Issue: 60

DELTA NEWS

Oct/Nov 2024

NEED OUR HELP? : we are open M-F 8am to 4pm tel 01708 464714

Hello All,

Firstly, we'd like to say a BIG thank you, to all residents who braved the inclement weather to attend our Coffee Morning (27.9.24) in aid of Macmillan Nurses. The turn out as usual, could have been better, but never-the less, we still managed to collect £250 for this good cause, with donations on the day.
We held the event in honour of Laurence, who sadly had need of their care towards the end, but we extended it to anyone who'd lost someone very dear to them. Wooden hearts were given to those interested in leaving a message on our 'memorial tree' - which is currently on display in the office and will be until the 1st December.
(photos inside this edition)

We've also included photos of the residents who came along on the seaside trip to Canvey Island, and those who enjoyed the fireworks at South End.

Our 2024 Events programme is coming to an end now, but we hope more of you will participate next year, when we do it all over again.

Meantime we still have Santa's visit to look forward to, so make sure you register the name of your child (under 12yrs old only).



Don't let them miss out on meeting me. There'll be a small gift for everybody in my sack. ***HO! HO! HO!***

The London Borough of Havering have allocated Delta TMO, a designated Liaison Officer

- **Adam Brett -**

He plans to visit the Delta Office for 2 hours each Wednesday, between 10am and 12noon and will make himself available to meet with residents who wish to discuss any issues.

- Rent and payments support
- Maintenance and Repairs support
- Lease and Tenancy concerns
- Neighbourhood concerns
- Housing applications and transfers
- Any other housing-related matters

So, if you have a question or query, drop by the office for a chat.

NO APPOINTMENT NECESSARY.

He can also be contacted via email:
adam.brett@havering.gov.uk

UNITY HUB

Offering a safe space for Young People

South Side of Romford Train Station on the Arches
The Sparks Hilton Passage Way

Tuesdays
3.30pm to 6pm



A Place Where You Can Truly Be Yourself!

Youth Unity offer a safe space where young people can truly be themselves! Here, you'll find a supportive environment staffed by trained youth workers who are dedicated to your well-being. Our team is here to offer guidance on important topics, ensuring you feel safe, heard, and empowered. All while having fun!

www.youthunity.org
0203 1053525

Scan to find out more

Ages 10+

MAYOR OF LONDON VRU

Havering LONDON BOROUGH



Acknowledgement received back from the Macmillan Coffee Morning Team:

Thank you for hosting a Macmillan Coffee Morning and helping people ..living with cancer.

We've just received your £250.00 * payment - thank you so much. Your reference number for this is 46324990.

Your kindness makes a huge difference. It could mean someone with cancer can get **help with how they're feeling** on our Support Line. **Pay their bills** during treatment. Or **turn to a Macmillan nurse** for vital medical, practical and emotional support.

You will receive your official thank you letter and certificate in the post. We send these monthly, so there may be a bit of a delay. But please rest assured that your donation has been safely received and we're very grateful.

If you've used your Gift Aid form and haven't yet sent it back to us, please do so using the Freepost envelope in your fundraising kit. Gift Aid allows your donations to go even further in helping people with cancer.

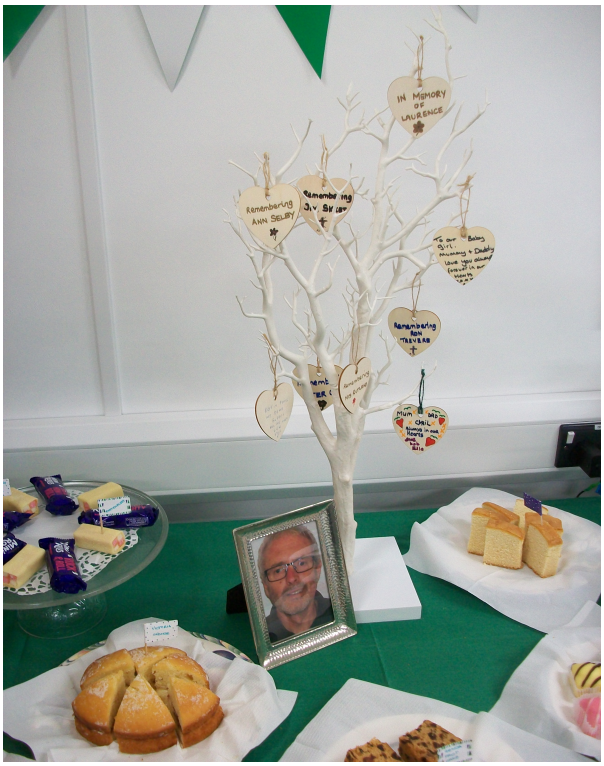
Please pass on our thanks to everyone who supported your event.

I hope you enjoyed being part of this year's Coffee Morning and feel rightly proud of your fundraising effort.

Thanks again,
Celine and the Coffee Morning Team

** this total included £60.60 made from Coffee Morning we hosted in 2023.





The MEMORY TREE







A BIG 'THANK YOU' TO ALL, FOR COMING

Do you recognise this Barista?

Kevin apparently, makes a lovely cuppa!

SOUTHEND TRIP TO SEE THE FIREWORKS

This trip was quite well attended, despite having a couple of late drop outs.

It was a wet and dreary start to the day of the trip, but around lunch time the sun appeared, the puddles dried up and it got a degree or 2 warmer.
With everyone aboard, and our youngest traveller safely strapped into his seat, the party set off.

Passengers did their own thing during their free time, congregating around 8pm at the seawall to watch the firework spectacular.
Sadly, the little lad found it all too scary and too noisy ..... so I'm glad he's too young to provide feed back, cos I fear it wouldn't have been a good one!
But on the whole, I think everyone had a great Saturday night out.







Here’s what you missed !

Ooohhh….Ahhhh

POP!



FIZZ!



WHOOSH!



CANVEY ISLAND EXCURSION

Our organised trip to the coast happened in August.

We were very lucky with the weather; it was really hot and sunny …. Remember those days? Because we didn't see so many such days in 2024 did we?

Once again, it wasn't very well supported, but we had enough passengers to still make the trip worthwhile. (The group photo doesn't actually reflect numbers. Those with children were keen to dash off and stake a claim on the beach!)

Everyone seemed to enjoy their day beside the sea, although perhaps the venue wasn't ideal for those passengers 'of a certain age' due to the lack of shade. So we'll be open to other venue suggestions should we decide to organize a similar excursion in 2025.

Perhaps another coastal venue will entice others to come along?????

-o0o-

We arrange these trips for a date during the school holidays, so it's always a little puzzling to us, why more Mum's don't take up the chance to take their kids out for the day. There is no charge for the coach, and if families were to take a packed lunch or picnic, it would cost very little for a fun day out. What child doesn't like a beach?

To all those who have attended our trips, we would really welcome any suggestions for 2025 and of course we'd be very pleased to receive your feedback – good or bad.





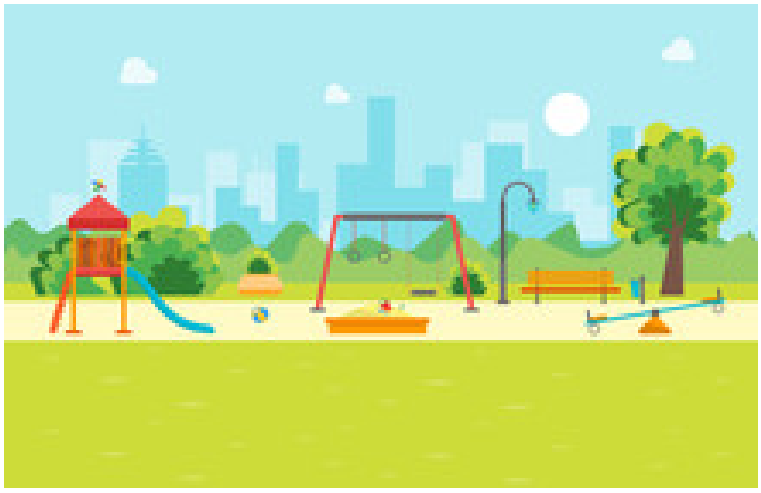
CANVEY ISLAND TRIP
(August)











KIDDIES PLAYGROUND

Some of you may be wondering why we've closed the kiddies playground early. B basically, it's for health and safety reasons.

After the monsoon like weather we recently experienced, the apparatus was wet, and the ground resembled the Somme during the war years.

It was felt to be too slippery for youngsters. We didn't want any accidents or insurance claims, so we kept it closed.

The Council considered it a very wise move and definitely the right decision, when they conducted a recent 'walk about' on the estate.

And it would always have been closed once the clocks changed.

So we are sorry for the inconvenience, but we had the best interest of your little ones at heart.

It will re-open around March time – weather permitting

We recently had reason to lock the chute room doors on all floors in Elizabeth House, because a collection of items put down the chute, got jammed. Here are photos of the offending items:





What part of this photo resembles a ‘small bag of household rubbish’ (which ideally is what the chute is designed to take)
Answer: NONE!!

- A car number plate? Really?
- 2 bent metal threshold strips? Surely not!
- 3 plastic storage trays/baskets? Whatever next!

But we had the last laugh because we kept the doors locked, until it was completely cleared - meaning residents had to take their rubbish down to the bins at ground level.

And we will keep doing so, until you finally get it!



The Council seem to think ‘going on line’ is the way forward, and we realise some of you do not have a computer on which to order ASSA keys, purchase a Parking Permit etc or to fully utilise other LBH services.

Local libraries are currently under threat of closure by the Council, so with this in mind, we have set up a computer at the Delta Office for use by any resident.

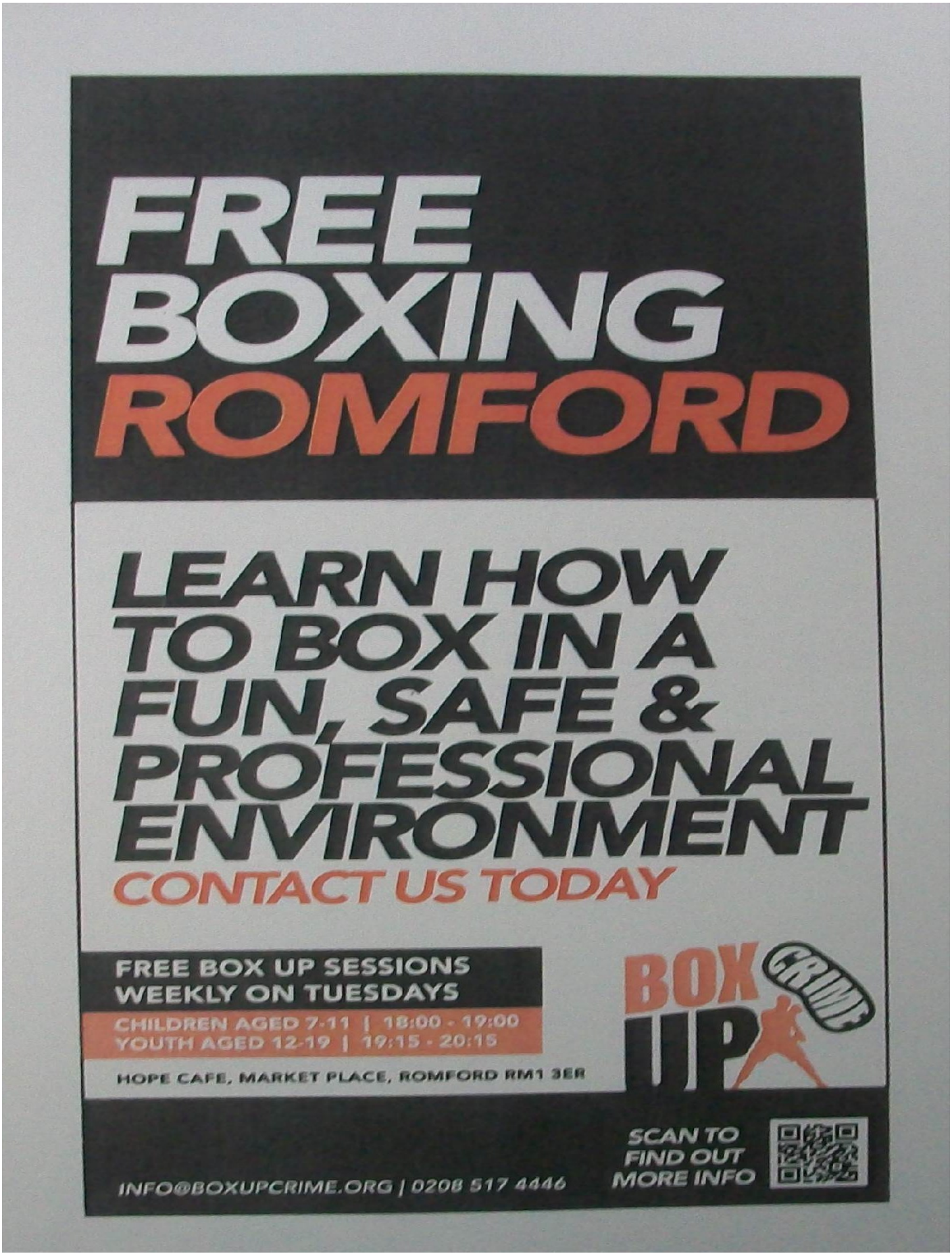
We are ‘trialling’ the idea at the moment, to see how many of you are interested in using it.

And you will be expected to book an appointment to use it; 30 minute slots, bookable at the office.

- *The good news is*, there will be no charge.
- *The bad news is*, it is only connected to LBH sites, so you won’t be able to look at mucky / unsuitable websites *or* order your Christmas presents online!

It’s up and running right *now*, so if you’d like to use it, please book your slot! Either ring us on 01708 464714 or pop by the Office.

BOOK IT …. TO USE IT!


FREE
BOXING
ROMFORD
LEARN HOW TO BOX IN A FUN, SAFE & PROFESSIONAL ENVIRONMENT
CONTACT US TODAY
FREE BOX UP SESSIONS
WEEKLY ON TUESDAYS
CHILDREN AGED 7-11 | 18:00 - 19:00
YOUTH AGED 12-19 | 19:15 - 20:15
HOPE CAFE, MARKET PLACE, ROMFORD RM1 3ER
BOX UP CRIME
SCAN TO FIND OUT MORE INFO
INFO@BOXUPCRIME.ORG | 0208 517 4446





E-bikes and E-scooters

On average the London Fire Brigade gets called to an e-bike or e-scooter fire once every 48 hours. Always use the correct charger for your battery and make sure to buy from a trusted seller. Whilst e-bikes and e-scooters offer a great way to get about, if the batteries become damaged or begin to fail, they can start incredibly ferocious fires – within seconds!

The majority of fires related to e-bikes/e-scooters have happened in homes. These fires are often caused when charging batteries.

When these batteries are charged in communal areas or escape routes a fire breaking out can quickly block people's ability to escape. Many of these fires are caused by incompatible chargers, modifications to e-bikes, or faulty or counterfeit products which are purchased online. This includes chargers lithium batteries and conversion kits for e-bikes.

There are a number of ways you can reduce the risks when charging lithium batteries:

- Only ever use the correct charger for your battery, otherwise you can greatly increase the risk of fire.
- Always buy any replacement chargers from a reputable seller
- Using the wrong charger could mean that too much power is put into the batteries, leading to failure and a dangerous fire.
- Always avoid general 'multi-plug' chargers that fit different models unless specifically approved by the battery manufacturer; they may not provide the right power for the battery and may greatly increase the risk of fire.

Here are some warning signs that your e-bike battery is a fire hazard :

HEAT: its normal for a battery to generate some heat when charging or in use. However if your battery feels extremely hot to the touch, there's a chance it's defective and may start a fire.

BULGING: a battery bulging or swelling out of shape is a common sign of it failing. **If your battery looks swollen you should stop using it immediately**.

Similar signs include any type of lump or leaking from the device.

NOISE: Failing lithium batteries have also been reported to make hissing or cracking sounds

SMELL: if you notice a strong or unusual smell coming from the battery. This could also be a sign of it failing

PERFORMANCE: a failure to fully charge or an excessively longer charge time can be a sign that the battery is failing

SMOKE: if your battery or device is smoking, a fire has already started 

You should get out and rise the alarm and call 999 immediately

Disposing of a lithium battery

Lithium batteries should NOT be placed in the same bin as your regular rubbish or recycling. If they get damaged or overheat, they may cause it to catch fire.

Instead check your local authority's website or recycle your electricals for the safe way to dispose of lithium batteries in your area.

Be sensible ……. Be safe!



Free community pharmacy stop smoking support service for Havering residents.

Residents can receive a 12 week programme with free face to face consultations and up to 8 weeks of free nicotine replacement products to help them quit.

The service is available at the following pharmacies in Havering.

- Crescent Pharmacy, 65 Masefield Crescent, Harold Hill RM3 7PB
- Mim Pharmacy, 118 North Street, Romford RM1 1DL
- Asvacare Ltd Pharmacy, 197 Rush Green Road, Romford RM7 0JR
- Orchard Village Pharmacy, Mick Fury House, Lowen Road, Rainham RM13 8HT
- Williams Dispensing Chemist, 139A Wennington Road, Rainham RM13 9TR
- Ardleigh Green Pharmacy, 100 Ardleigh Green Road, Hornchurch, RM11 2LG

Just walk in and book an appointment with the pharmacist.

Categories:
Health advice
Healthy lifestyle
Service access criteria:
Havering resident or registered with a Havering GP

Waiting list (weeks): 0
stop smoking, stop smoking support, quit smoking, smoking, cigarettes

The Delta estate is always ankle deep in dog ends, so to us, this seems sound advice for all you smokers out there! Give up and grow rich!

Cadent Your Gas Network | Northern Gas Networks | NSPCC | SGN | Wales & West Utilities



Cutting the cost of keeping warm

We understand how difficult it can be when energy bills start to rise. By making some small, simple changes we can all save money while staying safe and well.

Save money when cooking

When cooking, put a lid on your pan as this can save you money on your energy bill. Putting a lid on your pan allows water to boil faster and the lid keeps the heat in the pan, rather than letting it escape, speeding up cooking time and helping you use less energy.

Slow cookers save money! Slow cookers are an extremely efficient way to cook, you can batch cook meals. Likewise, microwaves and air fryers are also great alternatives to using ovens.

Switch off your appliances

Turning off lights and switching appliances off standby when not in use can save **£52** a year on energy bills.

Do not over fill

Only boil as much as you need, overfilling your kettle wastes energy.

Turn down your thermostat

By turning down your thermostat from 22°C to 21°C, you could save **£90** on your energy bills.

Wash on eco or 30°C or cooler cycles when you can. Washing at 30°C rather than higher temperatures could save **£12** a year

LED lights

Switch your lights to energy-friendly LED light bulbs. If you are able to replace your old light bulbs with LEDs, you could save around **£40**[4] a year and as a bonus, they last five times longer

Full load

Only wash with a full load, cutting back on just one washing cycle a week can save you an additional **£12** a year and further savings on metered water bills.

Use a washing bowl

Using a bowl to wash up rather than a running tap can save you money on your energy and water bills if you have a water meter. You only need to run a typical tap for 95 seconds before you would have filled a washing up bowl.[5]

MOULD and DAMP

If you are unfortunate enough to have mould and/or damp in your property, please note that Delta TMO can no longer report it to the Council on your behalf. It must be reported by the tenant, on line, by going onto the LBH website. ***(Maybe this is something you could do using the Delta computer?)***

However, in the interim, here are a few useful tips:

Is your home damp?

Damp can cause mould to form on walls, furniture and clothes and may also cause window frames to rot.
Some damp problems are caused by condensation. If you can control condensation then you can reduce the risk of damp and mould growth

What is condensation?

There is always some moisture in the air even if it cannot be seen. The moisture is most visible when you see your breath on a cold day or when mirrors or windows steam up when you take a bath or shower.
Where moisture comes into contact with a cold surface it can form water droplets which are known as condensation.
Condensation occurs mainly during the cold weather, whether it is raining or dry. It occurs on cold surfaces where there is little air movement, such as in corners, behind wardrobes and cupboards and on or near windows.

Produce less moisture

Some daily activities create lots of moisture very quickly

Dry washing outdoors on a line or put it in the bathroom with the door closed and the window open or the fan on. If you have to use radiators, open as many windows as possible.
Ensure any tumble dryer is vented to the outside of your property (unless it is a self-condensing dryer)
Cover pans and do not leave kettles boiling
NEVER use paraffin heaters or portable flueless bottled gas heaters – these types of heater put vast amounts of moisture in the air.

Ventilate your home

You can ventilate your home without creating draughts – this enables the moisture in the air to escape.
Keep the windows slightly ajar (when you are in house) Some types of window have a double latch that enables them to be locked in a slightly open position.
Keep trickle vents open.
Ventilate the kitchen and bathroom when in use by opening the window wide or using an extractor fan, preferably one which switches on automatically when it senses moisture in the air.
Close the kitchen and bathroom doors when these rooms are in use. This helps prevent any moisture from reaching other rooms, especially bedrooms which are often colder and more likely to be affected by condensation

With the Council operating 'on the spot' audit checks at properties, tenants are getting caught out by 'missing' information.

- an occupant not recorded on Council systems
- keeping a dog that hasn't been granted permission

So, may we suggest, before any more of you incur the wrath of Ginnie (LBH Auditor) you arrange for the information to be updated immediately.

We have the necessary blank forms at the Office, so drop by and either complete it there and then, or take it home, complete and bring back.
We'll arrange for the info to reach the Council.

-o0o-



And whilst on the subject, canine numbers on the estate seem to have increased recently. We again make you aware that **YOU MUST PICK UP** after your animal. We have noticed several irresponsible dog owners, allow their dog to foul the grassed area in front of our office, **AND LEAVE IT THERE!**

WHY?

Would you like the TMO staff to walk their dogs on your landing and allow them to defecate outside your flat? No, I thought not.
Always take a poo bag out when walking your fluffy friend. There are designated bins around the estate so you never have to take a full bag back with you.
There 's NO EXCUSE.

Next time we see it happen, we will challenge the owner on the spot. Delta staff want to see blue sky and green grass when we peer out our office windows. We DO NOT appreciate having to look at a 'present' left by your pet – no matter how cute and cuddly the animal that left it, may be!

-o0o-

Once again, we must remind everyone, to leave landings sterile.
That means no mats, footwear etc. Come on, you all know the drill!

'Them's Council rules' as they say, and if you think about it, they've been made to keep you all safe.

So until the penny finally drops (we'll know when that day comes, cos we'll all hear the 'clang'!), we will continue to remove any item that hasn't made it into your flats.

At the moment the office resembles Freeman Hardy and Willis (I'm showing my age mentioning that shoe shop?!) at Halloween. We currently hold a selection of boots and trainers ..... and believe it or not, carved pumpkins, complete with candles.

I've just got 2 words to say on this matter – GRENFELL TOWERS

Estate Projects

The drivers amongst you, will I'm sure, be delighted to learn of forthcoming plans for the estate car park. First of all, we have taken over control of this space from the Council and going forward, will be responsible for the car park. The overgrown shrubbery will be drastically cut back early next month, the area will be swept clear, the parking bays re-painted, and when an electric supply has been sorted out, entry to the car park will require a code to electronically lift a barrier. It will be an inconvenience for a while, because the car park will need to be cleared of vehicles whilst the work is completed – a small price to pay we feel, to prevent non-residents from parking in the area.

The Team will also regularly litter-pick the area. **BUT** just to be clear, that isn't an invite for you to clear out your cars of sweet papers, coke cans, take away coffee cups or fag ends!!!!!

Delta TMO are footing the bill for all works.



Kevin, our Estate Manager, has also negotiated with the Council to knock down some of the dilapidated estate garages, which will be replaced by more practical parking bays.

The garages in question are those located by Elizabeth House.
Those located at the rear of Victoria House and Edinburgh House, are all scheduled to be refurbished, and those in the service road adjacent to Mountbatten House, will remain unchanged.

Delta TMO have also paid for the cleaning of the chutes in all 4 high rise blocks. As you can imagine, they get pretty mucky over time, creating unpleasant smells. It's our intention to have this 'clean' completed twice a year. If you can always ensure your rubbish is bagged up, that would help enormously.

LIFTS

By now you must all have received notification regarding the delay to the replacement lifts project.

A company has now been identified to complete the works, BUT, since winning the contract, the Government has implemented additional legislation which must be met before work can commence.

There currently appears to be a delay of approx. 6 months, to obtain the BSR (Building Safety Regulators) approval; this is due to the sheer amount of documentation required to ensure all regulations are met.
Havering Council are now hoping work can (and will!) proceed in the summer of 2025

Resident meetings will be arranged, to enable you to meet the Contractors; there will be an opportunity to ask questions and voice any concerns.

It may be advisable to attend if you want an update on proceedings.

-o0o-

Havering Women's Aid are an organisation based in Havering offering floating support to both men and women affected by domestic abuse and violence.
Support is available to people aged 16yrs+ who are resident in the Borough. Support includes safety planning with agreed outcomes. Specialist information and advice, access to one-to-one counselling and group courses such as the 'Freedom Programme'

Need their help? Call: 01708 728 759



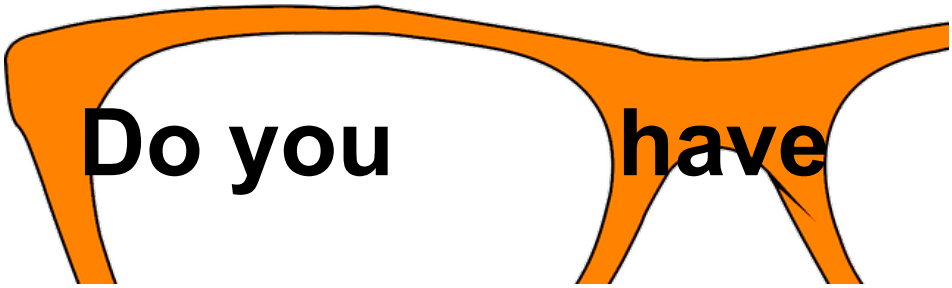
Do you have a genuine complaint, comment, idea, question, gripe or observation?

Or perhaps have an amusing estate story you'd like to share? Or event feed-back?

Well now's your chance to make a contribution to the next newsletter, which will be circulated soon.

We'd love to hear from you!

Just send via email (admin@btconnect.com) or bring along your item to the Delta Office, and provided it gets Board approval, your item will appear in the next edition.



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 TELEPHONE NUMBERS

IF YOU WANT TO 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

Romford Police station: Ring 101 and ask to be transferred to Romford Police
To report a crime anonymously please call CRIMESTOPPERS on: 0800 555111

NB: Crimestoppers guarantee of anonymity has NEVER been broken and callers are never asked for their name.

USEFUL HAVERING CONTACT NUMBERS:

- **WELFARE REFORM TEAM** : 01708 432537
- **BENEFITS CENTRE** : 01708 433996

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

IMPORTANT TELEPHONE NUMBERS:

- **London Borough of Havering Call Centre** dial 01708 434 000

FREEPHONE: 0800 1513444

- **Council repairs / Out of Hours:** dial 01708 756699
- **Streetcare:** dial 01708 432563
- **NHS** (for a medical assessment)**:** dial 111
- **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 - M-F 8am – 10pm W/ends 9am – 6pm
- **Childline:** dial 0800 1111 (open 24hrs a day)
- **AGE UK:** dial 0800 169 6565
- **VICTIM SUPPORT:** 0208 550240
- **FAMILY MOSAIC :** 01708 776770
- **Safeguarding children :** 01708433222 (you can be anonymous)
  https://www.havering.gov./safeguarding-children/report-concern-child

And just to end on a funny note ....

2 Irish men are chatting over their pints of Guinness

‘So’ asks Paddy, ‘what d’you think of County Down?’

‘Hmmm’ said Seamus ‘its not the same since Carol Vorderman left’

