

# DELTA NEWS

**Issue 16**



**2012**

## [More about windows](#)

Every flat in all four blocks recently received a flyer about our proposed new windows. Everyone was asked to consider the two options being offered and to contact the DELTA Office with their views.

Thanks to all those who have taken the time to get in contact and express an opinion. All your views count and will be passed to Capital Works for their perusal.

If you haven't expressed your preference yet please do it without delay. If you choose not to take part in the consultation process, you will have no right to complain when the new windows are not to your liking.

Remember the new windows will be in our homes for a very long time, and it is vital that we get the right ones.

The Board is committed to working on your behalf to ensure that the new windows are the best possible in terms of quality, convenience and safety. Please help us to help you by giving your views to the Office.

## **YOU ONLY HAVE A CHOICE IF YOU USE YOUR VOICE**

We will keep you informed of future progress...

### [DELTA TMO](#)

26 Elvet Avenue  
Gidea Park  
Romford  
RM2 6JR

Contact us on:

01708 464714

E-mail:  
[deltatmo@btconnect.com](mailto:deltatmo@btconnect.com)  
Website:  
[www.deltatmo.com](http://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.

## To all garage users

DELTA has received several complaints regarding inconsiderate parking in the garage areas situated between Edinburgh House and Victoria House.

Notices have been placed on all garage doors asking garage users not to leave their vehicles parked outside. On the whole this request has been adopted but we have had occasion where two garage users have left their vehicles outside, and this has prevented other garage users from entering or leaving the garage area. We all have to pay a considerable amount of rent for these garages and they should be used for parking vehicles. Just because you pay for a garage it does not give you the right to park outside it. It has been noted that some people park their cars outside the garage when returning to the estate late and no other spaces are available. In this instance please ensure that your vehicle is moved as soon as possible the next day thus allowing access for other garage users and more importantly for any emergency vehicles. It would be much appreciated if everyone could be considerate to others - thus reducing any bad feeling that is being generated because of the parking issues.

## Nappy News

Shortly after distribution of Newsletter no: 15, the stork paid Mountbatten House another visit. Our belated congratulations go to Nicola and Daniel who became the proud parents of a baby boy - Frankie .

## Blocked Chutes

Just when we thought we'd mentioned everything that could cause a blockage, a wok is discovered wedged in the chute.

Please do not dispose of any such items in this manner.

This blockage resulted in two of the Repair Team spending over an hour to clear it – time that could have been better spent on Estate repairs and cleaning. It is an unpleasant and sometimes dangerous job clearing chutes and we would ask you to please show some respect for our Staff by using the chutes for what they were designed for - small bags of rubbish only!

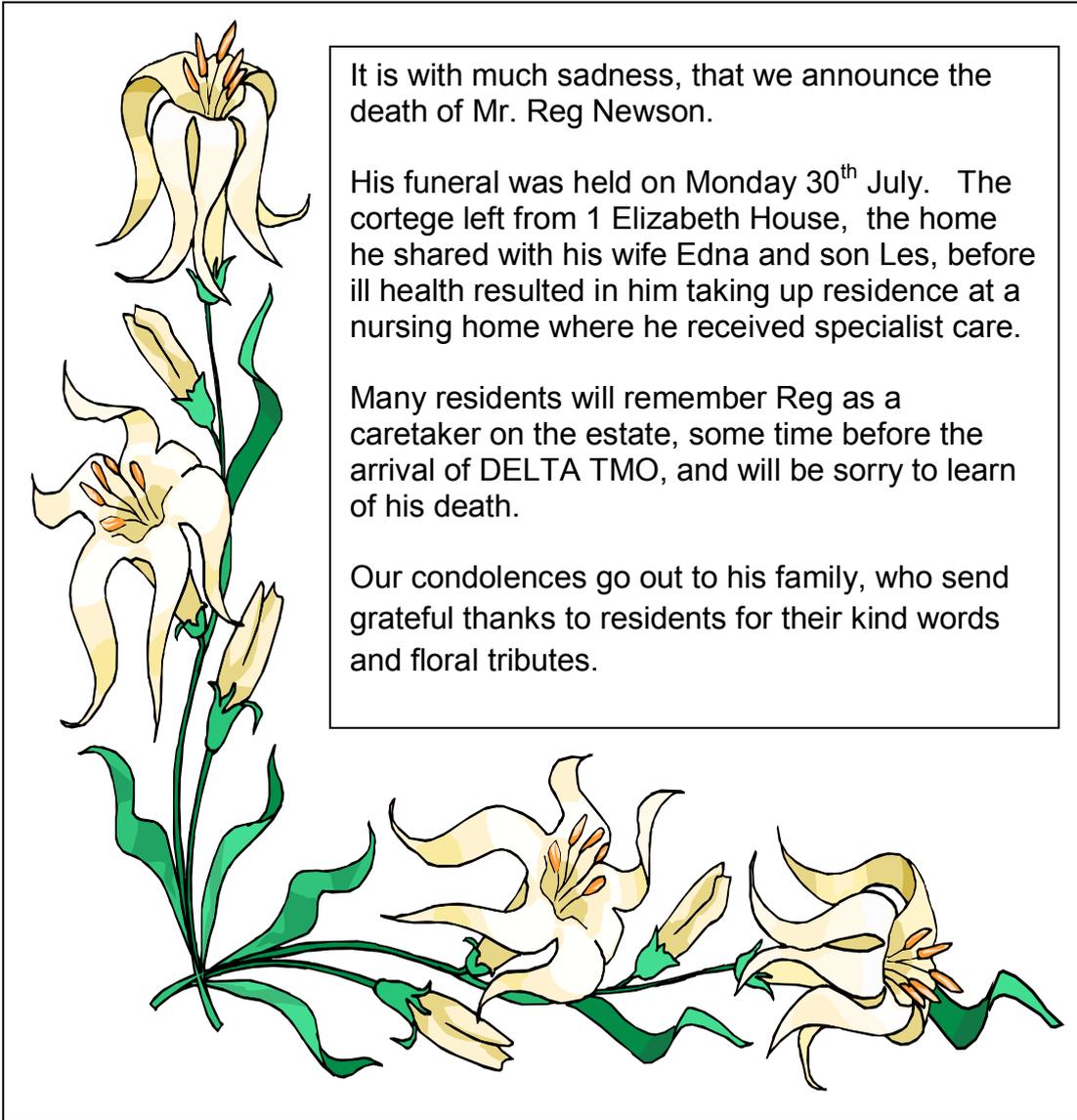
## Parking over Ramps

Can we please remind all residents not to park over the ramps/dropped kerbs on the estate. It blocks access for the disabled, those pushing prams and buggies and most importantly emergency vehicles.

It also seriously hinders our team manoeuvring the heavy eurobins on bin day.

## Parking Permits

As you are all aware, the Residents Parking Scheme in Durham and Elvet Avenues was made permanent on 10th September. A valid permit is required if you park in either of those streets between 8am and 10am Monday to Friday. Residents are reminded that it is their responsibility to ensure that they display a permit in their vehicles and to ensure that the permit is correctly renewed when it expires. **Reminders are not sent out.** Make a note of your renewal date in your diary. Parking permits only apply to the marked bays - do not park on yellow lines.



It is with much sadness, that we announce the death of Mr. Reg Newson.

His funeral was held on Monday 30<sup>th</sup> July. The cortege left from 1 Elizabeth House, the home he shared with his wife Edna and son Les, before ill health resulted in him taking up residence at a nursing home where he received specialist care.

Many residents will remember Reg as a caretaker on the estate, some time before the arrival of DELTA TMO, and will be sorry to learn of his death.

Our condolences go out to his family, who send grateful thanks to residents for their kind words and floral tributes.

### Self Harming

Newspapers now reveal that Victoria Pendleton, our Olympic gold medallist from the cycling, self harms.

Self harming is apparently widespread and is often the way adults or youngsters struggling emotionally, cope with bullying, or unhappiness at school or in the home etc.

With only counselling accessible in Havering, Helen, living at Edinburgh House, has set up a Facebook page 'P.O.S.H.' (Parents Of Self Harmers) Her own daughter Carys self harms and Helen feels that by speaking out it will encourage and help other parents in a similar situation to come forward to share their experiences and offer each other support.

It is Helen's hope that awareness and the professional advice she has been given can assist parents in dealing with and helping family members who self harm.

Check out her Facebook page; if you have questions for her on this subject, have a sibling who self harms, or perhaps know a family who could benefit from just talking with her, Helen will be happy to help in any way she can. All contact will remain anonymous if preferred.

# **Estate Office Notice Board**

## **Dog Fouling**

The children from the estate play on the grassed areas. If you see a dog fouling these or any other areas, please make a statement to the enforcement team at LBH. They will prosecute the wrongdoer. This is an ongoing issue, and your action will make a difference. Also, may I remind everyone that dogs are not allowed in the children's small playground at any time.

## **Repairs**

The number of repairs reported over the last three months was 134, of which 134 (100%) 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 had 22 satisfaction sheets returned to the office. All sheets 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 tells us how we are performing and how we can improve our service to the 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. 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. The number of compliments for Delta in the same period was 14, 5 of which were for the grounds, 1 from a tenant thanking Delta for sorting out a problem with National Grid, 1 from a new tenant for the help they were given with moving in and 7 for help from the office on various other issues.

## **Anti Social Complaints**

We have had 4 complaints which related to cases of noise/debris from balconies.

## **Contact Numbers**

Please ensure the office has your latest contact number as it is needed when HiH, Morrison or AJS need to contact you to make an appointment to carry out a repair/inspection.

## **What's new**

The number of chutes blocked this period was 46. This amounted to 16 hours work to clear.

## **Resident Satisfaction Survey**

I would like to thank the 18% of residents who took the time to complete the recent "Resident Satisfaction Survey." Your views, comments and suggestions will help to decide the direction of your estate in the coming years.

## **Membership**

Remember we continue to look for new members. For further information please contact the office or any board member. We currently have a membership of 72.

## 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:

- financed the football training in the Ball Park during the school holidays.
- been working with Homes in Havering towards a new office for DELTA.
- attended more training courses designed to make us even more efficient
- met with Capital Works to discuss the options for the new windows and associated works and continued to work on behalf of residents.

## Resident Satisfaction Survey

Thanks to everyone who completed the survey and returned the form. As promised, there was a prize draw. The two lucky winners of £50 Marks and Spencer gift cards are Len Hopkins of Victoria House and Rose Howson from Elizabeth House. We hope they both enjoy treating themselves.

Rose told us that she wasn't going to bother putting her name on the form as "she never wins anything." She is glad she did. It might be your turn next time.

Your replies and comments are being analysed, and the results will be discussed at the AGM later this year and published in a future issue of this newsletter.

Thank you to all residents who took the time to enter our



### Confectionery Quiz



The answers are:

- |                                     |                            |
|-------------------------------------|----------------------------|
| 1) Edible fasteners                 | Chocolate Buttons          |
| 2) Quiet voice                      | Wispa                      |
| 3) Refined folk live here           | Quality Street             |
| 4) Pleasure from the Ottoman Empire | Turkish Delight            |
| 5) A theme                          | Topic                      |
| 6) 100pct precious metal            | All Gold                   |
| 7) 9, 10, 11, 12 etc                | After Eights               |
| 8) Wobbly offspring                 | Jelly Babies or Jelly Tots |
| 9) Dairy route                      | Milky Way                  |
| 10) Wise guys                       | Smarties                   |

Unfortunately, from the few responses received no-one correctly answered all the questions; so sadly, we have no winner this time. However, we will be running future competitions, and hope more of you will participate. There will be other prizes to be won!

This newsletter is also available on our website [www.deltatmo.com](http://www.deltatmo.com)

If you require a large print copy please contact the Delta office.

## Parcels

It would seem the parcel service offered by Alan the Postman in conjunction with the Delta TMO office is proving a success, judging by the increased amount of undelivered packages we retain for safe keeping pending collection. We are intending to continue this service and remind all residents the system is available to both tenants and leaseholders alike. However, if you would prefer to opt out and personally collect your parcel from the main Royal Mail Sorting Office, please let us know and we will no longer accept packages on your behalf.

## DELTA TMO Library

Can't afford a Kindle? Then why not re-Kindle a love of paperbacks? The Delta TMO library is still running. Our shelves offer a wide range of novels by a huge selection of well known authors. There is something for everyone – and all for 20p per book. So, if you're looking for a good read, pop into the office during working hours and make your choice from our large selection of titles. We are cheaper than a charity shop, and closer than the local public library!

## Your Turn

There is no resident's letter this issue as we have not received any. Why not write in with your thoughts and opinions?

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.**

## Repairs

Unless it is urgent (ie: leak, flood) the Delta TMO Maintenance Team will no longer take on repairs etc without a job sheet, issued by the Office. This way we can control the Team's work load and schedule necessary appointments to suit both you and the Team.

If you require their assistance, please ensure all repairs are reported to the Delta Office, either by telephone or personal visit. Don't be shy, we don't bite!

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