

Issue: 63

DELTA NEWS

July 2025

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

Hello All,

.... and welcome to the current newsletter issue.

Since our last issue, you will surely have noticed a few changes on our estate.

Firstly, the demolition of garages adjacent to Elizabeth House. The area has become parking spaces. They are now in use, and a height restriction barrier has been installed, to prevent trucks and vans, parking there.

Garages at the Edinburgh House site, have been refurbished. Again, they are not currently in use, but once works are complete, garages will be allocated and keys issued by the Council.

Lastly, the barrier has been installed at the car park. However, after less than a week of use, the arm was (we think!) forced. It damaged the internal mechanism beyond repair, and has been out of action ever since. Contrary to belief, we are working **hard** to get it repaired/replaced, and hope it will be fully functional very soon.

We are now currently exploring the idea of security, hoping it will make drivers feel safer late at night, and of course we will eventually be re-painting the white parking bays.

Cont/d..

RULES FOR USING THE CAR PARK :

1: The fob is only required to enter the car park. Simply press the button (you can do this from inside the car) and the arm will lift.

2: To leave, drive up to the barrier. A sensor registers your presence and the arm will lift automatically, allowing you to exit.

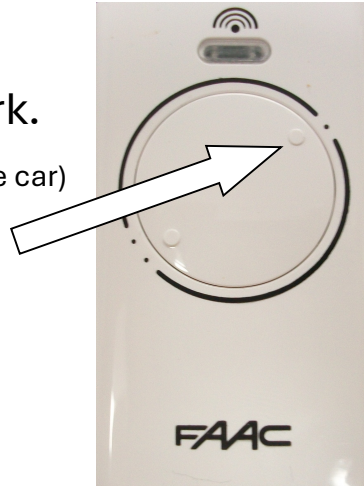
3: A lost fob, will cost you a whopping £100 to replace, so guard it with your life!

4: The fobs **MUST NOT** be transferred to another person, be it family or friend. We **KNOW** that a few of you **ARE** passing the fobs to friends/family, for easy parking. **PLEASE DON'T!**

5: Registration numbers will be policed, and any car that doesn't appear on record will incur a parking ticket. So be warned!!

6: Remember, getting a parking space in the car park, will be on a first come/first served basis. Having a fob just allows you access; it doesn't ensure there will be a space available.

7: Should you move home, you will be expected to return the fob to the Delta Office, or incur a fine.



So, if you haven't already registered your vehicle and claimed your entry fob, come along to the office and do it *now*. All we need to see, is a copy of your V5 (log book) and sight of your tenancy agreement. If you are a leaseholder or have an alternative landlord to the Council, then please provide confirmation of either your vehicle insurance or a utility bill providing it clearly states your name and current address

SIMPLES!

Got a problem? Want housing advice?
Then why not pop along to the Delta Office on a
Wednesday and meet with our
Liaison Officer **Adam Brett**

Adam visits the Delta Office for 2 hours each week,
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@haverling.gov.uk

PLEASE....don't waylay Tony, Darryl or Nigel when they are out and about on the estate, regarding a blocked sink or meter read. They are busy going about their working day, and will forget to pass on your request. And they especially don't appreciate being yelled at from a balcony by a resident wanting a repair.

Always direct your requests to the Delta Office 01708 464714

If we are unable to assist, then we will contact the Council on your behalf and arrange for a contractor to deal with the issue/s.

And when ringing the office please remember, we are not mind readers. Please be polite and announce yourselves by telling us who you are, and your address. We like to know who we are speaking with before we can help you.



You may have noticed a Security Guard patrolling our estate at weekends. Unfortunately, with the issues on the estate we felt it necessary to have the blocks checked when the Office is closed.

It was our hope that his/her presence would be a deterrent to those who cause trouble.

Sadly, that didn't work, and in fact the Security Guard was set upon!

We are unable to justify the cost of paying for Security Guards to patrol in pairs.

So going forward, we were forced to cancel the contract.

KIDDIES PLAYGROUND

Those of you with youngsters, will have noticed that the kiddies playground has been closed for a few weeks.

The reason? Several kids decided it would be a fun idea to pull up the safety flooring, and dig at the dirt beneath. (We have spoken to their parents and the matter has been dealt with)

Needless to say, Specialists were required to make a proper repair.

However, we are pleased to say that the playground it is now **OPEN!**

All we need now, is some decent summer weather (joke!)

However, it will have to close again, if the yobs on the estate have another BBQ on the picnic tables! *Really?!*

1: the youths (despite acting like it at times), are older than the '12years and under' age restriction, so shouldn't be in there anyway!

2: For safety reasons, BBQ's are NOT PERMITTED – in the playground, on balcony's or the grassed areas. Isn't that just common sense ?

We've also received reports of youngsters in the playground, attempting to make a fire using crumpled paper and grass cuttings.

We have no idea where they are getting the means to light a fire, so please, be mindful when discarding your throwaway lighters. Don't drop them in the bins, where they can be retrieved. It's especially important in this dry weather, when the dry 'grass' is like tinder!



We do not want to encourage juvenile arsonists!

And lastly, we are aware, that some Mums think the playground is a local pub, where they can enjoy a spliff and knock back alcohol.

YOU ARE SOOOO WRONG!

Smoke cigarettes if you must, but not drugs, and swigging alcohol is definitely **NOT ALLOWED!**

Other parents don't want to see you smoking and drinking, and it's not a good example to children enjoying play time.

We'd also advise that playing football, or kicking a heavy ball against the railings is not allowed either. There's a perfectly adequate ball court if you want to have a game of footie. The kiddies playground is **NOT** the place! Smaller children feel intimidated and their parents are concerned that their little ones will get hit and knocked to the ground. Several parents feel it is no longer safe place to take their children, and that is not the objective of this play area.

It would seem a great many of you are unaware that you can call the Council **OUT OF HOURS** if you require an urgent repair and it's the weekend or after office hours.



So, if a lift goes out of service on Friday evening, ring Out of Hours, - Precision Lifts have an engineer on standby for such emergencies

Don't wait until we are back in the office on Monday, which will just exacerbate the delay!

Out of Hours: dial 01708 756699

News snippets:

LOST PROPERTY



We often get keys handed into the office, but rarely do we have people's laundry!

A while ago, after the strong winds, we found a Dunelm (Egyptian Cotton) bath towel blowing about the rear of Mountbatten House. If it's yours, just come to the office, confirm the colour of it, and we'll return it to its rightful owner.

If still unclaimed 2 weeks from the delivery of this newsletter, we'll dispose of it.

RESIDENTS LOST



Very sadly, we have lost 2 long standing residents in the last couple of months.

Dierdre White from Elizabeth House passed away in late March, while Lynn Manning from Durham Avenue died in early June. Their deaths were sudden, and both will be sorely missed.

Our thoughts and commiserations go out to the families and friends of both Dierdre and Lynn.

NEW MUMS



Could all new Mum's out there, please bring a copy of your baby's birth certificate to the office, for our records. Their name needs to be included as an occupant of your address.

CONGRATULATIONS and we welcome your little ones to our estate.

Delta TMO recently arranged and paid for the disabled railings around the estate, to be re-painted (green).

They look very smart now, and add to the neater look we are aiming for on the estate.

We'd really like them to stay that way!!!!!!

With the current heatwave/s we ask you all to be vigilant, and keep an eye on any elderly or vulnerable neighbour. They may need help coping with these temperatures.



Make sure they stay cool by wearing loose clothing, and keep hydrated. Advise them that keeping curtains drawn, keeps the warm air out, and will make a room feel cooler. A good tip for everyone, is to have a fan blast circulated air over a bottle of frozen water to cool the air.

And don't forget pets, who also suffer in this heat. Ensure they too have access to water and a well ventilated, shady space so they can rest. Always walk dogs in the morning when its less hot

If you have concerns, please do call the Delta Office

You will recently have received a 4-page letter, posted by Delta but originating from the Council, regarding Fire Safety.



We'd like it known, that we were only instructed to deliver these sheets by the Fire Safety Project Dept at LBH, and are not responsible for any errors, or the fact that they all mentioned Edinburgh House.

We have been subsequently advised that the information therein is relative to all our high rise blocks.



A reminder to all residents

The computer, keyboard and telephone that we allocated for *your* use, are still gathering dust in the office.

So far we've had no-one book a slot to use it.

Remember, you can access the London Borough of Havering website to order ASSA keys, arrange a parking permit, report damp and mould and many other Council services. The list is endless!

Interested in using it? Then just book an appointment at the office, and you can use it for 30 minutes. **There is no charge.**

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!

DON'T USE IT, YOU'LL LOSE IT!



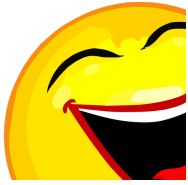
Do you have a genuine complaint, comment, idea, question, gripe or observation?

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@deltatmo.com) or bring along your item to the Delta Office, and provided it gets Board approval, it will be included in the next issue.



A few jokes to cheer up your week



A WOMAN AT THE AIRPORT, FAINTED AND FELL ONTO THE BAGGAGE CAROUSEL.

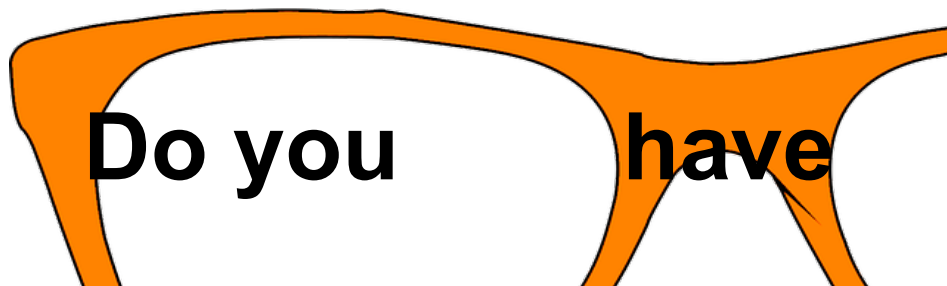
BUT DON'T WORRY, SHE'S SLOWLY COMING AROUND !

*A PIRATE WENT TO THE DOCTOR AND SAID 'I'VE GOT MOLES ON MY BACK'
THE DOCTOR LOOKED AT THEM AND SAID ' THAT'S OK, THEY'RE BENIGN'
THE PIRATE REPLIED 'YOU NEED TO COUNT AGAIN. I THINK THERE BE TEN!'*

*A YOUNG LAD ASKED HIS DAD 'WHAT HAPPENS TO THE SPIDERS THAT GET
HOOVERED UP? HIS FATHER REPLIED 'THEY DYSON'*

A big thank you to a resident with a sense of humour (you know who you are!),
for sending us these funnies.

Keep 'em coming!



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.*

REGULAR PATROLS OF THE ESTATE CONTINUE TO BE IN OPERATION.

SCOTT and ABBIE (SNT Police Officers) &

SquirrelsHeath@met.police.uk

or CALL: 07876396930

Any ASB should be reported to them.

They are fully aware of the issues we have experienced in recent months and will deal with any ASB problem reported.



Sadly Jonathan, the PCSO, has now left the force for pastures new. We wish him well for the future.....and look forward to meeting and working with, his successor.



We've had a rough sleeper on the estate recently. He's been moved on several times, and may, at long last, have taken the hint that he is not welcome in our tower blocks!

It's not that we don't sympathise with his sorry situation, but there are services/agencies out there who can help the homeless. We usually send them packing with information of those who can assist.

To prevent his return, we ask you all **NOT** to allow anyone you don't know into the block, and don't allow anyone to 'tail gate' into the block because you held the door open for them.



The constant pee puddles in the lift cars and on the stair wells, cannot always be attributed to rough sleepers.

Someone is treating our blocks like Public Lavatories!

If you live on the estate, why can't you use the toilet at home?

There really is NO reason why you have to urinate in the communal areas!

It's totally un-acceptable! And **WEE** are not happy!



In response to serious complaints of cigarette smoking and the stench of weed, our Estate Manager sends you all this message :

To All Residents,

Re: Smoking in Communal Hallways and Staircases

We are writing to remind all residents that smoking—including **marijuana**—in the **communal hallways, staircases, and other shared areas** of the building is strictly prohibited.

These spaces are part of our shared living environment, and smoking in them can cause discomfort and health concerns for others, including families with children, elderly residents, and individuals with respiratory conditions. In addition, the smell of marijuana can linger and travel between properties, affecting others' enjoyment of their homes.

Please note that this is not only a matter of courtesy but also a violation of building policies and, in some cases, local regulations. Continued non-compliance may result in warnings, or further action.

We ask all residents to be respectful of their neighbours and to confine any smoking activities to within their own properties—where permitted—and never in common areas.

If you have any questions or concerns, please feel free to contact the management office.

Thank you for your understanding and cooperation in helping maintain a clean, safe, and pleasant environment for all.

Regards, *Kevin* (Delta TMO Estate Manager)

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)

RAT INFESTATION



Once again there's a serious rat infestation at the low rise block 2-24 Elvet Avenue.

The problem is being dealt with by Pest Control, and wire wool has been wedged in the rat holes, prior to them being filled with concrete.

But it's a lesson to all residents

DO NOT THROW FOOD ITEMS OUT FOR FOXES OR BIRDS and ENSURE ALL BAGS OF RUBBISH ARE PUT IN THE BINS. LEAVING BAGS ON THE GROUND, IS A SUPPER INVITATION TO VERMIN!!

Hopefully, we'll then keep the rat risk at bay.



We are aware that thefts of take away food continue. These instances occur at weekends or after office hours, and there is very little we can do about the situation. Afterall, the hungry recipient is not the victim here, it's the delivery driver. And if he/she doesn't report the incident, its all rather a lost cause.

Below is a message for the local Police on the subject:

QUOTE:

*Could you ask the residents to report directly to us via 101, or online, **they can be anonymous**. We need the reports from various people to help us gather intelligence and therefore be able to allocate more time/resources, and get assistance from other units to be around more at the relevant times to stop this.*

And the delivery drivers to report, but that's harder to get hold of them to tell them...

It helps us build a bigger picture as you are aware, otherwise we never know the full story of what's happened.

So, in future, please do as the Police suggest and contact them direct, with the info you have on any future delivery thefts.

We also point out, that food is often ordered under a false name and address. This causes stress to the tenant who hasn't placed and order, and frustration to the driver who is attempting to deliver food, as per instructions.

Please STOP doing this – it's not clever and it's not funny!!!!!!

Free Family Summer Fun Day

Wednesday 6th August, Queens Theatre Green,
Billet Lane, Hornchurch, RM11 1QT, 12pm-3pm

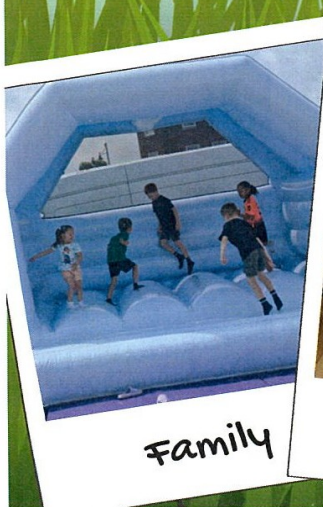
Wednesday 13th August, Play Park at Macon
Way, Upminster, RM14 1NS, 12pm-3pm

On the day

Bouncy Castles • Face Painting • Health zone
Children's Entertainer • Children's Activities • Free Lunch

Health & Wellbeing Zone • Havering Adult College
Stallholders representing Housing Services • And more!

***Please note lunch is first come, first served.**



Family



Fun



For



Everyone!



Havering
LONDON BOROUGH



RESIDENT ENGAGEMENT

Ranging from large scale community events to smaller information sessions, we are interacting with communities.

Everything we do has an impact on our residents to benefit them in some way.

It's 'your choice' to get involved in a way that suits you

- ✓ Summer Family Fun Days
- ✓ Resident Participation Panel
- ✓ Local Estate Inspections
- ✓ Housing Satisfaction Surveys
- ✓ 'Hot Topic' meetings
- ✓ Reading 'At the heart' Housing bulletins
- ✓ Events held across the borough

To find out what's going on in your local area or to get involved with us go to
www.havering.gov.uk/housingvolunteers

Contact the Resident Engagement Team for more information on 01708 433420 or by emailing us at getinvolved@havering.gov.uk



**The following pages
detail possible trips
- FREE for all
residents and paid
for by Delta TMO**

BUT before we proceed with bookings, we need to know if there is interest in any in the excursions on offer. Ideally we need a minimum of 16 people to book transport.

So please, take a minute to read through the trips and register your interest at the Delta TMO office

No interest – No trip

ESTATE ACTIVITIES

Despite all our recent expenditure (some of it unforeseen!!!!) we are still planning a couple of trips for residents, and entertainment for the kids, during the summer months.

KIDS ENTERTAINMENT



She will be entertaining kids (up to 12years old) on Thursday 14th August between 11am and 12noon, in the office compound. It's open to everyone and there's NO CHARGE!

So put the date in your diary and bring your kids along on the day for an hour of fun and games!

No booking required kids, just turn up!

TIPTREE JAM FACTORY TRIP



We are hoping to book a Cream Tea Afternoon at the Tiptree Jam Factory for a date in August.

Here's the menu, which might sway you.....

Cream Tea: 2 homemade fruit scones with Tiptree strawberry jam, and classic Cornish cream, served with a choice of tea or coffee

Or for those without a sweet tooth, they also offer

Savory Tea: 2 homemade cheese scones with Tiptree onion relish and cream cheese, served with a choice of tea or coffee

It's a freebie, and transport to and from Tiptree will also be included.

Please let us **urgently** know if you'd like to come along.

Book your seat & your choice of teas (cream or cheese) a/s/a/p

**You will be expected to pay a refundable £5 deposit p/p
(T&C's apply)**

TRIP TO SOUTHEND on SEA



Who likes to paddle in the sea, make sand castles, sit in a deck chair or take the train to the end of the pier?

If that is you and your family, then why not come along with us to the coast for the day – date to be confirmed.

It will be a day during the school summer holidays, so pack a picnic and treat the kids to ice cream!

Transport to and from South End will be paid for by Delta TMO

You will be expected to pay a refundable £5 deposit p/p
(T&C's apply)

SOUTH END FIREWORKS



We'll be returning to South End on Sea in October/November for the spectacular firework display from the pontoon out at sea.

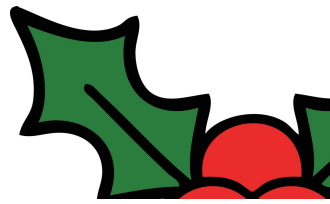
This trip will be on a Saturday evening - date to be confirmed

Transport will be paid for by Delta.

Fish & chip suppers, will be down to you!

You will be expected to pay a refundable £5 deposit p/p
(T&C's apply)

CHRISTMAS



We will be organising our ever popular annual trip to a Christmas Market, but are currently looking for a different venue for 2025

The trip will be a week day, in late October/November – date to be confirmed

Take it from us, it's a trip to get you in the festive spirit!

Delta TMO will foot the bill for the transport. Lunch and all purchases will be down to you.

Hopefully we'll have more news in the near future.

You will be expected to pay a refundable £5 deposit p/p
(T&C's apply)



SANTA CLAUS IS COMING TO TOWN

And finally, Santa will be dropping by the Delta TMO estate – date to be confirmed.

For one day only, he'll take up residence in the Christmas Grotto, where he'll meet all the kids (12 years and under) who appear on his 'NICE' list.

So kids, you've still got time to be included!

It's totally free, and all kids will receive a gift.

Look out for articles in the coming issues, and make sure you register your child to meet the 'big man'.



And finally, we will also be taking part in the Annual **MacMillan Coffee Morning** on Friday 26th September 2025

So, if you fancy a cup of tea, or a mug of coffee and a slice of something ‘naughty but nice’, or even just a chat with other residents, come along to our coffee morning held in the Delta Office. Our door is open to everyone!

We provide the beverages and the cakes, but we’d ask you for a donation to such a good cause. All money will go straight to the charity.

No booking required – just turn up!

