

DELTA NEWS



The nights are drawing in and the 'ember' months (NovEMBER, DecEMBER), as I call them, are with us once more. Now is a really good time to check your heating is working properly, before the chilly evenings are here. The coming months will be a very busy time for heating engineers, and you may have a longer wait than usual for an appointment.

* * *

Having recently changed the clocks, it would also seem sensible to check the smoke detectors for your own safety, too. It could be they require new batteries. Remember, we don't keep batteries in stock, they are your responsibility. But we will happily replace them for you if you don't feel steady on a ladder.

* * *

I can just about remember my glorious week in Madeira. It was a lovely break, but despite enjoying my mid-morning coffee 1,500 miles away from Gidea Park, I was still reminded of the estate.



And here's why!

Is there no escape from work?

In late September, Delta TMO hosted a Charity Coffee Morning to raise funds for

MACMILLAN CANCER SUPPORT

The weather was at least dry for our event and we are delighted to tell you all we raised £160 on the day from cakes sales etc, and after some very generous donations and funds made from previous Delta events, we raised a further £150 making a grand total of £310-00 (yes, you read correctly – a massive £310!) for this very worthy cause.

So, to those who baked something delicious or bought something yummy – a HUGE thank you! And if you helped out on the day, donated cakes or biscuits, just popped by for a nibble and a natter or made a donation, well....you are all brilliant too!

Together we are helping to fund Macmillan nurses, who really do help change the lives of those suffering with a terminal illness.

This event was arranged in memory of Fran, who sadly experienced first hand, the care and kindness of Macmillan nurses, who helped her battle cancer. Fran, I'm sure, would be delighted with our achievement.

* * *

Sadly, there is a 'BUT' as seems to be the norm on this estate, the event was not very well attended, and we were disappointed that so few of you bothered to come along and show your support. We are trying REALLY hard to generate some community spirit here, but we need you to participate.

After all, we do all the hard work with organising things; all *you* have to do is come along to our events!

THANK YOU TO EVERYONE AT

Delta TMO Cabin



We hosted our Coffee Morning our way by buying, baking, serving up and sharing a delicious spread – and our fantastic team effort raised an amazing

£310.00

Every single item on our table, and every one of you who poured a drink, cut a piece of cake, plated up a tasty selection or dropped some dosh in the coin box has helped change lives.

WORLD'S BIGGEST
**COFFEE
MORNING**

**MACMILLAN
CANCER SUPPORT**



Macmillan Cancer Support, registered charity in England and Wales (201077), Scotland (SC039897) and the Isle of Man (804). Also operating in Northern Ireland

MACP21832

THANK YOU, Macmillan Supporters **FOR HELPING TO RAISE** **£310.00**

I'd like to say a massive thank you for everything you've done to help make this year's World's Biggest Coffee Morning a huge success. You should be proud, because every penny you raised will help people with cancer live life as fully as they can.

We're so appreciative of all the effort you've put in to make your event the best thing since sliced bread. And we know you couldn't have done it without your amazing colleagues, who each brought something to the table. Every biscuit baker helps fund Macmillan nurses, every coffee brewer helps answer calls to the Macmillan Support Line, and every coin dropper helps give more financial support to people who need it. These are just some of the ways your Coffee Morning will change lives.

Thank you so much!



Abby Solomon
Head Coffee Lady



Here's a selection of the homemade cakes on offer.

**We have talented bakers on the estate.
Move over Mary Berry!**

Review of the Delta Southend outing – 20th October 2018

I didn't feel I could really promote our trips without actually going on one myself. So with another coach only half full, I volunteered and went along for the trip to Southend. (For the record, I would obviously have given up the seat had we had a surge of last minute passengers!)

What a great time we all had!

The weather was unusually warm and balmy for mid-October, and despite taking a scarf and gloves (just in case) I needed neither, and only wore my jacket towards the end of the evening, because I couldn't really be bothered to carry it.....*and* I needed a free hand to hold my Rossi ice cream cone!

Janet from Durham Avenue told me how she'd spent *her* afternoon 'I took myself to SeaWorld for a second visit, and as I'd taken along a cushion, I enjoyed takeaway fish and chips perched on the sea wall watching a glorious sunset and kids playing on the beach. I have a pet that doesn't like the explosions and bangs of Guy Fawkes night, so as I'm usually at home comforting the cat, I miss out on seeing the fireworks. The display was spectacular and I thoroughly enjoyed the outing.'

Janet has already put her name down for our next trip!

Len and his son Robert from Victoria House were equally as enthusiastic about the trip and used their free time before the firework display for a spot shopping. They even bought me presents, which proudly stand in pride of place on my shelf in the office. Thank you both x

Julie from Mountbatten House was accompanied by her son and granddaughter Elena on the coach. Julie told me 'we found a little tucked away establishment where we enjoyed a fish and chip supper. The food was delicious and it was very reasonably priced. An excited Elena was then keen to spend her pennies on the arcade machines, before the fire work display started'

I think I can safely speak for the other families aboard, that the trip was full on, fun and free..... oh, and I think we all slept well that night.



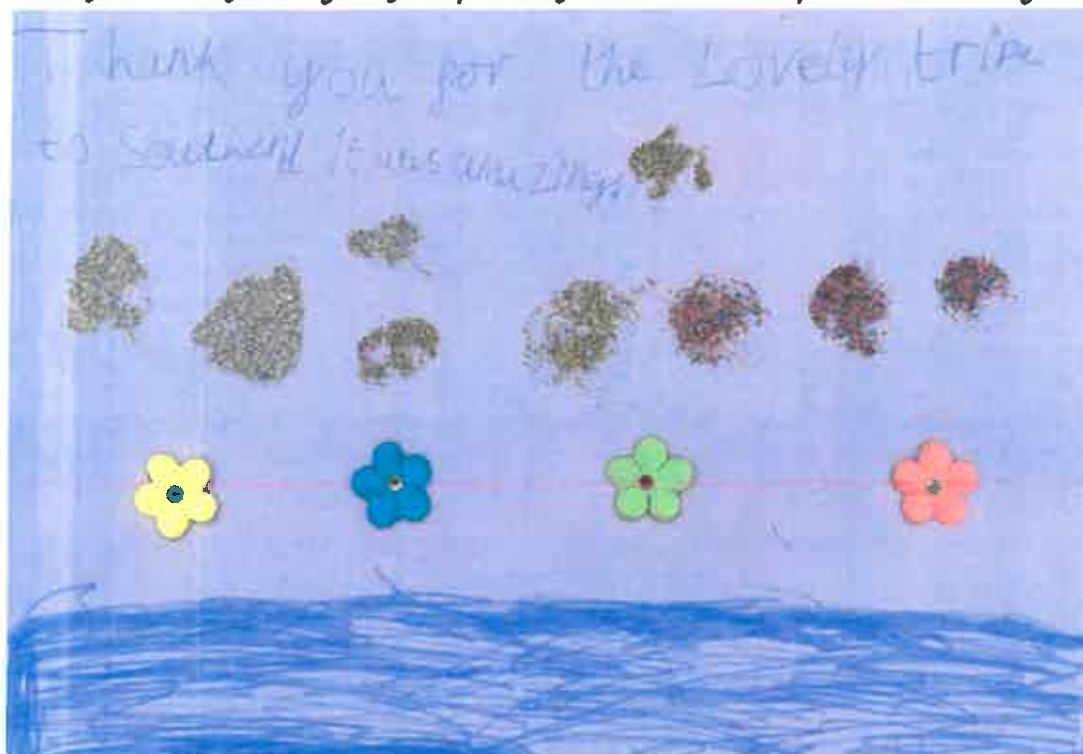
And now a few THANK YOU's:

- *to Surinder our driver for his patience, assistance and safe driving.*
- *to the youngsters on board. What well behaved kids you all were!*
You'll all be most welcome on our next adventure.

.... and lastly, a big thank you ALL of you, for taking the time to come along on the trip.

Your support really is much appreciated.

Thank You's from 2 of the younger passengers on our trip. Aren't they lovely?



**I so hope these budding artists will take part in our bauble competition.
(see page 7 for details)**

This is what you missed folks



KID'S KORNER

With the kids on the estate in mind, Delta TMO have organized a few things for Christmas. The poster for the festive kids competition is below, and will shortly be on display within the blocks.

We are hoping for lots of entries; we can't possibly have a tree with no baubles!



CALLING ALL KIDS!

**We need your help to
decorate our Christmas Tree.**

**So come along to the office
during November to pick up a
hanging bauble to decorate.**

**Closing date for your tree
decoration is**

Friday 31st November 2018



**There are prizes to be
won, and all baubles
will hang on our tree.**

Turn the page to find out what else we have in store for the youngsters on the estate!

Coming up:



The Christmas elves will soon be dropping off a post box at the Delta Office, for all your letters to Santa.

There will be a special delivery to the North Pole each day, so get your letters posted early!

and even more exciting news.....

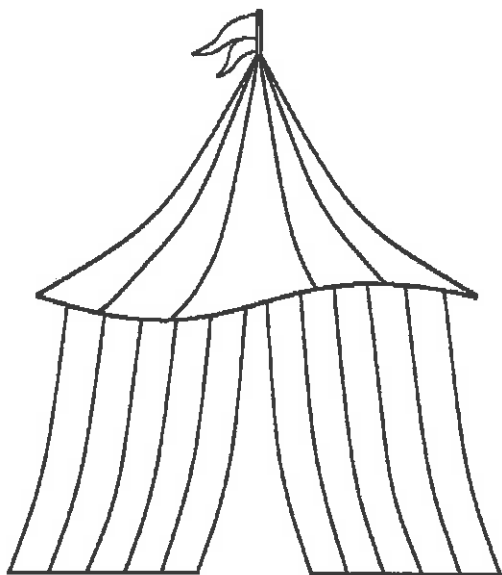


Father Christmas is coming the Delta TMO estate, and he's hoping to meet you all !!

So kids, watch this space for all the details.
There will be posters in all the blocks very soon.

You will need to register, we have to let Santa know how many presents to pack on his sleigh!

....We don't want any of you to miss out!



Our new acquisition

In our efforts to create community spirit amongst the residents on the estate, DELTA TMO has purchased a marquee, which we are 'intent' (*see what I did there!*) on using for future events and functions.

We have *lots* of ideas for Christmas, and hope to hold the next Annual AGM on site.

The marquee will fit nicely onto the hard standing of the office quadrangle, or grassed area, and we'd like to use it for regular coffee mornings, meetings, social gatherings etc.

Our hope is, that perhaps with shelter from the elements, it may entice a few more of you to attend our events!

It does rather seem that every time an event is arranged, the weather turns cold and windy!

and while we are on the subject

Dear Residents,

I have organised a couple of events and 3 outings now, none of which have been particularly well patronised.

Trips have all been arranged for either a Saturday or Sunday especially for those who work or have religious beliefs and we have visited places that have all been suggested by you, the residents. You see, whatever you may think, we did take notice of your comments of the surveys!

I realise a good many of you are car owners and could get to these locations yourselves. But wouldn't you rather pass the responsibility of negotiating road works, heavy traffic and parking problems onto someone else? To the non-drivers amongst you, would you really rather spend your weekend on the estate?

I know we cannot MAKE you come along, but we would really like to make you WANT to come along on the next trip. So far, each outing has been free of charge, with Delta TMO footing the transport bill – so what's not to like about the idea?

Just what is it, we are doing wrong?

Sue - the Delta Office

ESTATE PIN BOARD

The following 3 items, all relate to a 'mans best friend'

Our previous newsletter included yet another item, which incorporated a very valid example of why dogs are prohibited from the kiddies playground.

SO, despite the article and increased signage, why is it that residents STILL persist in taking their animals into this area?!

PLEASE READ & HEED THE SIGNS!!

DO NOT TAKE DOGS INTO THE KIDDIES PLAYGROUND!

Would all you dog owners out there PLEASE be mindful when sluicing down your balconies after your animals have 'done their business'?

We have received complaints, that folk living beneath some pet owners are having to put up with this unhygienic/dirty water splattering onto their balconies.

Please remember that some tenants hang washing out, and are being forced to re-wash their laundry because of this thoughtless act!

Thank you



Dogs **still** constantly bark/yap/howl on the estate and we are **still** receiving complaints.

Continual barking can constitute Anti Social Behaviour which contravenes your terms of tenancy. It is a constant a great annoyance to neighbours or anyone living within earshot.

Leaving your pet alone for more than 6hrs at a time also contradicts your Tenancy terms. And always remember the balcony may not be the best place for your pet.

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



Whether or not it is the same culprit, someone *still* persists in urinating in the lift at Mountbatten House.

We are receiving complaints on a regular basis from unhappy residents!

We are getting really pee'd off with this now!

PLEASE STOP IT



CANCELLED

Unfortunately, due to the lack of interest in the proposed trip to the Perrywood Garden Centre, the idea was aborted.

It was not deemed viable to hire transport for so few people
- just 3 residents showed interest

Our apologies for any disappointment.



We remind everyone that you should not keep any flammable/combustible items or liquids in your pram sheds or flats.

THE REASONS ARE OBVIOUS!

ARRRGH!

Please **DO NOT** tell a member of our Maintenance Team about a repair. They are always busy about the estate, and it may unintentionally get forgotten.

ALWAYS report the problem to the Delta office. We are here to help you and in a position to make appointments. And if we consider it necessary we can/will advise the Council on your behalf.

..... and please, having made an appointment for a specific repair, don't wait for the Delta Team to be in attendance before asking them to do *additional jobs*.

They are at your property to complete the original repair only. If you have more than one repair, advise the office at the time. The Team are always very busy, and must keep within their organised work day schedule.



STOCK CORNER

With no new baby news to report in this edition, our estate stork is taking a winter break



With the colder weather on the way, our senior/disabled residents may not always feel like going to the shops for the basics and essentials. And you may not have access to a computer to order your shopping on line so hat's where we can help out, by doing some shopping for you. Just give us a call with your shopping list – but I'm afraid we will only be going as far as Tesco or Sainsburys.

... and don't forget we will happily go to the Post Box to mail cards at Christmas or the chemist to collect any prescriptions.

You just ask us.



Victoria House wins the award for no chute blockages during the month of September.

Very well done to all residents living in this block!

At the other end of the scale sits Mountbatten House – who win the wooden spoon!

Why would anyone try and wedge bedding down the chute is quite incredible to us. It took our Team over an hour to unblock it; and what did they find to be the cause of the obstruction? Clothes, bed pillows, bed linen and a plastic cutlery/plate drainer. *Really?*

How many *more* times must we tell you.....

The chutes are for small bags of household rubbish only (ie: food, tin cans, wrappings, paper etc) The channel is quite simply not wide enough to take bigger items.

Bulkier waste must be manually taken downstairs and put in the eurobins at ground level.

ARE YOU AWARE THAT.... ?

..... if you are in a situation where you can't speak (choking, heart attack, intruder, domestic violence etc) you can ring 999 and when your call is answered, press 55; this tells the operator you need help but can't speak and they will dispatch the emergency services to you.

It's worth knowing!



Whoever is wedging cigarette ends in the front/rear doors of Elizabeth House please 'butt out!'

By not allowing the doors to properly close, you are compromising the security of the residents living in the block.

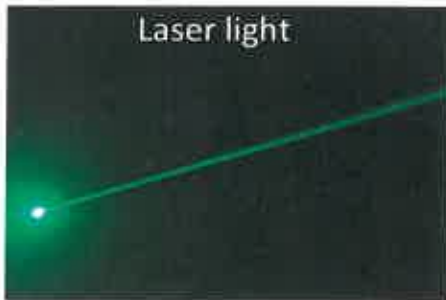
THIS IS UNACCEPTABLE BEHAVIOUR AND IS OF GREAT CONCERN AND ANNOYANCE TO THE BLOCK RESIDENTS!



DELTA TMO GARDENING CLUB

The troughs on the Delta Office site, are still looking good. The milder weather was perfect for keeping the shrubs in bloom for longer. And we recently noticed, last years bulbs are having a growing spurt.

Hopefully the club will be a little more active with the onset of Spring.



We have received several complaints about somebody aiming a laser light into the flats opposite Mountbatten House. The beam seems to be coming from a road facing balcony on lower level of the block. The light is actually penetrating curtains and blinds, causing concern and distress to residents. It's irresponsible and we ask you to stop - **NOW!**

GOOD SAMARITAN



A resident from Mountbatten House would like to say a **MASSIVE** thankyou to the person who changed her car tyre when she found she it punctured by a nail/screw on Friday last (26th Oct.) But before she was able to properly thank him, he was gone. It is thought, this 'knight in shining armour' may live in Victoria House.

Whoever you are, she'd like you to know she is eternally grateful for such an act of kindness.



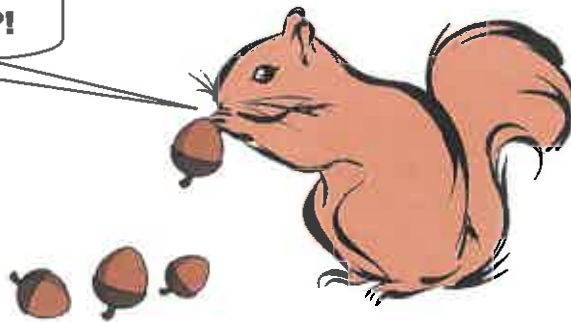
If you are leaving 'stuff' outside the blocks for removal/disposal, always make sure you have advised the Delta TMO Office. Failure to do so, could lead to a fly-tipping penalty fine.

ATTENTION ALL LEASEHOLDERS!

A high percentage of leaseholders do not have up to date Gas Safety Certificates. Those who have allowed it to expire will receive a letter in due course, as a reminder to deal with the matter urgently. **IT IS COMPULSORY TO HAVE A CURRENT CERTIFICATE!** The Delta Office is happy to scan over the certificates to the Council on your behalf – just ask.

DELTA TMO

**You haven't yet paid
your £1? Are you nuts?!**



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

Money well spent in our opinion!

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

STOP PRESS * STOP PRESS * STOP PRESS

We will soon be organising the Annual AGM.
Anyone who is currently a Member of the TMO will be eligible to attend.

'Join today – and have your say'

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.

**..... if you are interested, there are still
positions available.**

Please inquire at the Delta Office.



**A witty way
to cheer your day!**



These silly jokes should bring a smile to your face!

What did the policeman say, when he cut himself shaving?
Oh no, I'm nicked!

Patient: Are these tablets addictive?
Doctor: Certainly not. I've been taking them for years.

Why did the toilet paper roll down the hill?
To get to the bottom

What does the Queen call her Christmas broadcast?
The One Show

Boy: My mum and dad bought me these rollerblades from the Pound Shop.
His mate: Cor, what cheapskates!

Do zombies like being dead?
Yes, of corpse they do.

Customer: A pint of bitter and a packet of helicopter crisps please.
Barman: I'm sorry, we only have plane crisps.

What happened to the man with 5 legs?
His trousers fit him like a glove.

History teacher: Who knows what you have to be, to have a State funeral?
Student: Dead, Sir

Patient: Doctor, I keep thinking I'm a clock.
Doctor: Stop winding me up.

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.

AND DON'T FORGET:

IF YOU REQUIRE ASSISTANCE OF ANY KIND, PLEASE CALL THE DELTA TMO OFFICE ON 01708 464714

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

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

Don't forget we are on social media.

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



Dear Delta TMO

Whether it be good or bad, a complaint, a comment, an idea, a question, an opinion, or even an amusing story, now's your chance to make a contribution to the next newsletter, which will be in print just before Christmas

We'd love to hear from you!

Just bring your suggestion to the Delta TMO Office, and provided it gets Board approval, your item will be included...and you'll be able to see your article in print.

It's open to anyone and everyone – young or old.

So come on you lot, tell us what you really think!

Do you have trouble reading this newsletter?

**Please contact the Delta office
if you require a **LARGE** print copy.**

**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.**

If you would like to receive this publication in another language, please contact us.

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

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 last, but not least.....

In early 2019 Delta TMO will be delivering to every property,
a **Residents Satisfaction Survey**.

Please take a few minutes to complete the questionnaire.

We want to hear *your* views on *your* estate/property and the
service you receive from us.

By looking at your answers we can work on the areas important
to you and try to improve them.

Watch out for your copy!

Thank you – Delta TMO