

BETRA News

BETRA Tenant Management Organisation
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Issue 12, April 2018



Local Heroes

Let's hear it for BETRA's community wardens. For the last 10 years or so, they have played an important role in supporting our community.

Community wardens work alongside other Council staff, the police and police support officers, working together with BETRA to make our estate as pleasant as possible.

They provide an approachable, friendly and a highly visible presence in the areas where council tenants and leaseholders live. They can help with general enquiries about the estates as well as anti-social behaviour.

If you are currently experiencing noise or any other type of anti-social behaviour, then please contact the community wardens on 01708 726 685 and request a visit. If, however, you have concerns about criminal behaviour you should always contact the police.

Your views matter

**... But only if you share
them with us**

BETRA's annual residents survey is your chance to tell us what we are doing well, what we are doing not so well, and how we can improve the estate for all those living here.

This year, we would like you to complete the survey online. You will find the survey on our website at:

www.betratmo.org

It's never been easier to have your say!

The survey will be posted online from **Tuesday 1 May**. You will need to

complete the survey by **Thursday 31 May**. A prize draw will then take place, with three lucky respondents winning shopping vouchers.

If you do not have online access and would prefer a paper version of the survey, please let us know and we will send you a copy.

What are your concerns?

We've kept this year's survey as simple as possible, while making sure you have the opportunity to raise any concerns you have. So you will be able to comment on issues such as anti-social behaviour, litter and parking, or new issues we have not yet been made aware of.

We want to hear from you. If your views are shared by others, they will help shape BETRA's priorities for the year ahead.

Online, in touch

We welcome visitors to the office, but while you take a look at our website, please note that you can also be in touch with us at any time via contact form on



Lloyd's View



**Estate Manager
Lloyd Edwards**

Your views matter

Its the end of the financial year and we are looking at how best to use our resources this next year and for the foreseeable future.

We always want to hear your opinions because they they are the best pointers we have to go on. That's why in this edition it's all about the annual survey and what BETRA can do for you.

Please take the time to fill out the survey as much as you can. You will find it on our website at:

www.betratmo.org

You will be entered into a prize draw just for completing the survey, and this will be drawn at random after the survey's closing date of 31 May 2018.

If you do not wish to fill out the online form, let us know and we will send you a paper version.

This edition also has lots of other information regarding stuff going on around the estate. Please take the time to read the articles as they may apply to you and your home. Have a good read, and we look forward to catching up with you soon.
Regards,
Lloyd



News in brief

Lights out?

The best judge of whether the street and walkway lights around the estate are working is you - our residents. So if you spot a faulty one, please ping Lloyd an email or report it to the office as soon as possible. Then we can make sure it is speedily repaired.

Bogus callers and door entry buzzers

Unwanted visitors sometimes try to gain access to our blocks by buzzing doors indiscriminately, in the hope that someone will let them in. Please can residents make sure they only let in people they know and trust. And if your door buzzer is faulty and needs repairing, please let us know so that we can fix it for you.

Bins: please use properly

Some residents are not using the bins properly, propping bags of rubbish up against them instead of putting them inside them. This causes a health hazard, an eye sore and an opportunity for foxes to tear these bags to shreds, leaving their contents to blow all over the place. It can also mean the bin men have an excuse not to collect the rubbish from the bin compound, leaving it there for another week.

Secondly, we have also noticed that cardboard boxes are being left, in tact, by the recycling bin. If these get wet (likely!), the bin men will leave them there, creating mess. If you are throwing away boxes, please ensure they are broken down and placed in one of the orange bins.

Finally, when bins are full, or unusable for any other reason, please take your rubbish to another nearby bin. Thank you.

Where are our white lines?

Several residents who park their cars just outside Stroud House have reported being issued with parking tickets. It seems that the white lines that indicate a parking zone have not been repainted in that area, and traffic wardens have acted accordingly. Our understanding is that this area remains a legitimate parking zone, but we advise you **not to park there** until this is confirmed and the white lines have been reinstated.





A seat on the Board

...with your name on it?



BETRA will soon be look to elect some new members of our management Board. This could be the opportunity you've been looking for!

Democracy, openness and self-help are important principles for a tenant management organisation like BETRA. To ensure these principle are adhered to, we seek to have a management committee or board that is broadly representative of the people who live here.

All residents have a right to stand for election to our board, and with it the chance to help in the management and running of the estate. Appropriate training is available for new members of the board, and our chairman Ken and estate manager Lloyd are always on hand to support and guide you where necessary.

The Board usually meets once a month, works as a team, and draws on all the different skills and

experience of its members. But you don't need any special skills to join us. Whatever you're background, you could have something to offer us - and vice versa - board membership looks fantastic on a CV!).

Maybe you have worked in an administrative capacity in the past? Maybe you're good with figures, or have technical or practical skills? Or maybe you see yourself as just an extra pair of hands, keen to learn new skills along the way. That's fine too.

"The most important quality we are looking for" says Estate Manager Lloyd, "is commitment, and a desire to help make a difference to our community."

Does that sound like you? If so, and you would like to find out more (with no obligation) then please pop into the office for a chat with Lloyd - today!

Events

Fancy learning a trade?



Local company Bryers, in partnership The STC Group, offer an attractive apprentice scholarship programme for school leavers wanting to get into a trade. Their courses cover the three main sectors:

Health and Wellbeing

Health and Social Care
Beauty Therapy
Nail Technology
Make-up Artistry
Personal Training (Gym)

Construction

Bricklaying
Tiling
Painting and Dec
Carpentry
Multi-skills

Professional Services

Business Admin
Accountancy
Recruitment
Management
Customer Services

If you know a youngster who might benefit, encourage them to contact The STC Group today
For more information, call 03455 652656

Email info@thestcgroup.co.uk
www.thestcgroup.co.uk



Good Luck everyone

Yes, it's that time again - except that for today's youngsters taking their Sats, GCSEs and A Levels this summer, it's the first (and hopefully only!) time. So we just wanted to wish you all the very best of luck. Our advice? Revise all you can - then go smash it!

BETRA Bingo

The last Wednesday of each month, in the boardroom, from 5-7pm

Meet friends and neighbours for an easy-going chat over a few games of bingo, followed by an end of game buffet on the house.

All residents welcome.



BETRA

Lloyd Edwards, Estate Manager
Mark Richardson, Senior Care-taking and Repairs Maintenance Officer
Steven Richardson, Caretaking and Repairs Maintenance Officer
Brian Pratt, Caretaking and Grounds Maintenance Officer

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