



HELP! HELP! HELP! HELP! HELP!

The estate needs your assistance.

We would like to retain the portacabin when staff move into the new office, and use it to start community projects.

You have undoubtedly noticed a lot more children living here now that council rules have relaxed and families can be housed on any floor. Our thoughts therefore, run to starting a *'mother and toddler'* group at first, following on with perhaps afternoon tea/cards/bingo for the more elderly amongst us.

All suggestions (no naughty ones!) will be gratefully received and considered.

To achieve this objective we need you **ALL** to sign our petition to hopefully enable us to keep the portacabin. Board Members have already made a start, and will continue to knock on your doors to collect signatures.

But if you are out most days, perhaps you would sign the strip below and put it in the mail box on the Delta gate.

...and if anyone feels they would like to get involved and help with these projects – it will cost you nothing more than some of your time – please give your name and contact details to the office and we will gladly contact you.

Here's hoping!

Thank you - Delta TMO Board



PLEASE SAVE OUR PORTACABIN!

Date _____ Address _____

SIGNATURE: _____



HELLO EVERYBODY

..... welcome to the 1st edition of 2015

With luck, we can now put the cold wintry weather behind us, and look forward to a time of daffodils, hot cross buns and chocolate. Yes, Easter is upon us!

Our estate has again been invaded by contractors, fitting new bathrooms and kitchens, and we hope tenants are happy with the end results.

ESTATE NEWS

* Nigel will be returning in the Spring, to continue his excellent work on the estate grounds and flower beds. Please make his job easier, by picking up after your animals to allow him to mow poo-free grassed areas!

* Steve, our Repair Team Member has sadly moved on to pastures new. Please bear this in mind, if your repair takes a little longer than usual to get fixed.

Just remember that even with a man down, we can still effect repairs quicker than the Council!

We've been busy interviewing for a replacement. They were big work boots to fill, but we have finally identified a suitable candidate in **MARK**. Please make him welcome when you see a new face around the estate.

In May our friendly postie Alan also leaves us. He is retiring – with travel plans and the arrival of a first grandchild to keep him busy. Congratulations Alan – he'll be great in his new role as Granddad and we all wish him well for the future.

Lastly, by the issue of the *next* newsletter, the Delta TMO Office Team will be housed in new premises.

And we can't wait! A proper heating system, no spaghetti junction of wires draped on the floor and definitely no boxes/crates to tip over! (see page 3)

Come in a see us in our new home!

HAPPY SPRINGTIME EVERYBODY



THE BOARD



There are still vacancies on the Board, and residents with fresh ideas and opinions would be most welcome to apply to become a Board Member.

However, with a full compliment of leaseholders already Members, we are really looking to recruit council tenants onto the Board.

If you are a tenant and interested in the role or want more information, please contact the Delta TMO Office during normal working hours.

* * *

The AGM late last year, was well attended.
If you'd like to be part of the proceedings in 2015,
it's never too late.

It will cost just a 🍋 £1 per resident for lifelong membership and the right to attend the Annual General Meetings in the future.

DON'T FORGET:
TMO Membership forms are available from the Delta Office upon request.

NOTE:

Current Members of the TMO wishing to have a copy of the accounts, can do so by contacting the Delta TMO office.

THE NEW DELTA OFFICE



As you are aware, the Delta TMO Office is about to be relocated to Mountbatten House.

We had out grown the portacabin; storage was becoming an issue, the heating system was inadequate and there was little or no room for meetings, interviews or private conversations.

When the TMO was first established, it was always a condition within the Management Agreement that the Council would provide the office with a suitable place of work; the portacabin was only ever a temporary measure. Some years on, they finally made their decision to re-house us by converting a vacant dwelling into suitable premises.

For those residents who feel strongly about a flat has being converted for such a purpose, may we remind you all that the decision was made **by** the Council and **only** the Council. After much deliberation LBH deemed the conversion the best option for all concerned. **Delta TMO had no input what so ever on the location.**

Your concerns could have/should have been aired at the time, when the Council gave you all the opportunity to object, prior to the commencement of the project.

So please, don't moan and grumble at the Delta TMO Staff or Board members. Bear in mind that although we all wanted a new work space, it was the Council's decision alone to re-house us in the converted flat. Any grievances you may still have, should be aimed in their direction.

..... Following on from our move, it is our intention to try and retain the portacabin, to use for community projects. But first, we must ask you all to sign the petition, to add weight to our application. Details are on the front page. Please do add your signature, and come along and enjoy the organised groups/classes/evenings once the projects are underway.

Have you signed yet?

Thank you.

SMELL GAS?



To report a gas or carbon monoxide emergency, or if a pipeline is struck (even if no gas leak has occurred) call NATIONAL GRID GAS EMERGENCY SERVICE on 0800 111 999



STORK CORNER

A belated welcome to baby Louis living in Victoria House, who was born on Shrove Tuesday back in February. What a day to remember for big sister Francesca; pancakes *and* the arrival of her much loved little brother!

We also have a new arrival in Elizabeth House. Baby Skyler arrived just in time for Easter. Just days old, she's far too young for chocolate eggs – much to the relief of big sister Peyton-Leigh!

If there are other expectant Mums on the estate, please don't forget to keep the Delta Office informed once baby is here, so we can announce his or her arrival in the newsletter.

INSURANCE



PLEASE don't forget that if you are a leaseholder, tenant or tenant of a leaseholder you still have to have your own contents cover insurance.

Only building insurance is included in your rent/service charge; your personal belongings are not covered.

If you are in any doubt please contact the Delta TMO Office and someone will be happy to assist and advise.

FOR OUT OF HOURS REPAIRS: 01708 756699
ANTI SOCIAL BEHAVIOUR (24hrs): 01708 726060
N'HOOD WARDENS OUT OF HRS : 01708 726685

For more useful telephone numbers, see the back page!



COMPETITION RESULT

The deadline for the art competition came and went, with not one of you coming forward with an entry!

It was a very disappointing result!

However, we are not to be beaten...

We are running another art competition. This time the topic is:

...WHAT I DID DURING THE EASTER HOLIDAYS...

We'd like you to enter a picture, painting or drawing using paints, ink, pencils or crayons

As usual, there will be 3 age groups:

- under 5 years old
- 6years to 12 years old
- 13years to 16 years old

The winner from each group will receive a £10 voucher of their choice.

So come on kids, get cracking!
All young residents eligible to enter.

You can't win the voucher if you don't enter!

Entries must be at the Delta Office by Friday 17th April 2015



KEEPING FIRE AWAY

Most fires in the home start accidentally, so it's important that you know how to reduce the chances of a fire starting in your home and keep yourself, your family and your property safe from the flames. The London Fire Brigade website's home fire safety pages have lots of information to help you do just that.

Don't forget, if there is a fire inside your home – get out, stay out and call 999 – **don't try to tackle the fire yourself.**

There are some basic things to watch for so you can reduce the risk of a fire in your home.

ELECTRICAL APPLIANCES:

- * Turn off and unplug all electrical appliances when you are not using them except those that are meant to be permanently switched on (like the fridge or DVD recorder)
- * Make sure plugs have the correct fuse for the appliance being used.
- * Use only one plug per socket
- * If you have to use an adapter, used a fused 'in line' type
- * Avoid multi-way adapters and overloading electric sockets by using several adapters as they may overheat
- * Don't run leads or cables under carpets or rugs – you won't be able to see if they become damaged
- * Replace worn, damaged or taped up leads and cables
- * Always use a proper ironing board and turn off the iron after use. Make sure the iron is left to cool on a heat resistant surface away from curtains, carpets and anything else that may catch fire
- * Always switch off hair straighteners/curling tongs after use and leave to cool on a heat resistant surface.

Be careful – be safe

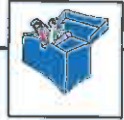


COMPLAINTS

Please note, any complaints or repair requests must initially come through the Delta TMO Office.

We would ask you **NOT** to speak directly to a member of the Repair Team, or mention your concerns to any Member of the Delta TMO Board.

Come to us...you will find the repair process much quicker, and we can/will advise you accordingly regarding any complaints you may have.



HANDY PERSON SCHEME

Do you need someone to help with those little jobs around your home?

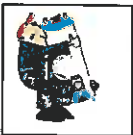
- * Putting together flat pack furniture?
- * Re-positioning/moving small items of furniture?
- * Fixing curtain rails and blinds?
- * Hanging curtains?
- * Putting up mirrors or pictures?

The **Council Handy Person Scheme** is a free service to Havering tenants. Those eligible being: residents over 60, the vulnerable or disabled, the elderly or frail, tenants with a physical disability, a learning disability or those who have a mental health problem

Q: How can you find out more or request a repair?

A: For more information or to ask for help from the Handyperson, call 01708 434087

The staff can discuss your needs and assess whether the handyperson can assist.



OUT OF HOURS

If you experience a problem with your boiler, heating or hot water etc. over a weekend, a holiday period or when the office is shut, *PLEASE* call the LBH OUT OF HOURS SERVICE.

Your repair will be classed as an emergency and a contractor will endeavour to attend within 4 hours to repair.

The Out of Hours number is on the compound gate and included in every newsletter.

But for those of you who don't bother to read the information we remind you it is: 01708 756699

Don't leave the problem until the office is open – it only causes an additional delay.

DOGS TRUST



FREE
MICROCHIPPING
AVAILABLE

Like to find out more about helping your dog/s stay happy and healthy? **THE DOGS TRUST CAN HELP**

Go along and meet the team to find out more:

* Tuesday 7th April 2015 – 11am – 3pm
Hillrise Road, Romford, RM5 3DG

* Thursday 14th May 2015 – 11am – 3pm
Dagnam Park Drive, Romford, RM3 9DR

All Welcome



CONTACT DETAILS

Did anyone receive a new mobile for Christmas or birthday?

If so, please let the Delta TMO Office have your new number.

It's our policy to advise the Council of your contact details, when reporting a repair, to enable Contractors to deal with you direct when making appointments. They can't speak with you if your mobile number is unobtainable or not working. And who do you come to when there's a delay to contractor response? Yes, it's the Delta Office and as we keep telling Contractors, we are only as good as the information we are given.

ANTI SOCIAL BEHAVIOUR

Don't just sit there... if you're affected by anti-social behaviour - REPORT IT.

If you witness or are affected by activity that is unreasonable, disturbing or harassing and persistent, call the Homes & Housing freephone 0800 151 3444

or call 01708 434000 or out of office hours call 01708 726685

Email the details to: homes@havering.gov.uk

In an emergency call 999

You don't have to give your details, but if you do, the Council will keep them confidential and contact you back for more information and to discuss what can be done.

If you see anything suspicious or smell cannabis within your block, call the Police on 101.

The more people who report it, the more likely it is that something will be done.

FAMILY MOSAIC DROP IN SERVICE

offering free support and advice service with:

- * Housing and benefit enquires
- * Budgeting and Debt advice
- * Homeless advice
- * Problems with rent arrears
- * Assistance with letter and forms
- * Employment and Training



The DROP IN Service is running in the following venues

FIRST STOP

Ballard Chambers, 26 High Street, Romford: *3rd Tuesday of the month – 1-3pm*

ROMFORD LIBRARY

St Edwards Way, Romford: *3rd Wednesday of the month – 1-3pm*

QUEENS HOSPITAL

Rom Valley Way, Romford: *last Thursday of the month 11am-3pm*

CARE POINT

36 High Street, Romford: *1st Wednesday of the month 2-4pm*

COLLIER ROW CHILDRENS CENTRE

Clockhouse Lane, Collier Row: *1st Wednesday of every month 12noon-4pm*

CALL 01708 434548 for further information

ELMPARK CHILDRENS CENTRE

Diban Avenue, Hornchurch: *2nd Wednesday of every month 12noon-4pm*

CALL 01708 434545 for further information

CHIPPENHAM ROAD CHILDRENS CENTRE

85 Chippenham Road, Harold Hill: *3rd Wednesday of every month 12noon-4pm*

CALL 01708 433988 for further information

RAINHAM CHILDRENS CENTRE

Rainham Village School, Upminster: *4th Wednesday of every month 12noon-4pm*

CALL 01708 434928 for further information

SALVATION ARMY

High Street, Romford: *Every 2nd & 4th Monday of the month 2:30-4:30pm*

CALL 01708 776770 for further information

FAMILY MOSAIC

1st fir Holgate House, 6 Holgate Court: Crisis work / drop in service 01708 776770

Western Road, Romford

Mon-Fri 9am-5pm Sat 10-3pm



FEEDING THE BIRDS

We ask you all again, **PLEASE DO NOT** feed the **birds, squirrels or stray cats** on the estate.

These creatures are not as cute as they may look - they do untold damage; our small feathered friends leave poo on balconies and vermin is attracted by the residue of bread/nuts/seed on the grassed areas.

If you want to feed the wildlife, may we ask that you keep these feeding habits for the local parks.

Thank you



PARKING

You are still parking your cars in such a manner as to obstruct our Team who need to haul out/push back the rubbish bins on a Tuesday. They can also block the route for the emergency service vehicles.

Why not use the resident's car park, or buy a residents parking permit allowing you to park in the designated zones between the hours of 8am -10am.

There are garages available on or near the estate should you wish to rent one,

Information for both options is available from Delta TMO Office.

CALLING ALL KIDS!

LOOK  OUT FOR OUR POSTERS IN THE COMING WEEKS AND MONTHS, ANNOUNCING ORGANISED ACTIVITIES IN THE BALL PARK

FOOTBALL TRAINING, HANDBALL ETC.

THE FUN BEGINS DURING THE SCHOOL SUMMER HOLIDAYS. WHY NOT COME ALONG?

BARBECUES



As we head towards warmer weather, may we remind **ALL OF YOU**, that BBQ's are prohibited On the balcony's or the grassed areas on the estate.

THE LAST LAUGH ... FOR THE LADIES

(Men get their turn in the next issue!)

A lady inserted an ad in the classified section which read 'HUSBAND WANTED'
Next day, she received 100's of replies. They all said the same thing 'YOU CAN HAVE MINE!'

A woman is incomplete until she is married. Then she's finished!

• **

•

When another woman steals your husband, there is no better revenge than to let her keep him!



..... and a brain teaser for the kids:

Can you answer all 7 of the following questions, with the same word?

- 1) This word has seven letters
- 2) This word preceded God
- 3) This word is greater than God
- 4) This word is more evil than the devil
- 5) All poor people have this word
- 6) All wealthy people need this word
- 7) If you eat this word, you will eventually die

Answer on the very back page – no cheating!

LASTLY.....

**SAFER NEIGHBOURHOOD TEAM
PLEASE REPORT ANY INCIDENTS TO THE POLICE**

The numbers to call are as follows:

Office: 0208 721 2579

For non-emergency. Call the Police on 101. textphone 18001 101

Email: squirrelsheadsnt@met.police.uk
www.met.police.uk/saferneighbourhoods

Romford Police station: 01708 751212

If you want to report a crime anonymously, please call **CRIMESTOPPERS** on: 0800 555111

NB: The Crimestoppers guarantee of anonymity has NEVER been broken and callers are not even asked for their name.

We hope you have enjoyed reading this current newsletter.

The next edition will be in the summer



If you have an idea, amusing story, comment or article that you'd like included in the next issue, please bring details over to the Delta Office office.

And don't forget.... if you require a LARGE print copy please contact the Delta office



THE ANSWER TO THE RIDDLE IS THE WORD: **'NOTHING'**

DELTA TMO CONTACT DETAILS:

Address: 26 Elvet Avenue, Gidea Park, Romford, Essex, RM2 6JR

Telephone no: 01708 464714

Email address: deltatmo@btconnect.com

Website: 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

MORE IMPORTANT TELEPHONE NUMBERS:

- **Homes and Housing:** dial 01708 434 000
dial FREEPHONE: 0800 1513444
- **Anti-Social Behaviour Line (24 hrs):** dial 01708 726060
- **Neighbourhood Wardens Out of Hours:** dial 01708 726685
- **Streetcare:** dial 01708 432563
- **NHS (for a medical assessment):** dial 111
- **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

... DON'T FORGET TO SIGN OUR PETITION !

... HAVE YOU SIGNED OUR PETITION YET??