

# DELTA NEWS

**Issue 17**



**2012**

## Merry Christmas One and All !



Hurrah, hurrah, in the last week of December we shall have the works team arriving to site their offices ready to begin our long awaited window replacements! They will of course be doing roofs, balcony repairs, drainpipe replacements and repainting plus a few other jobs that need doing. I am sure we will all welcome them with open arms! They are also going to give us our new office at last. The present one will still be in use whilst the work is being carried out although it may “move home” for a while. We will of course keep you all informed of its’ whereabouts as it will still be “business as usual”. If during this time you have any queries re the work in hand, you can always go to the office and ask the questions. The company that will be doing the renovations will also have their own liaison officer on site and everyone will have access to them. They will also be sending out regular newsletters to keep everyone up to date on the works.

The Board and all the staff hope that you will all have a wonderful Christmas and that the coming year will be all that you wish it to be.

### 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.

## Christmas Quiz

We all know the first lines of Christmas carols and songs, but can you identify these seasonal songs from the **second** lines? If you can, you could be in with a chance to win a prize. Please give us the title or the first line of the song. Entries to the office by 19th December please, and the first correct entry drawn will win. Answers and winner's name will be in the next issue. Good luck.

1. All is calm, all is bright.
2. But the fire is so delightful.
3. In heaven the bells are ringing.
4. Jack Frost nipping at your nose.
5. Glory to the new born King.
6. The stars are brightly shining.
7. Let your heart be light.
8. In the lane snow is glistening.
9. At the Christmas party hop.
10. Stood a lowly cattle shed.



## Stork corner

The stork has been busy at Mountbatten House again and we'd like to welcome baby Albert. Thankfully, despite a difficult arrival into the world their baby son is 'doing well' according to Mum, Dad and his 2 adoring big sisters Eloise and Ruby.

# Calling All Kids



Would you like to win a chocolate selection box?

Then enter our competition by drawing or painting a picture with a Christmas theme.

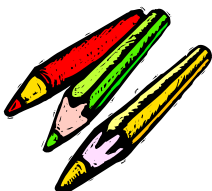
There will be three age categories:

- Under fives (boys and girls)
- Fives to tens (boys and girls)
- Elevens to fifteens (boys and girls)

Your entries must be at the DELTA TMO Office by the 4th of January 2013.

A winner from each category will be chosen on the 11th of January 2013.

So be creative! Good luck!



## 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

- Updated the office phone system
- Continued to work towards a new office
- Analysed the data from the Residents' Satisfaction Survey
- Arranged, prepared and held the Annual General Meeting
- Attended more training courses and the Residents' Forum
- Updated and improved the DELTA website
- Continued to work on everyone's behalf regarding the forthcoming Capital Works

## Recycling

A question was asked at the recent AGM about recycling. To clarify the situation for everyone, if you put bags in the block refuse room or down the chute they will not be recycled, even if they are orange recycling bags. Our rubbish has not been sorted in this way for around two years. If you wish to recycle, please place individual items in the recycling bins by the car park next to Mountbatten House. Alternatively, place your orange recycling bags into your nearest orange bin. Recycling bags are available free of charge from all libraries in Havering.

## Your Turn

This time we have a letter from Rose who I am sure you all know. She lives in the bungalows in Durham Avenue. Thanks, Rose, for taking the time to write.

I would like to comment on how well maintained the lawns and gardens are all year round. They always look so neat and tidy and are a pleasure to look at. I believe that some overdue recognition should go to our gardener Mr Derrick (Del) Thompson. He does an excellent job and he's always on the go. He is the best gardener we have had here so far.

We in the bungalows really appreciate his hard work and never have to ask for our grass to be cut or our shrubs trimmed. He's kind, polite and helpful and even with his busy workload still finds time for a brief chat and a laugh.

I like to give credit where it's due and I think we have a great all round team here at the moment. I hope it stays that way.

Rosemary Harley

Why don't you write to let us know what you think?

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.

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.

# **Estate Office Notice Board**

## **Dog Fouling**

A resident on the estate has been issued with a fixed fine penalty notice for not picking up after their dog. We will continue to work with the enforcement team at LBH and CCTV regarding dog fouling.

## **Contact Numbers**

With the works on the blocks starting very soon, it is even more important to ensure that the office has your up to date phone number. This will help Lakehouse to arrange appointments to visit your property.

## **Repairs & Blocked chutes for the month**

The percentage of repairs completed within the time set for each type of repair was 100% since the last newsletter. The average number of blocked chutes since the last newsletter is 10 per month. This does take the team considerable time to clear - approximately 30 minutes per blockage.

## **Balconies**

Again I feel the need to mention throwing debris from balconies/windows. 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. This is also classed as Anti-Social Behaviour and if anyone is caught doing this it could have an effect on their tenancy.

## **Building Works/DIY**

I am sure you have seen the clause regarding the above in your latest Tenancy Agreement. In case you didn't, it reads as follows:-

Any building works/DIY should be carried out between 8 a.m. and 6 p.m. Monday to Friday, 8 a.m. to 1 p.m. Saturday. No works should be carried out on Sunday. You must obtain the council's written permission to carry out any major works outside these times.

## **Blocked chutes**

Again I would to ask all residents to be careful of what they put down the chutes over the holiday period. Any items which you may feel may block the chute please put it in the waste room outside the front or rear entrance.

## **Electric meter cupboards**

For residents who have a electric key meter you should have a key for the cupboard which enables you to top up your meter. These keys are free of charge for the first one, but if this is lost a replacement key will cost £3.00 These keys can be obtained from the DELTA Office. Anyone found breaking in to these cupboards will be charged with criminal damage.

## **And Finally**

I would like to take this opportunity on behalf of myself and all the Estate Team to wish you and your families a very merry Christmas and a happy and healthy New Year.

# Delta Tenant Management Organisation

## Here are the results of the Residents' Satisfaction Survey 2012

### 1. Are you a

**43 (80%)** = Tenant of *Havering Council*    **10 (18%)** = Leaseholder    **1 (2%)** = Sub-tenant (*you rent from a leaseholder or housing association*)

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

**16 (30%)** = 1-10 years    **17 (31%)** = 11-20 years    **8 (15%)** = 21-30 years    **13 (24%)** = 30+ years

### 3. How many people usually live here (*this includes you and any other adults or children*)?

**77** = Number of adults    **5** = number of children

### 4. How many people living in your household are under 16 years of age? = **9**

### 5. How many people living in your household are 60 years old or over? = **36**

### 6. Did you know that Durham/Elvet Ave Estate is run by a Tenant Management Organisation (TMO) Ltd, a company run by residents for the benefit of residents called Delta Tenant Management Organisation (Delta TMO)?

**52 (96%)** = Yes    **1 (2%)** = No

### 7. Are you a member of TMO?    **26 (48%)** = Yes    **21 (39%)** = No    **7 (13%)** = Don't know

### 8. If not, would you like to be a member, which costs £1-00 per person for life membership which entitles you to vote and have your say about the way DELTA and the estate are run?    **7 (25%)** = Yes

**14 (50%)** = No    **7 (25%)** = Don't know

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

a) **The way repairs are dealt with**    **36 (67%)** = Very satisfied    **16 (30%)** = Satisfied    **1 (2%)** = Dissatisfied  
**0** = Very Dissatisfied

b) **Repairs in the communal areas**    **22 (41%)** = Very satisfied    **26 (48%)** = Satisfied    **1 (2%)** = Dissatisfied  
**0** = Very Dissatisfied

c) **The standard of repairs carried out by Delta**    **32 (59%)** = Very satisfied    **21 (39%)** = Satisfied    **0** =  
Dissatisfied    **0** = Very Dissatisfied

d) **The courtesy of repair staff**    **43 (80%)** = Very satisfied    **10 (18%)** = Satisfied    **1 (2%)** = Dissatisfied  
**0** = Very Dissatisfied

e) **The way maintenance is dealt with**    **34 (63%)** = Very satisfied    **19 (35%)** = Satisfied    **0** = Dissatisfied  
**0** = Very Dissatisfied

f) **Maintenance in communal areas**    **26 (48%)** = Very satisfied    **23 (43%)** = Satisfied    **2 (4%)** =  
Dissatisfied    **0** = Very Dissatisfied

g) **Caretaking/cleaning of estate & communal areas**    **34 (63%)** = V. satisfied    **19 (35%)** = Satisfied    **1 (2%)**  
= Dissatisfied    **0** = V. dissatisfied

h) **Level of lighting on stairs and balconies**    **23 (43%)** = Very satisfied    **27 (50%)** = Satisfied    **0** =  
Dissatisfied

i) **Level of lighting in and around estate**    **27 (50%)** = Very satisfied    **20 (37%)** = Satisfied    **3 (6%)** =  
Dissatisfied    **0** = Very Dissatisfied

j) **Standard of grounds maintenance**    **30 (56%)** = Very satisfied    **20 (37%)** = Satisfied    **1 (2%)** =  
Dissatisfied    **0** = Very Dissatisfied

k) **Courtesy of Delta staff**    **45 (83%)** = Very satisfied    **8 (15%)** = Satisfied    **0** = Dissatisfied    **0** = Very  
Dissatisfied

### 10. How satisfied do you feel about the following:

a) **The quality of your home**    **17 (31%)** = Very satisfied    **25 (46%)** = Satisfied    **10 (19%)** = Dissatisfied  
**1 (2%)** = Very Dissatisfied

b) **Your neighbourhood as a place to live**    **16 (30%)** = Very satisfied    **33 (61%)** = Satisfied    **3 (6%)** =  
Dissatisfied    **0** = Very dissatisfied

c) **Newsletter & info received from Delta**    **33 (61%)** = Very satisfied    **21 (39%)** = Satisfied    **0** = Dissatisfied  
**0** = Very dissatisfied

d) **Way in which you are consulted about estate issues**    **31 (57%)** = V. satisfied    **19 (35%)** = Satisfied    **3**  
**(6%)** = Dissatisfied    **0** = V. Dissatisfied

e) **Opportunities to get involved in Delta & influencing decisions**    **21 (39%)** = V.satisfied    **29 (54%)** =  
Satisfied    **1 (2%)** = Dissatisfied    **0** = Very dissatisfied

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

- a) **Racial harassment** 1 (2%) = Serious problem 2 (4%) = Slight problem 46 (85%) = No problem  
b) **Drug dealing/usage** 15 (28%) = Serious problem 24 (44%) = Slight problem 10 (19%) = No problem  
c) **People causing damage to your home** 3 (6%) = Serious problem 3 (6%) = Slight problem 44 (81%) = No problem  
d) **Dogs (inc mess)** 19 (35%) = Serious problem 26 (48%) = Slight problem 9 (17%) = No problem  
e) **Vandalism** 2 (4%) = Serious problem 29 (54%) = Slight problem 18 (33%) = No problem  
f) **Graffiti** 4 (7%) = Serious problem 11 (20%) = Slight problem 37 (69%) = No problem  
g) **Litter and rubbish** 8 (15%) = Serious problem 22 (41%) = Slight problem 21 (39%) = No problem  
h) **Problems from neighbours** 4 (7%) = Serious problem 10 (19%) = Slight problem 38 (70%) = No problem  
i) **Parents not taking responsibility for behaviour of children** 5 (9%) = Serious problem 16 (30%) = Slight problem 27 (50%) = No problem  
j) **Noise from other people** 4 (7%) = Serious problem 21 (39%) = Slight problem 25 (46%) = No problem  
k) **Noise from traffic** 3 (6%) = Serious problem 20 (37%) = Slight problem 29 (54%) = No problem  
l) **Other crime** 2 (4%) = Serious problem 8 (15%) = Slight problem 33 (61%) = No problem

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

35 (65%) = Very satisfied 17 (31%) = Satisfied 1 (2%) = Dissatisfied 0 = Very Dissatisfied

+++

**Results based on 277 surveys sent out; 54 were returned which shows a 20% response. Thank you to those Residents who took the time and trouble to fill them in. Percentages have been rounded, and not every person who returned a survey answered every single question. Therefore, not all percentages add up to 100.**

**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 March 2013.

**Happy Christmas!**