

DELTA NEWS

Issue 15



2012

Windows

You are all aware that meetings have recently taken place to discuss the replacement of windows and other major works in the four tower blocks. Only a small number of tenants managed to attend, but the leaseholders were better represented at their separate meeting. I am sure you will all agree that the work is long overdue, but now we can see light at the end of the tunnel, and we must be patient for just a little longer.

Below is a message from our Resident Liaison Officer, which refers to the tenants' meetings. For a report on the leaseholders' meeting, please turn to page 5. Although the letter tells us to contact the TMO Office, and the TMO staff always try to help if they can, they have not been given all the information and may not be able to answer all your questions.

Dear Resident,

I would like to thank all the residents that attended the meeting on 31 May 2012

During these meetings residents were provided with further information about the proposals and an estimated timetable for commencement of the works (autumn/winter 2012)

Over the coming months Homes in Havering will be carrying out surveys and preparing designs for the proposed works.

As part of our commitment to residents and the consultation process we will continue to keep residents and TMOs updated on a regular basis.

In the interim, if you have any queries relating to the works please contact the TMO office.

Thanks

Lester Mayers
Resident Liaison Officer
Homes in Havering

DELTA TMO

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Contact us on:

01708 464714

E-mail:
deltatmo@btconnect.com
Website:
www.deltatmo.com

Office opening times:

Monday to Friday
9.00am - 5.00pm

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.

What have the Board been up to?

The board have no intention of boring you with every detail of every meeting, but in each newsletter we will give you a list of some of the main items covered during our monthly meetings.

This quarter we have:

- 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 with Homes in Havering towards a new office for DELTA.
- replaced the dead and missing plants in the landscaped area..
- been working on the creation of a website for DELTA. This project is now complete. You can visit the website at www.deltatmo.com to see information about the estate. This newsletter will also be available to view, plus previous issues.

Nappy News

In this new section, we'd like to announce the happy arrival of new babies born to our residents.

In Mountbatten House we send congratulations and a big welcome to: baby Betsy, a bouncing 8lb 6oz daughter for Stacey and her husband and Logan, a baby son for Carol and her husband, weighing in at 9lb 15oz.



Both Mums and babies are doing well.

There are several other mums to be on our Estate and it will be our pleasure to announce their happy news in forthcoming newsletters.

Watch this space...



To All Residents

May we please remind all residents to be mindful of what they spill, clean/sweep off their balconies onto the pavement below. We have received reports of paint spills and cigarettes ends (sometimes still alight!) landing on cars parked below from upper balconies. This could so easily be avoided if a little due care and attention was paid, preventing costly and severe damage to property. Thank you.



Can you identify the sweets/chocolate bars from the cryptic clues below?

Fill in your answers, and hand your entry into the DELTA TMO Office. If your answers are correct and your entry is the first to be pulled from the hat, you will win a fitting prize!

- 1) Edible fasteners _____
- 2) Quiet voice _____
- 3) Refined folk live here _____
- 4) Pleasure from the Ottoman Empire _____
- 5) A theme _____
- 6) 100pct precious metal _____
- 7) 9, 10, 11, 12 etc _____
- 8) Wobbly offsprings _____
- 9) Dairy route _____
- 10) Wise guys _____

CLOSING DATE Tuesday 31st July 2012

Name: _____
 Address: _____
 Phone number: _____



May we remind you once again to be mindful about what you put down the rubbish chute.

The DELTA team have recently spent precious time clearing blockages caused by thoughtless tenants blocking the chute with such items as duvets, pillows, clothing, a video recorder and two irons.

The chute is for small bags of rubbish only! If you have bigger items and/or electrical appliances for disposal, please contact the DELTA TMO office or place them in the Eurobins. We can also provide a telephone number for a local company willing to pay for old clothing. So rather than block up the chutes for residents in your block, why not make it pay?

Thank you.

Estate Office Notice Board

Why?

Why do some residents think it's a good idea to have a barbecue on the balcony of a high rise block of flats and not realise or care of the possible implications?

Please take note - having a barbecue in a high rise is not permitted at any time.

Bag it, tie it

Please would you be kind enough to ensure that all bags left in the refuse room by the block entrance are tied up.

Dog Fouling

With the warmer weather and lighter nights, the children from the estate will be playing on the grassed areas. If anyone sees a dog fouling and the owner not picking up the mess, make a statement to the enforcement team at LBH who will prosecute the wrongdoer. This will make a difference.

Repairs

The number of repairs reported over the last three months was 174 of which 163 (94%) were completed within our service standards, which are in line with the council's. A list of these service standards is held in the office.

Satisfaction Sheets (repairs)

We have had 2 satisfaction sheets returned to the office, both of which stated 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 residents.

Smoking in common areas

I continue to notice 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 nil and the number of compliments for DELTA in the same period was 12.

4 of these were for the landscaped area, 1 from a tenant thanking DELTA for sorting out a problem with her balcony and 1 from a new tenant for the help they were given with moving in.

Anti Social Complaints

We have had three complaints which related to two cases of noise and one of dog fouling.

Contact Numbers

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

What's new?

All the members of the DELTA board work to a code of conduct a copy of which can be viewed in the office.

DELTA, working with Homes in Havering, offers a translation service. If you require this service please contact the office.

K.P.I.s

These are performance indicators which are reported to the council each month and can be seen in the office. Please see section on KPIs on back page.

Domestic violence and anti social behaviour

Don't be a victim, DELTA can help. All cases are treated in complete confidence and if need be we will be able to pass your case on to the relevant department or give you the contact numbers.

Membership

We continue to look for new members. For further information please contact the office or any board member. We currently have a membership of 71.

And the winner is.....

We have kept a record of blocked chutes over the past year and the block with the least number of blockages is.....Victoria House.

Leaseholders' Meeting

There was a meeting for leaseholders on 11th June to discuss the proposed capital works. It was attended by Robert Davis (Works Project Manager) and Sharon Boyce (S20 Officer) plus 23 leaseholders.

It was a lively meeting with lots of questions and discussion, particularly about the exact extent of the works and when they will commence. There is much unhappiness about the options available for payment. Issues were also raised about how much of the works are required because of the properties being underfunded for so many years, and the precise nature of the Council's liabilities regarding repairs.

Both managers have a list of questions to be answered. They will bring replies to a further meeting which is to be arranged.

All leaseholders will be informed of the time and venue in due course and will be invited to attend.

Key Performance Indicators

Key performance indicators (known as KPIs) are a frequently used way of judging an organisation's success and progress. A list of frequently carried out activities is made. Each activity is assessed to show how well it is being performed, for example, when a repair is carried out in your home you are asked to fill in a customer satisfaction form. The information is recorded and compared with other similar forms, and therefore used to show up areas where improvement is needed or where the organisation is succeeding. DELTA does compile such data and produces a monthly report. If you are interested, it can be seen on request at the office.

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

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.**

Gas Safety Checks

Homes in Havering have appointed a new contractor to carry out gas checks, but have not informed residents in writing, although the information is on their website. Consequently some residents have been contacted or visited by the new company, and have thought it was a bogus call. The new contractor is called Quality Heating Services (QHS) and is based in High Wycombe. The company is the new replacement for Interserve and you should therefore feel safe to deal with them. **Always ask for ID if it is not volunteered to you .**

We hope that you have enjoyed your newsletter.
Next newsletter due September 2012.