

## Noisy neighbours

**Have we ever been as noisy as we are today? Home is supposed to be a sanctuary, but what chance has it got with music, telly and the Internet available round the clock, electrical equipment humming away for much of the time, and people driven to shouting at one another instead of talking.**

The fact is, excessive and regular noise can have a heavy impact on our lives - and those of our neighbours.

PETRA and Havering Council can and do get involved in cases where individual household are causing persistent and excessive noise.

However, it is far, far better if we all just show some consideration for others by simply moderating the noise we make, especially at night.

None of this complicated. We just need to avoid playing loud music or



doing our washing or hoovering late at night. Or having the volume on our TV so loud. Or starting that DIY project at 10pm!

We have also been advised that some children are running about making stomping noises. This is obviously very annoying for those living nearby. If these are your children, please have a word.

If you experience any noise issues please report them to the PETRA office or alternatively phone us on 01708 475358.

## Need help with computers?

Residents sometimes ask us for help with using computers. In fact, there is help available nearby.

### ICT Skills Training

Both at the Betty Strathern Centre in Harold Hill and at the Mardyke Community Centre in Rainham, ICT Skills Training provide **free** basic computer courses to local adult communities in and around East London and Essex.

Training ranges from the basics, such as how to turn on a computer, searching the Internet, creating and using emails, to more advanced accredited courses using the Microsoft Office programs. For the accredited courses, there would be a small charge towards the cost of your second qualification certification.

For more information, call **01708 524897**, or email **office@itcskillstraining.org.uk**

## Learning together



My name is Tina Peters. I work for Havering Adult College as a member of their Family Learning Team, and I will be delivering some

workshops and short courses on the estate this year.

Family Learning involves the family learning together. Some courses you may attend with your child/children and learn together and others you may attend without your child/children and learn how to help your child's development such as how to help them with their homework.

Our workshops involve craft activities and sometimes food as well. All our courses aim to be fun and are about spending quality time

together. I forgot to mention that all these courses are free and the child always takes home the craft they have made. Hopefully I'll meet you soon!

Tina Peters. Family Learning and Floristry Teacher.

### PETRA'S VISION

A safe, pleasant neighbourhood where people want to be part of a vibrant, caring community



Jan's

Viewpoint

## 15 and counting

I would like to wish everyone a Happy New Year and hope that you remain fit and healthy during the coming year. I extend a warm welcome to all the new neighbours who moved onto the estate in the last year, and hope that you have settled in well to our community.

If you want to know more about PETRA and what we do, please come into the office where we can tell you about some of our activities and how a Tenant Management Organisation (TMO) works. There is always an opportunity for you to take a fuller part in the community as part of our Management Committee, and any voluntary work always looks good on a CV.

2018 will be our 15th year as a TMO. It's passed so quickly and we have achieved so much for our residents. There will be a ballot later this year to find out if residents wish PETRA to carry on as the managing agent, or if you would prefer a return to the Council running the estate. This ballot takes place every five years, and PETRA has won the backing of residents at every previous vote.

I am sure long-time residents will agree that we have made a big difference to the estate over the years, and that we - staff and residents alike - deserve the chance to continue our work.

To mark this 15-year milestone, we will be arranging a celebration later in the year, hopefully during the summer, so watch out for details in the months ahead.

Regards, Jan

## Christmas: a load of old rubbish!

In early January, our lovely estate looked more like a poorly run council dump! Trash piled up all over the place, often badly bagged and lazily left near to, but not in, the correct designated bins.

Of course Christmas is an unusually challenging time of year for rubbish disposal, but with a little more care and consideration, it doesn't have to be like this.

So we reproduce here - yet again - the Rubbish and Recycling instructions all residents need to follow. Please make sure your household follows these simple rules. Thank you.



### Down The Chute

**Yes Please!**

Small bags (shopping bag size) go down the chute. All non-recyclable items and materials that cannot be recycled.

**No Thanks!**

Liquid waste ie, oils and paint.  
Large bulky items. Hazardous Materials. Syringes. Medicines.  
Broken glass. Sharp objects (unless wrapped safely in newspaper).

### The Orange Bins

Orange sacks go in the orange bins (Do not leave whole boxes beside the bins)

**Yes Please!** - Clean cans. Long life cartons. Foil. Paper / card. Plastic bottles. Plastic food tubs / pots. Bottle tops. Microwave meal trays. Cardboard boxes (flattened and folded into the bin).

**No Thanks!**

Food. Garden waste. Glass. Polystyrene. Nappies. Batteries. Toys.

### Bottle Bank

**Yes Please!**

Bottles. Jars. Drinking glasses. Pyrex glasses.

**No Thanks!**

Crockery. Vases. Mirrors. Lightbulbs. Fish tanks.

### Paper Container

Paper and card only in here, please.

### Green Container

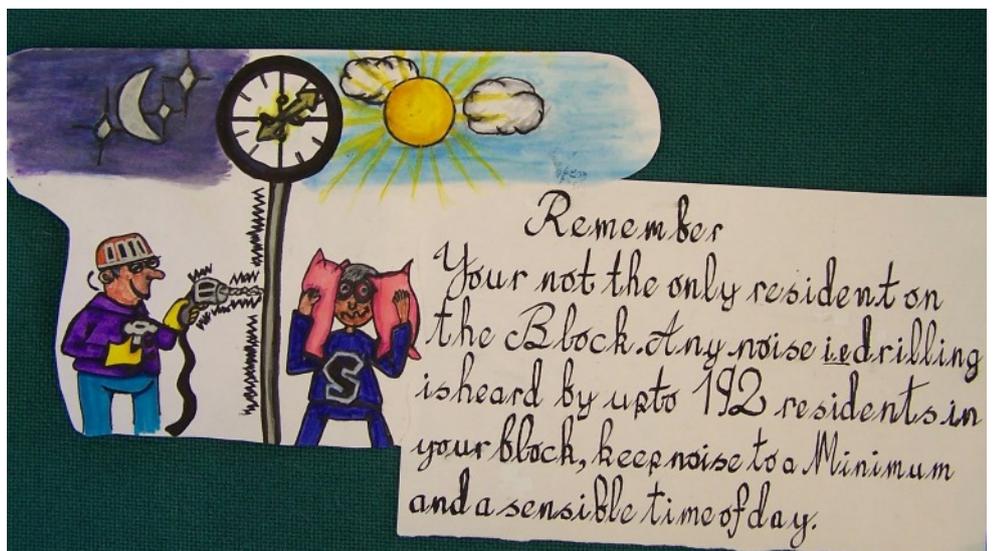
For bulky waste only. Please leave to the side of the container - not in front of the doors.

**Yes Please!**

Anything larger than a black sack. Large kitchen appliances (ie cookers, fridges, tumble dryers). All other electrical items. Furniture. Carpet (Small bits in metal bins, please). Kitchen units

**No Thanks!**

Construction items (Rubble, tiles etc). Small kitchen appliances (toasters, irons, microwaves etc (Place in metal bins)).



# News in brief

# COOL FOR KIDS

## PETRA office hours

Just to clarify, we will answer the office telephone up to 5pm every weekday. After that time, if residents need to talk to someone they should ring the emergency out-of-hours phone number which you can find at the end of this newsletter.

## Contact number

Talking of emergencies, it is important for PETRA to have contact numbers for every household on the estate in case we need to contact you urgently. So please, make sure you update PETRA whenever your contact details change. We will treat this information in confidence.

## Tenancy Support Service

Among his duties, Havering's new head of the Tenancy Support Service, Neehara Wijeyesekera, is tasked with liaising with and supporting the work of the borough's three TMOs, including PETRA.

After a period of transition in the Council, during which this kind of support was somewhat lacking, we welcome Neehara and look forward to working with him. He said of his new team recently, "We need to work hard to ensure our customers receive high quality services and our challenge is to provide this consistently well during a period of positive change for Havering and its residents." To which we say, "Hear, Hear!"

## Leaseholder Forum

Leaseholders account for around 40 of the 146 households on the estate. If you are one of them, the Leaseholder Forum gives you a voice to raise issues of concern with the Council. The forum is open to home owners across the borough and it meets between 6.30pm and 8.30pm at Havering Town Hall, Committee Room 2, Main Road, Romford, RM1 3BD. The next meetings are on Tuesday 20 March and Tuesday 24 July.

Please note, personal issues or individual cases will not be discussed at these meetings. Rather this is an opportunity to bring items to the table that the Home Ownership Team can address. For example, the start of the gas safety certificates for leaseholders, and the implementation of the major works payment options.

Please let the Home Ownership Team know in advance if you plan to attend one of these meetings. This will help them ensure copies of the agenda and previous minutes are available to all attendees.

For any estate-related issues, please make PETRA your first point of contact.

## Washing lines

Laundry drying halfway up our tower blocks can be something of an eyesore, as well as a hazard in high winds. So when drying clothes on your balcony, please hang the items **below** the line of the balcony wall.

## Overstrand House vandalism

After much time and effort, this door has now been repaired, yet it is already being vandalised - seemingly by people who live! This not only undermines the security of the block, but is criminal damage and as such could result in criminal proceedings, recharge of the cost of repair and also loss of your tenancy/leasehold. Have some self-respect: **Do not yank the door open; use your key.** This applies to you, your family and your visitors.



**The PETRA social activities team organises some lovely events and activities for the kids, like this recent fireworks craft session. Make sure your children don't miss out next time.**



# Candle with care



**Atmospheric** and pretty they may be, but candles, if used irresponsibly, can also be highly dangerous, as one tenant recently discovered. On that occasion a small fire was, fortunately, noticed and put out very quickly. But we should not have to rely on such luck. All residents are asked to follow these guidelines when lighting candles.

Always keep a burning candle within sight. Extinguish all candles when leaving a room or before going to sleep.

Never burn a candle on or near anything that can catch fire. Keep burning candles away from furniture, drapes, bedding, carpets, books, paper, flammable decorations, etc.

Keep burning candles out of the reach of children and pets. Always use a candle-holder specifically designed for candle use. The holder should be heat resistant, sturdy, and large enough to contain any drips or melted wax.

Be sure the candle-holder is placed on a stable, heat-resistant surface. This can help prevent heat damage to underlying surfaces and prevent glass containers from breaking.

Always read and follow the manufacturer's use and safety instructions carefully. Don't burn a candle longer than the manufacturer recommends.

Always burn candles in a well-ventilated room. Don't burn too many candles in a small room.

Don't burn a candle all the way down. Extinguish the flame if it comes too close to the holder or Container.

## Letterbox

### Lotto!

Every month we give away three gift vouchers worth £25 each to residents who go on-line and spot their door number on our home page. Play Letterbox Lotto today!

[www.Petratmo.  
weebly.com](http://www.Petratmo.weebly.com)



## Events

### PETRA's regular Coffee morning

Our coffee mornings, which continue every first Wednesday of the month, have a new start time - from 10am to 12 noon.

### Committee meetings

29th January 2018, all at 7.30  
26th February, 7.30.  
26th March, 7.30.

## CONTACTS

Jan Davis, Chair  
Caroline Edwards, Estate Manager  
Bradley Pavey, Repairs and Grounds Maintenance Officer  
Micky Hughes, Repairs and Ground Maintenance Officer  
Naomi Cooper, Accounts Administrator

All based at the PETRA office  
Tel: 01708 475358  
Email: [petratmo@aol.com](mailto:petratmo@aol.com)  
[www.petratmo.weebly.com](http://www.petratmo.weebly.com)

Homes and Housing,  
Havering Council. Tel: 01708 434000  
Email: [homes@havering.gov.uk](mailto:homes@havering.gov.uk)  
Website: [www.havering.gov.uk](http://www.havering.gov.uk)  
Out of Hours Emergency telephone number: 01708 756699  
(We answer the PETRA office phone up until 5pm.)