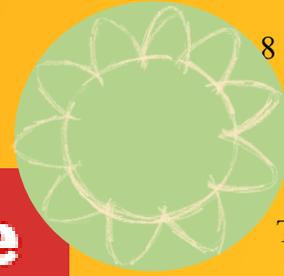


STAY AT HOME 

**PROTECT
THE NHS**

 **save
lives**



National lockdown rules:

Stay at Home

COVID-19 is spreading fast. Do not leave your home unless necessary. 1 in 3 people who have the virus have no symptoms, so you could be spreading it without knowing it.

Havering resident 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 helpline.

**Helpline:
0800 368 5201**

Monday to Friday 9am to 5pm. Saturday, Sunday and bank holidays 11am to 4pm for emergencies only.

**Email:
covid19support@haver-
ing.gov.uk**

New year, same old story

By Estate Manager **Lloyd Edwards**

Happy new year everyone - even if it does still feel like the old one!

We have seen in the Havering area alone a steep rise in Coronavirus cases recently. So now is the time to stick together and take heart from the fact that with the roll out of a vaccine a way out of this crisis is finally coming into view.

For now, we are in another lockdown, meaning yet again we have to adapt the way we work. We will endeavour to be here, working on the estate, for as long as the government allows us to be. We will continue to work on the grounds and respond to emergency situations, going into flats to make our residents safe when

needed. Jennie and I continue to work in the office and while we are closed to visitors, we are always just a phone call away if you need us.

Away from Covid, we have been getting back to business following the festive break. The normal Tuesday bin collections have now resumed, and we have been asked to remind all residents that the **orange recycling bins are just for recycling.**

During the break if the orange bins had black sacks in them, the bin men collected as they knew leaving them was not an option. However, please note: now that the normal collections have begun again, any orange bins with the wrong rubbish in them are in danger of not being collected.

Your opinions - We need 'em!

Looking ahead, we are currently reviewing our plans for the next few years, including areas we can improve or at least put forward to Havering Council for consideration.

This is where our residents' opinions come in. We need your advice on what our priorities should be. This is why you will find our annual residents survey enclosed in this newsletter.

Please complete the enclosed survey and return it through our letterbox here at the office or pass it on to a member of the BETRA team.

While we cannot promise to act on every suggestion you make - both our

resources and the scope of our responsibilities are limited - be assured all opinions will be noted and practical suggestions followed up wherever possible.

All residents who return completed surveys will be placed in our **PRIZE DRAW** with three winners receiving £20 shopping vouchers. We look forward to hearing from you.



Housing Assistant Jennie Goddard



Jennie's view

First, if it's not too late, happy new year! Here's hoping this one's a lot better!

We are all experiencing difficult times and it is essential that we stay at home as much as possible. Please keep us informed if you need anything, we are here as always.

Only leave your home for specific reasons, such as shopping for essential items and medicine, to travel to work (but only if you cannot work from home), to seek medical help, get tested for COVID-19, to get vaccinated if you are invited by the NHS, or to escape domestic abuse.

If you, or someone you know has concerns around care, urgent issues with their health and wellbeing or lack of access to supplies, including food, please call the Havering free-to-use helpline, shown on page 1.

Scam alert!

Please be aware of scams. Criminals are always ready to exploit a situation. COVID-19 vaccinations are free. The NHS will never arrive unannounced at your home to administer the vaccine. They will never ask for bank or card details, PINs or banking passwords. Please share this information with friends and family who may be at risk, especially those expecting to receive a vaccine shortly.

Looking after yourself

We *all* experience stress at times. During this prolonged lockdown, feelings of fear and anxiety may increase. Coping

with stress in a healthy way will make you, the people you care about, and our community stronger. Remember, you can still maintain contact with friends and care for their mental health. Phone calls, texts or video chats can help you and your loved ones feel socially connected.

Staying healthy in mind and body: five simple steps

1. Take a break from watching the news/following social media.
2. Exercise every day
3. Eat healthily
4. Get plenty of sleep
5. Avoid excessive alcohol or drug use

People with **pre-existing mental health conditions or substance use disorders** may be particularly vulnerable. People with these conditions should continue with their treatment and be aware of new or worsening symptoms. Talk to your doctor or support worker if you have any concerns.

If for whatever reason you are struggling at the moment, remember you are not alone. 1:4 of us will experience a mental health problem at some point in our lives. There are organisations that can help .

Havering Mind can be contacted on 01708 457040 or email reach.us@haveringmind.org.uk
Tapestry's Care Call Service provides anyone who needs it with a call to check on their wellbeing, and to ensure that they have all they need. The caller will, if necessary, arrange for immediate delivery of urgent supplies, even puzzles and games, and will be happy to have a chat.

Tapestry's Telephone Befriending Service matches people with a volunteer who shares a similar outlook on life and common interests, providing companionship and connection to the local community.

Call 01708 796600 or email [Hello@Tapestry-uk.org](mailto>Hello@Tapestry-uk.org)

Stay safe all, **Jennie Goddard**

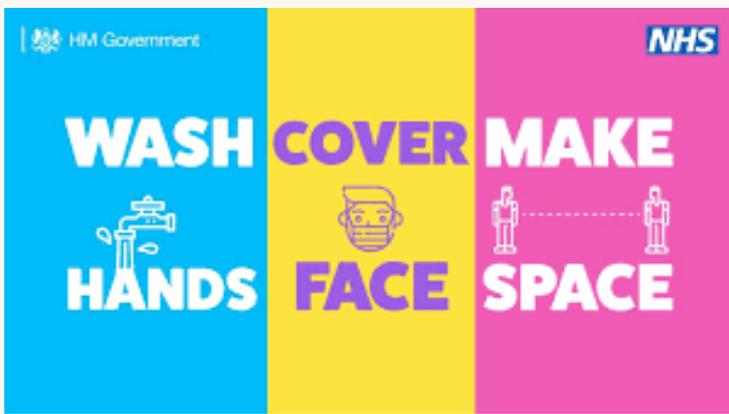


www.nhs.uk/oneyou/every-mind-matters

Having good mental health helps us relax more, achieve more and enjoy our lives more.

This website provides expert advice and everyday practical tips to help you and your family look after yourselves.





News in brief

Board matters

Back in late November, having to conduct our Annual General Meeting by post was definitely a first here at BETRA! Thank you to everyone who took part in a somewhat laborious process. We successfully reviewed the year just past and set ourselves up to tackle whatever 2021 will bring, with seven Board members re-elected, plus one new member.

Rest assured that as the pandemic is still with us, day-to-day business is being conducted by Estate Manager Lloyd in communication with Board members, and as soon as they are able, they will resume their regular in-person Board meetings at our office. Bring on that day!

Need a test?

Should you have symptoms of coronavirus - a high temperature, a new, continuous cough, or a loss or change to sense or taste - visit the testing centre in Harold Hill.

The centre is called Dagnam Park Drive and is on the multi-use sports pitches behind Central Park Leisure Centre. People must enter through a pedestrian entrance on Dagnam Park Drive and there will be no access from the Central Park Leisure Centre car park.

It is a walk-through site and should not be reached by car. Nor should residents take public transport to reach these sites, whilst having

coronavirus symptoms. Testing is only available for those who have booked an appointment. Do not turn up without one. To book a test, go to: nhs.uk/coronavirus or call 119.

Safe delivery

A reminder that if you are worried about delivery companies leaving parcels outside blocks, or leaving parcels outside your front door when you are out, we may be able to help.

While we cannot take responsibility for any parcels left with us, residents may, if they wish, put our office address down as a secondary delivery option, to be collected by you in due course, during our office hours.



How are the kids?

Children are resilient, but we must not forget how disruptive the pandemic has been to their lives.

Their mental and physical health, and especially their education, is threatened the longer this goes on. Parents have an even greater part to play in the care of their children at a time like this.

Those first four easy steps to staying fit and well outlined by Jennie (opposite) apply to our children too, but they will need our support to follow them properly.

If you have school-age children, play your part in supporting their education. Take an interest in their online schooling. Help them with their homework projects.

There is a wealth of high quality educational material on You Tube, and the BBC now has a dedicated Lockdown Learning zone on its website, with hours of daytime programmes.

This is also a good time to remember that reading aloud to your child, or having them read to you, is not something to be confined to the little ones. All children benefit from this sharing of stories and knowledge - as do us adults!.



STAY AT HOME 

PROTECT THE NHS

 **save lives**

Checklist

Because they are important to the wellbeing of everyone living here, there are certain issues we return to repeatedly in this newsletter

Fire safe

The installation of smoke alarms and fire doors in all properties, and the annual boiler checks all help ensure we keep ourselves safe.

Smoke alarms

You should check the alarms in your flat regularly, by pressing it in and holding in place - the alarm should sound with the normal alarm for a short while and then go off. If you are unsure how to complete regular checks please let us know in the office and we can guide you through it.

If you think one of your alarms aren't working fully let us know and we will endeavour to make sure that any alarm is back working ASAP.

Fire doors

Never leave open your kitchen doors - they are fire-approved and there for a reason. Keeping this door closed may also help with moisture and condensation in your properties (please see below)

Boiler checks

Always allow K&T the access they need to allow your boilers annual gas safety check - If unsure of someone you do not know calling at your property please feel free to check with us or the Council first before allowing access.

Clutter

Christmas brings with it additional clutter, and this clutter sometimes spills out onto landings.

Please be aware that the landings should be kept clear at all times. Clutter can include anything from boxes, rubbish bags all the way through to shoe racks and cabinets outside your front doors.

The Council's zero tolerance policy on clutter is for your own safety and the safety of anyone getting to your property. Should the worst happen and you need an emergency service such as an ambulance for instance, the pathway in and out of your homes should be kept clear to allow the access needed.

Damp and condensation

- top tips during winter

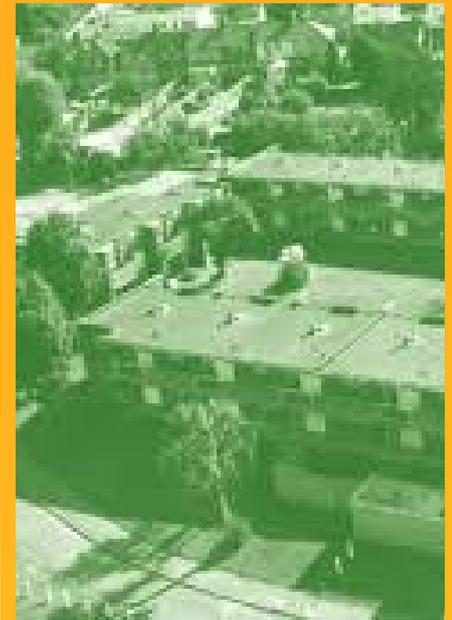
Keep doors of rooms not being used closed as much as possible. Air travels around your home and with air brings

condensation. The more moisture in the air the more chance you have of it attaching itself to the cold places of your flat. So for example you boil the kettle. The moisture looks for the coldest places to land within your flat, leaving water marks or droplets where it ends up. This results in water build up with shows up as a dampness and could potentially result in mould growth.

If you kept the kitchen door shut at all times this would reduce any unwanted steam being dispersed around your flat. Instead, hopefully, it goes out via the fans that are installed in your kitchen. This same rule applies to all rooms in the property.

As a reminder however, please check all your built-in fans, windows and doors are working - if you think they aren't working properly please get in touch with us and we will try to get them repaired by Havering ASAP for you.

Another top tip is to make sure your flat is a constant temperature, avoid turning up or down your thermostat as much as possible. If you increase the temperature in your flat quickly the more moisture this will produce, and as we all know, moisture encourages condensation, which in turn encourages damp and mould.



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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betratmo@btconnect.com
www.betratmo.org.uk

Homes and Housing
Havering Council.
Tel: 01708 434000
Email:
homes@haverling.gov.uk
Website: www.haverling.gov.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.

