

BETRA News

Issue 19 April 2020

BETRA Tenant Management Organisation
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Email: betratmo@btconnect.com
www.betratmo.org.uk



Scared of your partner or ex?

Talk to us any time, day or night.

Freephone 24 hour National
Domestic Abuse Helpline

0808 2000 247

Confidential
non-judgmental support

Or reach us online:
www.nationalDAhelpline.org.uk

Refuge

For women and children.
Against domestic violence.

In this together

This edition of the newsletter is given over to Coronavirus disease (COVID-19) and the impact this global pandemic is having on us all here on the BETRA estate.

The facts

Let's start with some facts. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.

At the time of writing (mid April), the Government has just extended the lockdown for another three weeks. The speculation is that children will be allowed back to school by mid May, and that a gradual undoing of the lockdown will then follow.

Advice

Inside, you will find useful information and advice, most taken from or signposting to the the Government's website (www.gov.uk) and Havering's (www.havering.gov.uk).

What next?

It is unlikely that we shall go 'back to normal' any time soon. Those particularly at risk may need to remain 'shielded' for some time to come. We may all have to continue with some degree 'social distancing'. Perhaps the wearing of masks on public transport will become compulsory. Time will tell. Meanwhile, as a community let's try our best to stay safe, and look out for one another.

STAY AT HOME

**PROTECT
THE NHS**



**save
lives**



Strange times



... but much to be thankful for

It seems like a weird world out there at the moment. I hope all of you are keeping well, and playing your part in helping to get the world back to normal as quickly as possible - even if that does just mean staying at home.

The office

Our operating details during the coronavirus emergency are as follows. The office is in operation, with the usual tenancy issues and admin being carried out. However, we may take a little longer to get things organised for our residents, but rest assured we will try our best to keep the office side of our operation going as fully as possible. For the time being, we urge residents not to come into the office. Instead, phone us or email us. We even have an online form you can fill out on our website www.betratmo.org One of us will get back to you as soon as possible.

As we go forward, there will be changes to these arrangements. Please check the noticeboards and website for the latest information.

Groundwork and cleaning

As you may have noticed, our maintenance and grounds team has not been out and about on the estate recently. We took the decision for them not to be onsite to protect not only themselves but also all of our residents. This obviously means some services are reduced, which includes the clearance of fly-tipping.

With our ground staff not available, members of the community have voluntarily been doing a superb job of picking litter up around the estate, helping to keep the place tidy. I say thank you from all at BETRA.

We have also witnessed several residents out cleaning down their landings and lobby stairs. Again, Havering cleaners are stretched due to the pandemic, so a full lobby sweep and mop every two weeks is not possible. So thanks to those of you who have cared enough to do it yourselves.

Let me also take this opportunity to thank the Havering estate services teams. They are continuing to disinfect our lobbies as much as possible, the rubbish men are here every week still, and the collection of fly-tipping continues at a time when the service is stretched to say the least, with a 70% increase in this crime in recent months.

If you have bulk waste to get rid of please call our office and we can organise for its disposal. Please do not leave such items out by the bins.

We aim to have our maintenance and grounds team back onsite as soon as possible. Thank you for your patience during these uncertain times.

Havering services

Havering services have also been affected at this time, with most of their grounds maintenance teams

transferred to estate services, rubbish collection and waste removal - as mentioned above. They are still completing essential works however, so if you do have an emergency always call us of them direct and they will come out to your property as soon as possible.

Havering is also continuing to complete annual gas safety checks, so if you are due a check, where possible they will still try to carry this out. If there are any issues, with any of the above, as always you can contact us and we can liaise with Havering council on your behalf.

All together

Some residents have commented in the press and on social media about these extraordinary times. Some have even likened it to the Blitz during the war. There are similarities. The whole world is affected, and we are very much 'all in this together'. It's important to remember that we'll get through this period, and good times lie ahead.

When we do, it will be thanks to the many people, in our community and beyond, who have kept essential services going, not least those working in care and the NHS. We cannot thank you enough for what you are doing. Your efforts will not be forgotten.

Thursday evening's clap for the carers prove this point, and BETRA Chair Wendy Thomas has been leading the way, getting out there to play a song that seems poignant for the times we're living in. Make sure you join Wendy (at a safe distance, of course) to show that as a community, we will not be beaten.

Finally, don't forget we are at the end of the telephone, so if you are in isolation and need essential shopping, or wish to report anything or even just have a chat, give us a call.

Regards

Lloyd Edwards
Estate Manager

STAY AT HOME

**PROTECT
THE NHS**



**save
lives**

Advice from Havering



The Havering Council's website has a comprehensive range of information and advice on all aspects of life during this coronavirus pandemic. You will find the following and more besides at: www.havering.gov.uk

Havering coronavirus helpline

If you, or someone you know, have concerns around care, urgent issues around health and wellbeing or lack of access to supplies including food and medicine please call our free to use helpline: 0800 368 5201

Monday to Friday 8.30am to 6pm.
Saturday and Sunday 11am to 4pm.
covid19support@havering.gov.uk

Business helpline

0345 017 0743

Monday to Friday 9am to 4pm.

(Line not open on bank holidays)

businessdevelopment@havering.gov.uk

Help out in your community

If you are needing support during these uncertain times and would like to talk to a friendly voice at the end of the phone please contact Havering Volunteer Centre on 01708 922214.

If you would like to get involved and support your community please contact volunteering@haveringvc.org.uk or call 01708 922214 and they will do the rest. Once all checks are completed and you are registered, you will be matched to a Havering resident who will benefit greatly from a daily call from you to check they are okay.

On the Havering website, there are also links to:

- Do you have symptoms? Go to the NHS 111 website
- Changes to our services because of Covid 19
- Financial advice for you

- Business support
- Report a social distancing concern
- Trading standards - Raise a concern about a business
- Tell the police about a breach of Covid 19 measures
- Social care providers
- Childcare for Havering key workers
- Covid 19 related news from us
- Sign up to Central Government Covid 19 emails
- Sign up to Living in Havering news for updates.

Support for you on the phone

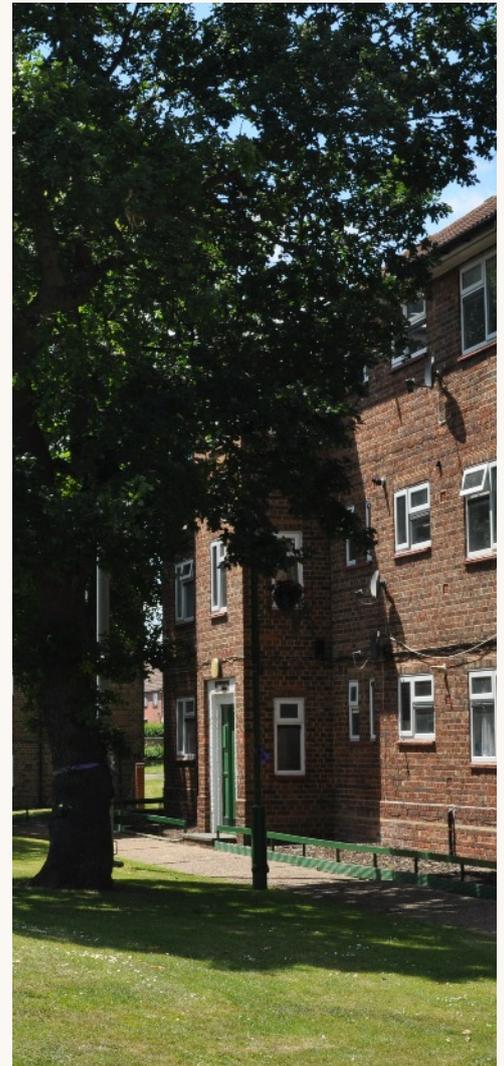
If you are needing support during these uncertain times and would like to talk to a friendly voice on the end of the phone, please contact

Havering Volunteer Centre
on 01708 922214

#HaveringHeroes

Havering
LONDON BOROUGH

The graphic features a blue background with white text. At the bottom, there is an illustration of a woman in a green top and blue skirt holding a red megaphone, with four other people (one in a wheelchair) also holding red megaphones. The Havering logo is at the bottom right.



STAY AT HOME



PROTECT THE NHS



save lives

Help yourself

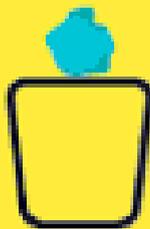
There are things we can all do to stay safe

- Make sure you take your rubbish down regularly and DO NOT leave it on your landing. Please call the office if you are unable to do so.
- Please make sure that not more than one household uses the lift at the same time to maintain the social distancing instruction of 2m/6ft.
- Keep all fire exits clear – no items should be left on landings.
- Please don't put bulky items down by the green containers as they are now full and the Council are not providing their usual service to clear them at this time.
- We do realise that at this time you have time on your hands and want to have a clear out. If you could store these items until the lockdown is over when normal services resume.
- Keep the estate clear of litter, please dispose of your rubbish in the bins provided or take it home with you.

- We appreciate that it is difficult to keep your children entertained in these difficult times but please try to keep their noise to a minimum as there are people trying to work from home
- Remember that not everyone appreciates your choice of music so please keep it at a reasonable level, especially if you have the windows open.
- Please pick up your dog's poo and place it in the appropriate bins. Remember that dog faeces can cause diseases and in some cases loss of sight.
- Watch out for scams as these are rife at the moment - don't give out personal banking details without checking first (Banks won't ask you for your PIN number). If in doubt there are a couple of websites you can check cyberprotect@met.police.uk or www.takefivestopfraud.org.uk/advice/ or phone 0207 230 8129.
- There is a Coronavirus helpline you can contact: COVID19support@havering.gov.uk or ring the helpline on 0800 368 5201 Mon-Fri 8.30am – 6pm Sat/Sun 11am – 4pm



CATCH IT.



BIN IT.



KILL IT.

Events



Cancelled until further notice.
We normally get together on the last Wednesday of each month, in the boardroom, from 5-7pm. We hope to resume before too long.

Next Board meeting
The Board is unable to meet at the moment, but is keeping in touch by phone and email. The date of the next meeting will be posted on the notice boards and website.

BETRA

Wendy Thomas, Chair
Lloyd Edwards, Estate Manager
Jennie Goddard, Housing Officer
Mark Richardson, Senior Caretaking and Repairs Maintenance Officer
Steven Richardson, Caretaking and Repairs Maintenance Officer
Brian Pratt, Caretaking and Grounds Maintenance Officer

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