

DELTA NEWS



Pheew. . . . what a long, hot summer.

The weather has been glorious, but it's been a constant struggle for Laurence and I to keep cool in our portacabin office, despite having the door and all windows open, **PLUS** two oscillating electric fans working at top speed!

Who needs to have a sauna, when you can work in the Delta TMO Office!

But you never know, perhaps this time next year we will be happily settled in our new 'airconditioned' office.

Ohh how strange. Did I just see some pigs fly past???????

STOP PRESS! STOP PRESS! STOP PRESS! STOP PRESS!

Don't forget we are on social media now..

Just make a 'friend request' on our Facebook page and keep up to date with all the estate news!

FOR ANTI-SOCIAL BEHAVIOUR RELATED ISSUES, PLEASE RING:

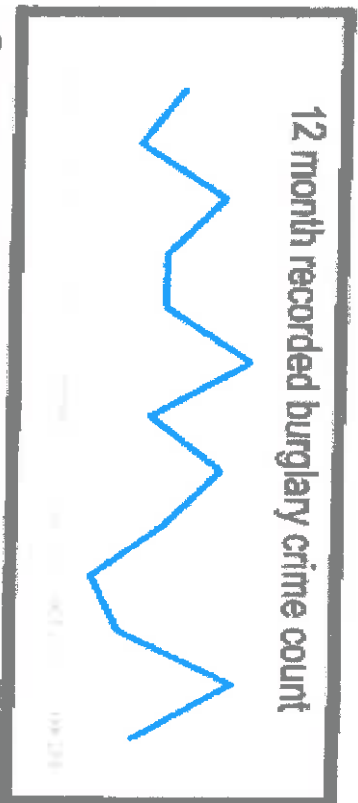
ASB 'OUT OF HOURS' ON 01708 726685 OR FOR A NON-EMERGENCY INCIDENT, CALL THE POLICE ON 101 TEXTPHONE 18001 101

AND DON'T FORGET: IF YOU REQUIRE ASSISTANCE OF ANY KIND, PLEASE CALL THE DELTA TMO OFFICE ON 01708 464714

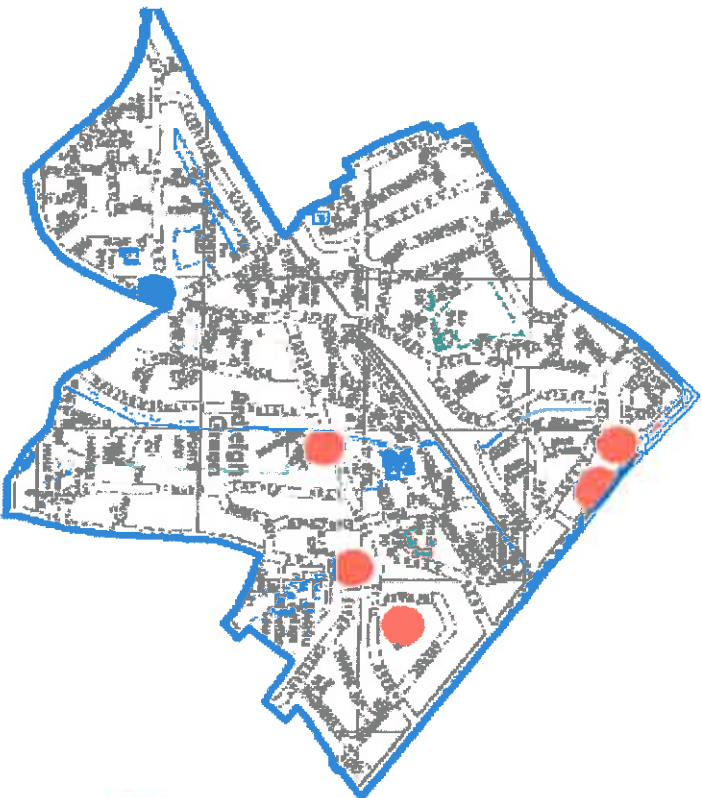
There have been some concerns over a newspaper article highlighting Squirrels Heath ward as a burglary hotspot. Residents living in this area should be assured that this is not the case, with current burglary figures (up to June 2018) showing a 5.2pt decrease in burglary crimes compared to the previous 12 months.



July 2018
Squirrels Heath burglary



General location of burglaries for the last 4 weeks



41 Burglaries from January to June 2018

Burglary 12 months to June 2018 compared to the previous 12 months.

▼ 5.26%

A red circle indicates where a burglary was committed.

Where *were* you all ???????

COFFEE MORNING

Unlike the 'Afternoon Tea' the weather for our Coffee Morning was glorious. Yet just 7 residents dropped by for a cuppa, biscuits and a chat with neighbours and friends.

This event was open from 10:30am - 12noon; ample time for those passing by to pop in.

Despite us advertising it in the blocks and our regular newsletter; it was a very disappointing show!

You could have stopped by after the school run for a mid-morning cuppa *but you didn't.*

You could have popped in whilst walking the dog *but you didn't.*

We even catered for kids with fruit squash and ice pops – it was afterall, open to everyone of all ages!



..... and now a couple of 'THANK YOU's'

firstly, to one of our Board Members – Susan – for her help on the day, and secondly to a resident for donating some delicious biscuits for the event. Very much appreciated!



Delta TMO is hoping to organise a
CHARITY COFFEE MORNING
On FRIDAY 28th SEPTEMBER 2018:



‘IN MEMORY OF FRAN’

so please **DO** turn up for *this* event and show your support.
It's open to everyone!

We will be asking just £1-50 for a
slice of cake and refillable tea and coffee.

All money made will be donated, in honour of Fran,
to Macmillan Nurses who provide amazing care to those
with a terminal illness.

I think you will all agree, that's a really good cause!


We'd of course, welcome any donated homemade cakes, sponges,
cupcakes, cookies etc to sell on the day.

Just let us know what you will be baking.

AND PLEASE COME ALONG!

*** For more details, look out for our posters**

DELTA TMO PIN BOARD



We are sorry for the inconvenience caused, when we closed the kiddies playground in July for a couple days. Time was needed to clear up the dog poo that some unscrupulous/selfish dog owner left behind after allowing her 3 large dogs to run around in the play area!

3 rules were blatantly broken:

- 1) **NO** dogs allowed in the park.
- 2) Clear up after your animals
- 3) Use the dog bins provided on the estate
– don't chuck poo bags over the fence.

SO, WOULD THAT PERSON PLEASE TAKE HEED OF THE SIGNS!!
You are NOT allowed in the kiddies playground with your animals!

NOW READ THIS SHOCKING STORY BELOW

IT'S WHY YOU MUST PICK UP AFTER YOUR PETS and WHY DOGS ARE BANNED FROM THE PLAYGROUND

A Welsh rugby player had to have his leg amputated after dog poo on a rugby pitch got into a wound and caused a serious infection.

His local council is now one of 12 in Wales using Public Spaces Protection Orders (PSPO's) to fine dog owners who do not pick up after their pets.

The man welcomes the move saying "the residue seeps into the ground. It disappears and is a hidden accident waiting to happen"

We don't want that happening to any of our residents!





MISSILES

There have been a lot of 'missiles' thrown from the upper landings in Mountbatten Hse. Thankfully they have thus far, missed passersby, but it's never-the-less a dangerous practice.

And we have received complaints from tenants in other blocks of items aimed at and hitting windows. There have been water bombs and used poo bags dropped from top flats which have landed in/on/near balconies at ground level.

Not only does it give the resident a scare, it could also smash the glass.

SO STOP DOING IT PLEASE ... NOW!!!!



BLOCKAGES



In accordance with your tenancy agreement, the tenant is initially responsible for unblocking kitchen sinks, bathroom basins, baths, toilets and drains.

- If your efforts are unsuccessful, then please contact the Delta Office for assistance.
- Should our Team be unable to clear the blockage using basic equipment, then we will refer it back to the Council on your behalf.

NOTE: We no longer use the OneShot product to clear a blockage

PLEASE DON'T BE A NOISY NEIGHBOUR

In the HOT weather, residents are keeping windows and doors open for increased air flow. Please keep your music, TV, radio volume down. This also applies to in-car music systems.

We appreciate you will *all* have something to celebrate at some stage during the year, but ask you to please keep your parties/noise/drunken chatter down – so as not to disturb your neighbours!

Can we also please ask, that residents are **NOT** greeted with a barrage of abuse, when politely asking for the noise to be lowered.

Remember there are elderly folk and young children in all the blocks, who like/need an afternoon nap or an early night!

IN ACCORDANCE WITH YOUR TENANCY AGREEMENT

Any noise related building works or DIY should only be carried out between 8am and 6pm Mon-Fri and between 8am and 1pm on a Saturday

NO WORKS should be carried out on a **Sunday!**

You should also avoid using domestic appliances like washing machines, vacuum cleaners etc before 7am or after 10pm

THANK YOU FOR YOUR CO-OPERATION



Whether you are at home or not, we also ask all dog owners and/or dog sitters, to stop their animal/s from yapping/growling/barking/howling.

It has become a real issue for neighbours and those living locally and within earshot.

NOTE: Please don't leave your pet alone for more than 6 hours at a time, and remember dogs need shade and water in the heat. The balcony may not be the best place for your pet.

Be aware that we are advising anyone ringing us with concerns for an animal or to complain about barking, to call the RSPCA.



13th Sept. A DATE FOR YOUR DIARY

The next consultation meeting for Delta IM residents, (to be chaired by the council), will be held at Ardara Green College on Thursday 13th September from 6pm.

Why not come along and find out all the latest information and air your views.

MEETING CANCELLED

A QUESTION

WHAT'S THE DIFFERENCE BETWEEN A TOILET AND AN ELEVATOR?

Somebody out there clearly doesn't know, because they continue to urinate in the lift car!

... and it's happening a little too often to be just an accident.

A child slipped in the 'liquid' and bumped her head. Thankfully, in this instance, there was no further injury.

But a visitor to the same block was not so lucky. She also slipped, hurting her foot, side and hip. An XRay determined there where no bones broken but she did sustain soft tissue damage, and is currently on medication and is still under the doctor.

**SO...WHOEVER IS THE CULPRIT, PLEASE BE AWARE THAT
YOUR IRRESPONSIBLE ACTIONS HAVE CAUSED 2
ACCIDENTS, ONE OF WHICH IS POTENTIALLY SERIOUS!**

If you don't think you can make it back to your home, drop by the office to use our facilities.

PLEASE DON'T TAKE THE PEE!



We have received a valid suggestion for a trip to
PERRYWOOD's, near Tiptree, Essex.



It ranks no: 2 in the league table of the top 100 garden centres!

Perrywood is a great day out for the whole family, with lots to do and see, including our extensive Outdoor Plants and Nursery area, inspiring Houseplants department, Garden Shop, Outdoor Living range.

And it's not just plants – Perrywood pride themselves on selling gifts and cards for all ages, and you are sure to find the perfect present from the huge number of Gift and Homeware brands stocked, even for someone who seemingly has everything!

The Coffee Shop & Restaurant serves Breakfast, Lunch and Cakes daily.



**If you'd like to come along, please register your interest at
the Delta TMO Office
no later than Monday 24th September 2018**

STERILE LANDINGS & WALKWAYS

You will all now have been visited by, or received a card from, the Team designated by the Council to ensure all landings and walkways are clear of plant pots, doormats and other such clutter.

You will have been given 7 days notice to shift the stuff. If it remained for their return visit, a warning letter may have been issued.

Failure to comply - could result in a fine!

Please ensure all landings and walkways remain clutter-free.

It may look drab without flower pots etc, but if your exit route is clear, you'll be safe in an emergency!

+ + +

Perhaps there's now a good reason, for residents to respect and appreciate the time and care Nigel (our gardener) takes to keep the communal grassed areas and landscaped garden looking tip top.

And well worth a mention are the resolute member/s of the Gardening Club who tend the high rise flowers beds, in an attempt to bring/keep a splash of colour on our estate.

DO's & DONT's FOR KIDS

- Don't swear!
- Don't play football on the grassed areas.
- **DO** play in the ball park; that's what it's there for!
- Don't kick footballs onto the canopy outside each high rise block.
- Don't enter the fenced area around the landscaped garden.
It's there to be admired NOT played in!
- Don't throw objects from windows.
- Leave flowers/shrubs/plants growing in situ.
- Don't trample on the estate flower beds.

.... and for your own safety:

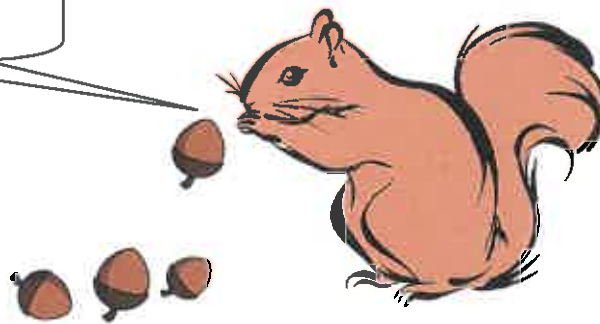
- Don't climb on the roof of the sheds or garages.
- Don't climb/jump on the lids of the recycling bins located at the carpark.
- Don't climb up the trees in Dreywood Court. You could fall.
The trees are not on the Delta TMO estate, and your action could be classed as trespassing.

PARENTS:

YOU are responsible for your children, so please ensure they don't get up to any mischief and stay safe.

DELTA TMO

**A pound you must pay
.... to have your say!**



**TMO Membership is open to ALL
residents (18years and over)
It will cost just £1 for lifelong
membership.**

**‘Join today – and have your say’
It’ll be £1 well spent.**

**Membership forms are always readily available
from the Delta TMO OFFICE**

DELTA TMO BOARD



EVER THOUGHT OF BECOMING A BOARD MEMBER?

YOU ARE ALL PART OF THIS COMMUNITY, SO WHY NOT
HAVE YOUR SAY ON HOW THE ESTATE IS RUN.

SEATS ON THE BOARD ARE OPEN TO ALL TENANTS AND
LEASEHOLDERS - BUT YOU MUST BE 18YRS OLD OR OVER.

FOR FURTHER DETAILS, PLEASE CONTACT THE DELTA TMO
OFFICE ON 01708 464714 OR CALL IN PERSON.



Do you want DELTA TMO to continue unblocking chutes, assisting with your minor repairs, and providing a prompt service for your estate ?

IF THE ANSWER IS 'YES' THEN WE NEED YOU TO GET INVOLVED ... DON'T DELAY

STOP PRESS – STOP PRESS – STOP PRESS – STOP PRESS – STOP PRESS – STOP PRESS

It's our pleasure to welcome 2 more tenants onto the Delta TMO Board.

..... if you too are interested, there may still be positions available.

Please inquire at the Delta Office.

It is **STILL** our aim is to help encourage and boost the community spirit on the estate



... so, during the summer holidays we hired a football coach for a week of 2hour sessions held in the ball park – **open to boys and girls.**

Because of very hot weather Delta TMO (daily) provided bottled water for the thirsty players and an ice lolly at the end of the week, for those who showed up.

We thought they deserved it, for having such energy in that searing heat!

We are delighted to report that is was really well attended, with 42 kids showing up across the 5 days, all keen to hone their ball skills.

SO KIDS – we hope you enjoyed the kick about! Same time, same place next summer?

HOWEVER, there were a few ring leaders who were intent on spoiling it for the rest.

YOU KNOW WHO YOU ARE! (... and so do we!)

The Coach, quite rightly, banned you from the ball court for flighting, swearing and generally causing havoc during the sessions, and unless your behavior improves, I'm afraid you may not be welcome to attend next time.

Note from Malcolm, the football coach:

Quote: *'Special thanks to Cole, Jack and Bailey. Cole was there every day, and Jack and Bailey, all bar one. None of them caused any problems whatsoever and, frankly, were bewildered by the antics of others'* :Un-quote

Well done boys (you can **definitely** come again!)



Coach Trip

In August we arranged a coach trip to Walton-on-Naze : the most popular destination chosen from all your location suggestions.

The trip was open to all residents – adults and kids alike.

Those who originally registered their interest, were given first refusal; and due to very popular demand, we had to hire a bigger coach to accommodate everyone!

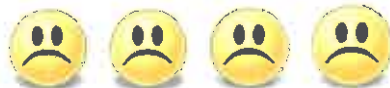
The trip was organised and funded by Delta TMO; a non-refundable token fee was charged for all non-residents who came along, but for residents of the estate no charge was made. And there were sweets on board for the kids.

With all seats on our 40 seater coach allocated, I can't tell you how VERY disappointing/upsetting it was to have 13 people drop out on the morning of the trip! Adding into this total, the 3 people who'd backed out earlier in the week, meant our coach was now only half full. To the families 'waiting in the wings' to take any spare seats, we can only apologise for not advising you. We had no notice what so ever!

However, we must appreciate that illness and germs can strike at any time, so cancellations can't always be helped.

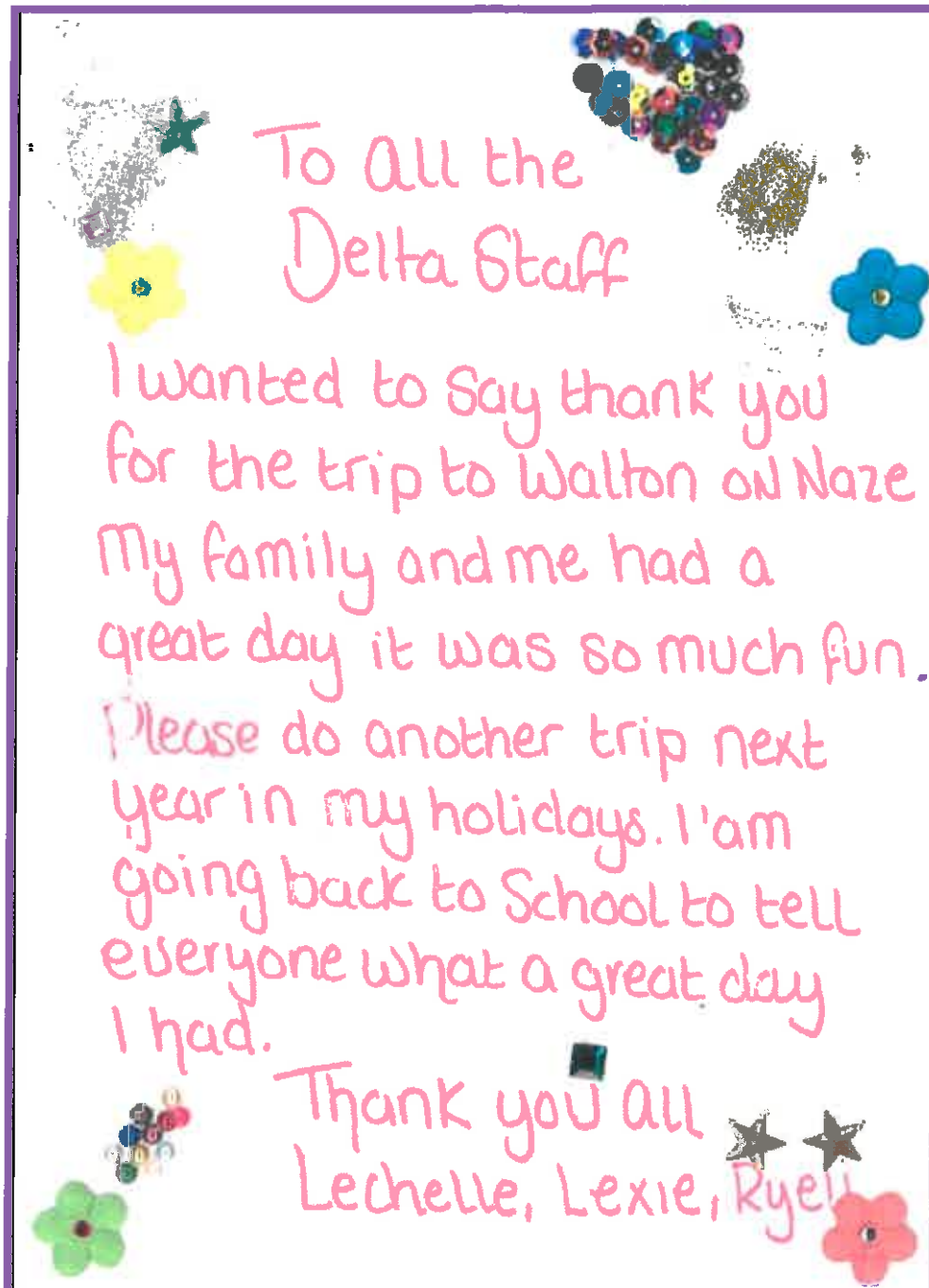


I am very pleased to report that those who *DID* take the trip to the coast had a fantastic day out. The sun broke through in the afternoon and it just so happened to be carnival day with stalls etc. I believe some brave souls even went for a paddle. Everyone had a thoroughly enjoyable day.



I know you'd all be in favour of more arranged trips, but after those punctuality issues and being so badly let down, we may have to think again. If we DO make plans, it will be organized differently, to stop the scenario being repeated.

Management will give it some serious thought!



..... and to those who gave me a 'thank you note', a stick of rock and beautiful flowers for arranging the trip

~ a BIG THANK YOU!

Having been so bitterly disappointed by attendance, your lovely gestures restored my faith in human nature!

Sue x



DELTA TMO GARDENING CLUB

Sadly, due to the continuing and unexpected heatwave the grassed areas and block gardens have all suffered from lack of water.

We can only hope the plants and shrubs will rejuvenate after some continuous rain fall whenever that might be!



Havering Council is launching a **BREASTFEEDING WELCOME** scheme and is encouraging cafes, restaurants and other local venues to register. www.havering.gov.uk/breastfeeding
Please check website above for details

STOCK CORNER



In early August, our stock was on site to welcome a new arrival to Elvet Avenue. The baby girl, to be named Raine, is now settled at home with her brothers Renae and Reid, & sister Rayah. Welcome little one!

Congratulations to Dad and Mum Carli!

New Mums: Don't forget to drop by with baby's birth certificate, so we can update our records!

BRITISH GAS SCAM

The local Safer Neighbourhood Team advise that residents are receiving emails claiming to be from British Gas, offering a refund.

These emails are bogus - there is **NO REFUND!** And the links take you to cloned websites designed to steal your British Gas login details.

If you receive one of these emails please report it to https://www.actionfraud.police.uk/report_phishing

Action Fraud is the UK's national reporting centre for fraud and cyber crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime.

UNIVERSAL CREDIT ... are you ready?

Universal Credit is a benefit for people of working age. It combines support for adults, children and housing costs into one benefit. Universal Credit is paid monthly in arrears instead of fortnightly or weekly and is replacing:

- Housing benefit
- Working tax credit
- Child tax credit
- Income support
- Income based Jobseekers Allowance
- Income-related Employment and support Allowance.

Universal Credit full services began in Havering in June 2018. Most people who need to make a new claim for the above benefits, or those who are already claiming but have a change of circumstances, will need to claim Universal Credit

A person will need to make a claim for Universal Credit if they:

- Are of working age
- Are working but on a low income
- Are not working but are able and available for work
- Currently have limited capability for work related to a disability or health condition but this is expected to change over time
- Have a disability or health condition that prevents them from working
- Care for a severely disabled person for a least 35 hours per week
- Have 2 or less children and are the lead carer for them
- Live in a property that they are renting or are a leaseholder who has service charges
- Need to make a new claim for benefits or are already claiming benefits but has a change of circumstances.

Will I get help with my rent if I get Universal Credit?

You must claim for help with your rent when you make your claim for Universal Credit. Your rent costs will be paid directly to you as part of your monthly Universal Credit payment and you will be responsible for paying your rent out of that money.

If you are a Havering Council tenant you will need to arrange a Direct Debit with Havering Services or a standing order with your bank to pay your rent.

What about help with my Council Tax?

If you have applied for or are in receipt of Universal Credit and are liable for Council Tax you must make a separate application for Council Tax support online.

What do I need to do to make sure I am prepared?

Access to the internet: Universal Credit is claimed and managed online. There is no paper form and everything is always done online

A bank account: You will need a transactional bank account in order to receive your Universal Credit. There is further information on bank accounts for benefit payments on the money advice service website.

Payment and budgeting skills: Universal Credit is only paid monthly, so you must make sure you budget your money so that it lasts your household for the whole month. The welfare reform team can give you advice or you can find online budgeting tools on the money advice service website.

Rent - Direct Debit or Standing Order: Universal Credit pays your housing costs (rent) directly to you as part of your Universal Credit which means you are responsible for paying that money to your landlord. Setting up a direct debit or standing order to pay your rent is the best way to make sure it is paid on time.

Pay your Council housing rent by Direct Debit

Be aware of sanctions: When you claim Universal Credit you will have to make a claimant commitment. Part of this means you will be put in a group with set activities. If you do not do the activities you will be sanctioned. This means your benefit will be temporarily reduced so you must make sure you do what you have agreed in order to receive your money.

How do I claim Universal Credit?

Universal Credit must be claimed online and you can find out how to claim on the Gov.uk website

Claim Universal Credit

Who do I contact at the Council for help with my Universal Credit claim?

The Welfare Reform Team can be contacted by completing the Universal credit enquiry online form

Further advice and support for Havering residents

Havering Citizens Advice Bureau run weekly drop-in sessions providing independent, confidential information on a range of issues including debt and benefits. You can also get advice online and find the details, including opening hours and locations as

www.haveringcab.org.uk and www.adviceguide.org.uk

GENERAL SUPPORT and ADVICE

Understanding Universal Credit: this website was specifically designed to help you understand what Universal Credit means for you.

Find out more on www.understandinguniversalcredit.gov.uk

Gov.uk: the best place to find government services and information, including benefits, Universal Credit, Tax Credits, Pension credits, Community Legal Advice (CLA) and working, jobs and pensions is: www.gov.uk

Information specifically on universal Credit can be found on www.gov.uk/universal-credit

Money Advice Service: set up by the government to provide free, impartial advice about how to budget, deal with debt and manage your money. You can phone 030050050000 or visit www.moneyadviceservice.org.uk

Turn2us: provides free services that can help people in financial need to access welfare benefits, charitable grants and other financial help. Visit www.turn2us.org.uk

National Debtline: a charity providing free, confidential, debt advice service. Phone 08088-84000 or visit www.nationaldebtline.co.uk

StepChange: one of the UK's leading debt advice agencies. Phone 08001381111 or visit www.stepchange.org

Christian's Against Poverty: their mission is 'freeing people from the miserable grip of UK poverty' Visit Havering Grange Centre, Havering Road, Romford, RM1 4HR or <https://capuuk.org>

Stop Loan Sharks: provides information and advice on loan sharks. Visit www.stoploansharks.co.uk or call 0300 555222

We trust this information will be of assistance.

30th July 2018

Dear Sirs,

I am writing to complain about a Recovery vehicle, registration No. [REDACTED]
This vehicle is a commercial vehicle and therefore it is illegal for it to park on a
carriageway or road.

The owner seems to think he can park here breaking vehicles on the back of his truck
causing a disturbance and taking up 3 car spaces, as if parking wasn't tight enough on
the estate.

Could you please deal with this vehicle and all the other vehicles that should not be
parked here.

Yours Sincerely

Anon.

As this letter was sent to Delta TMO anonymously, we can only reply to the sender via our
newsletter ... in the hope our response will be read.

We *are* aware of the vehicle in question, and agree that it does take up space that could be used for
car parking. A vehicle must be parked legally, be both taxed and insured and not exceed 7.5
tonnes; in this instance, the criteria has been met and we can do nothing about it.

We would also like to point out, that parking issues/traffic enforcement is not under the Delta TMO
jurisdiction. May we suggest you contact the Local Authority Traffic Enforcement Officers
(traffic wardens) with your grievance.

Regards, Delta TMO Estate Manager



A witty way
to cheer your day!



ENJOY THESE AMUSING HEADLINES!



Marijuana issue sent to a joint committee

The Toronto Star, 06/14/96



Miracle cure kills fifth patient

By The Associated Press

A 24th-century cure for the common cold, which has been around for 2,000 years, has been discovered. The cure is a simple mixture of salt and water.

The cure was discovered by a team of scientists at the National Institute of Health. The cure is a simple mixture of salt and water.

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Researchers describing the results of testing the drug said it was a "miraculous" cure. The cure is a simple mixture of salt and water.

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That's all folks!

AND FINALLY.....

IF YOU WANT TO PLEASE REPORT AN INCIDENT

Please ring ASB (Anti-Social Behaviour) 'Out Of Hours' on 01708 726685:

or

For non-emergency incident, call the Police on 101 - textphone 18001 101

Email: squirrelsheathsnt@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.

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

AND DON'T FORGET: IF YOU REQUIRE ASSISTANCE OF ANY KIND, PLEASE CALL THE DELTA TMO OFFICE ON 01708 464714



Dear Delta TMO

Our next newsletter will be delivered in a few months, giving you plenty of time, to make a contribution and help create an even better edition.

Do you have a good idea, a question to ask us, a complaint, a comment to make, an amusing story to tell us or an opinion you'd like to share?

Then simply bring your suggestion/s to the Delta TMO Office for Board approval and inclusion..... and see your article in print.

It's open to anyone and everyone and good or bad we'd love to hear from you!

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

**We've been happy to provide a bigger print copy
to a few of our readers, so they too can share in
the estate news.**

**If you'd like to be added to our list, you just have
to ask.**

USEFUL HAVERING CONTACT NUMBERS:

- **WELFARE REFORM TEAM : 01708 432537**
- **BENEFITIS CENTRE : 01708 433996**
- **PUBLIC ADVICE & SERVICE CENTRE (PASC) : 01708 433481**
(to make an appointment)

Alternatively, you can get more information by calling the
GOVERNMENT's INFORMATION LINE on: 0845 605 7064

MORE IMPORTANT TELEPHONE NUMBERS:

- **Homes and Housing:** dial 01708 434 000
dial FREEPHONE: 0800 1513444
- **Council repairs / Out of Hours:** dial 01708 756699
- **Streetcare:** dial 01708 432563
- **NHS (for a medical assessment):** dial 111
- **Anti-Social Behaviour / Out of Hours:** dial 01708 726685
- **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

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**ASB 'Out of Hours' on 01708 726685 or for a non-emergency incident, call the Police on 101
textphone 18001 101**

