

TMO SERVICES: CORONAVIRUS (COVID-19) UPDATE

As you are aware that England will be going into its second Lockdown from the 5th November 2020 till 2nd December 2020 (this could be extended). In order to comply with the guidelines and in the interest of the health & safety of our employees and our residents, we will be making some changes in the way we deliver our services during the lockdown period.

- **Do not visit the office under any circumstances, to avoid non-essential contact as advised by the Government.**
- **Report tenancy matters and repairs that are the TMO's responsibility by phone or email to avoid all non-essential contact, tel: 020 7525 0745 or email: TMO@deynsford.org.**
- **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.**

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**

IS YOUR HEATING OR HOT WATER NOT WORKING? OR YOUR INTERCOM? OR EXTRACTOR FAN?

If the above are not working then please contact the council directly on 020 7525 2600 repairs team. These are an council retained repairs function.

DO YOUR BIT TO AVOID THE STRESS (AND COST) OF REPAIRS!

'Prevention is better than cure': have you heard this? It's so true, and it works for the health of our buildings too. Here are a few things that cause BIG issues that can be avoided with NO drama. If you need assistance with any of these remedies, let us know.

Splashes in the bathroom cause the floors, walls and pipes to rot. Make sure you have a shower curtain or screen, put down a matt, and don't use bucket full of water when a shower or dip will do.

In the kitchen, keep a funnel and plastic bottle around so you can easily get rid of frying oil instead of putting it down the sink. Oil is really nasty when it goes hard and will block you and your neighbour's pipes.

In fact, sink and pipe blockages are the number one maintenance issue on the estate. Another thing you can do to help prevent damage is to put strainers over plug holes and throw the bits in the bin. If you are worried about a sink blockage try a baking soda, salt and hot water combination or use a plunger or a drain snake/auger.

Although the estate TMO can arrange to have work done, it maybe that it will be recharged to you.

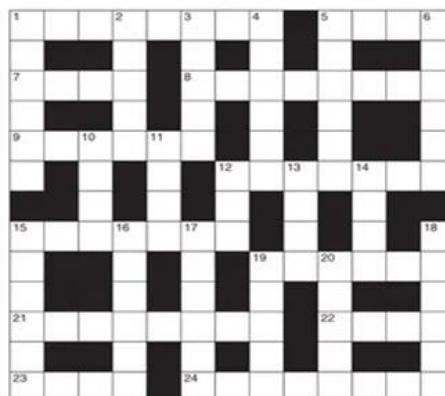
Please note that repairs that are the responsibilities of tenants are (not limited to) all internal blockages, all decorations, internal doors etc. Full list can be found by visiting our website (<http://deynsford.org/latest-info/our-responsibilities-2/>)

ACROSS

1. US volcano, Mount ... (2,6)
5. Supersonic planes
7. Taj Mahal city
8. Cambridge & Oxford universities
9. Treeless Arctic zone
12. Coniferous tree found in Europe
15. Vienna is there
19. Croatian capital
21. Peninsula in southwest England
22. Manchurian river
23. Central attraction of Piccadilly Circus
24. Region that includes Japan, China and Korea (4,4)

DOWN

1. Roughly built settlements, ... towns
2. Large African antelope
3. Nasty disease named after a river in the Democratic Republic of the Congo, ... virus
4. Underground train system
5. City of northwest India
6. People from Stockholm
10. Scotland's monster lake, Loch ...
11. German industrial region
12. Washington-based spy group (1,1,1)
13. Italy's Leaning Tower of ...
14. Kuwaiti ruler



15. Native American tribe
16. Sport played at Wimbledon
17. Earth's glacial period (3,3)
18. Portugal and Spain
19. Bantu peoples of Natal
20. West African nation

GARDENING AUTUMN AND SAMSOM STREET UPDATE

The Secret Garden volunteers have had a busy few weeks. We have:

- created two new wildflower meadows between Mary Datchelor Close
- planted over 600 spring bulbs around the estate
- put 5 tons of manure on beds to feed the soil.
- To get involved, join the Secret Garden WhatsApp group or email list: gardeninfo@deynsford.org



QR Code to join the WhatsApp Group

PAYING YOUR RENT DURING LOCKDOWN

The easiest and the safest way to pay your rent during the lockdown is by direct debit, standing order or over the phone:

- You can set up a direct debit by visiting <https://www.southwark.gov.uk/housing/rent/paying-your-rent> or contact the TMO.
- You can set up a standing order with your bank, please quote the council's sort code 62-22-32 and account number 27540022, together with your rent account number.
- You can also make payment over the phone by calling 0345 6000 0611.

When you pay online or by phone, you'll need, your rent account number and a debit or credit card, including the security number on the back of the card.



Riddle: What has to be broken before it can be used?

USEFUL CONTACTS

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

Council Parking Team - 0207 525 3587 / 0207 525 3363
 Council Environmental Services – 0207 525 2000
 Council Rent & Council Tax - 0345 600 0611