



If you're self-isolating **YOU'RE NOT ALONE**

Are you unable to leave your home or worried to go out because of COVID-19/coronavirus?

The TMO has a team of volunteer estate champions ready to help. Each person lives on the estate, is well-known to the TMO, has been DBS (police) checked and will follow all the advised safety precautions.

WE CAN HELP WITH:



ARRANGING DELIVERIES



PICKING UP SHOPPING AND MEDICATION



FRIENDLY PHONECALLS



POST DELIVERY



URGENT SUPPLIES



HELP TOPPING UP ELECTRIC OR GAS KEY

To ask for help:

Call the TMO office: **020 7525 0745**

Email: **TMO@deynsford.org**

D'EYNSFORD COVID-19 MUTUAL AID WHATSAPP GROUP

Estate residents have set up a WhatsApp group (for mobile phones with internet access) to share information and provide community support. To join, use this QR code, or this link <https://chat.whatsapp.com/GvnKdjZHPm90nMzGcHefl> or call the TMO office, tel: 020 7525 0745.



OTHER HELP AND SUPPORT

- Rent payment concerns, financial hardship or help with benefit applications: call the TMO office, tel: 020 7525 0745
- Serious health issues: visit <https://111.nhs.uk/> or call NHS 111 or your local GP
- Life threatening health concerns: call 999 immediately
- Help from charities, bin collections, scam information etc: <http://southwark.gov.uk/coronavirus>
- Support for those who are homeless: let the council-funded Street Link outreach team know of anyone sleeping rough <https://www.streetlink.london>

TMO SERVICES: CORONAVIRUS (COVID-19) UPDATE

We take the health of our employees and residents extremely seriously as well as the need to continue our services at this difficult time. Our aim is to continue to support our residents, without putting at risk the health and safety of our staff or community members.

As a responsible organisation, D'Eynsford TMO is following the advice of the UK Government. So we will be making changes to the way we deliver our services:

- The TMO office will try and keep open as normal (Monday to Friday – 9am to 5pm)
- Please report tenancy matters and repairs that are the TMO's responsibility **by phone or email only** to avoid all non-essential contact, tel: **020 7525 0745** or email: **TMO@deynsford.org**

Please do not visit the office under any circumstances, to avoid non-essential contact as advised by the Government.

- Report repairs that are the council's responsibility such as intercom, heating/hot water, communal extractor fans, communal lighting and pest control to the council as usual, tel: **020 7525 5000**. Please note: due to current lack of resources and to limit non-essential contact, the council will be dealing with **emergency repairs only**, such as leaks, power failure, communal drain blockages.
- All our TMO staff have been advised to wear masks and gloves when visiting properties as a precaution in the interest of your safety as well as the staff.
- Before visiting any households, we will ask if you are self-isolating as we may have to take additional preventative measures.
- We are increasing anti-bacterial cleaning of handrails and intercoms across the estate and blocks.
- We have postponed all face-to-face residents meetings and social events until further notice.

You can find out more on the TMO website: <http://deynsford.org/covidvirus/>

We will be adding more information and advice to the website soon, for example on working from home and home schooling etc.

HELP D'EYNSFORD BLOOM!

Do you want to see more plants on our estate? Do you like gardening or would you like to learn more about it? **Why not join the garden and grounds committee.**

We organise gardening activities on the estate and look after the Secret Garden by Kimpton Road. We meet about every two months to make plans. Our next meeting is Friday 24 April, 9.15-10.30am (usually in the TMO office but this one will be over the phone instead).

To find out more or to sign up to the D'Eynsford Gardening WhatsApp group for gardening sessions on the estate later in the year, contact Kate D, phone/text/WhatsApp: 07811 864 209.

CCTV PROJECT

Due to Covid-19, the CCTV project will be slightly delayed. But we have purchased the equipment and will install it as soon as we can.

USEFUL CONTACTS

Emergency services Police, fire, ambulance - 999
Report crime (not life threatening) – 101
Council main switch board - 020 7525 5000
Council emergency housing repairs - 020 7525 2600

Council parking permits - 0207 525 3587 or 0207 525 3363
Council Waste Management Team – 0207 525 2000
Citizens Advice Bureau - 0344 499 4134