Anti Social Complaints

We have had three complaints which related to two cases of noise and one of dog fouling. The service standard which relates to all ASB complaints can be obtained from the office.

## Contact Numbers

Please ensure the office has your latest contact number as it is required when HiH, Morrison's or Interserve need to contact you to make an appointment to carry out a repair.

## Who we are and what we do

In previous newsletters I have mentioned what the members of the team do. The job specifications for each job are held in the office.

## Web Sites

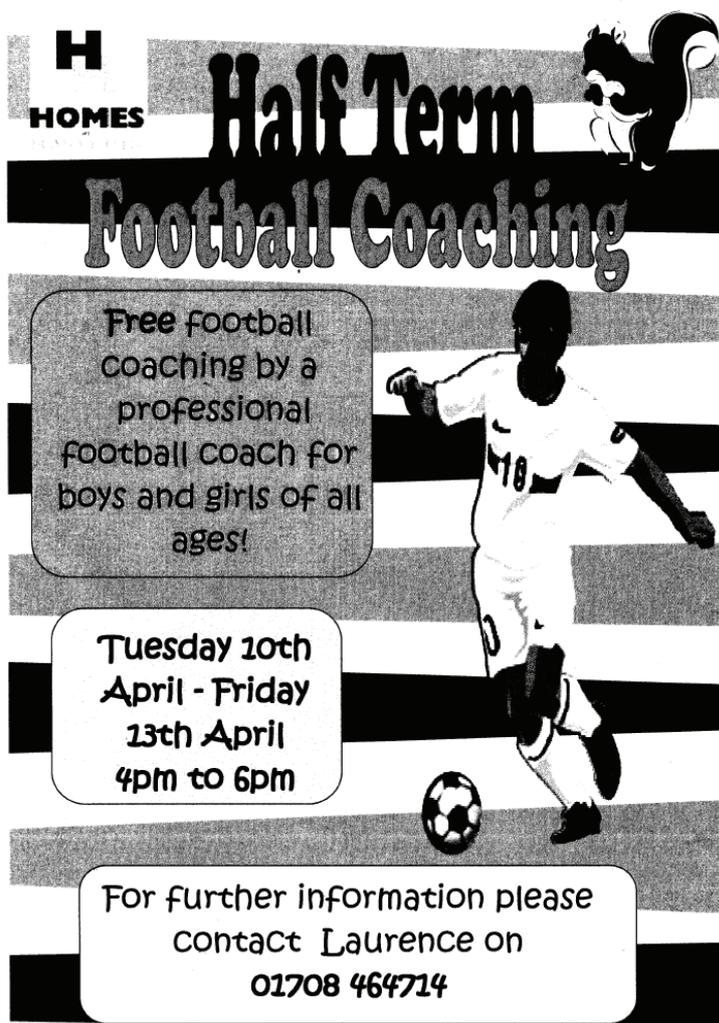
HiH have introduced a new section on their web page which relates to the three TMOs in Havering. You will find it under the heading "Your neighbourhood." Delta will also be introducing our own web site in the very near future.

## What's new

It is Delta's intention to have football training again during the Easter holiday. It is planned to be held in the Ball Court between the 10<sup>th</sup> and the 13<sup>th</sup> April from 4 to 6 o'clock. There are posters in the lobbies and at the bottom of this page.

Because of the recent fire we are having four additional cameras installed.

The Delta board are attending a training course this month, and as they are all volunteers this training will be in their own time.



**H**  
**HOMES**

# Half Term Football Coaching

Free football coaching by a professional football coach for boys and girls of all ages!

Tuesday 10th  
April - Friday  
13th April  
4pm to 6pm

For further information please contact Laurence on  
**01708 464714**

## **Digital TV Switchover – a warning**

Bogus callers are visiting properties stating they are doing the digital switchover in order to gain access to vulnerable residents' homes. **Please beware.**

Digital installers NEVER cold call at residents' addresses in order to switch their televisions over to digital.

All digital switchovers will be made via a pre planned appointment made by the resident calling a free phone number 0800 408 5900 or by logging on to the helpscheme.co.uk

The fee to convert one TV to digital is £40. However for those on income related benefits it is free.

The switchover help scheme installers have enhanced CRB checks and are experienced with dealing with older people and always carry ID with them. Passwords can be arranged with them in advance for added piece of mind.

Could everyone please be vigilant. If in doubt **don't let them in.**

## **Your Turn**

There is no room in this issue for a resident's letter but don't let that stop you from writing in with your thoughts and opinions and anything else you would like to see included in the newsletter.

Remember all letters and articles may be edited. Please submit material to the TMO office and make it clear whether you are happy to have your name and address included or if you would rather remain anonymous.

## **SAFER NEIGHBOURHOOD TEAM**

**Please** report any incidents to the Police. The numbers to call are as follows:

Office - 0208 721 2579

If it's not an emergency call the police on 101, textphone 18001 101

Email: [squirrelsheathsnt@met.police.uk](mailto:squirrelsheathsnt@met.police.uk)

[www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods)

**Romford Police Station** 01708 751212

**In case of emergency dial 999**

Don't forget to report any incidents to the Safer Neighbourhood Team - if they are not on duty leave a message on the answer phone. They will get back to you. It may be frustrating if no-one is immediately available **but they can't help if you don't keep them informed.**

We hope that you have enjoyed your newsletter.

Next newsletter due June 2012.