

BETRA News

Issue 38 August 2026

**BETRA Tenant Management
Organisation**
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New Board member



We were pleased recently to welcome Terry O'Connor on to the BETRA Board.

Terry takes over from former member, Kerry Taylor, who has stepped down. We continue to be grateful to all our Board members, past and present, for their support.



Here comes...



BETRA has arranged some special summer activities on the estate during the last three weeks of the school summer holidays courtesy of the 'Leaping Lily' Bouncy Castles company.

If you and your family wish to participate in these activities, wristbands must be collected from the BETRA office in advance. See the leaflet inside this newsletter for more details.

These activities will be for residents and their children only.

And remember...

No wristband, No Entry

The fun activities will take place on the Green on the following days:

- **Wednesday, Thursday and Friday, 12/13/14th August 10-2pm**
- **Wednesday, Thursday and Friday 19/20/21 August 10-2pm**
- **Wednesday, Thursday and Friday 26/27/28 10-2pm**

Activities to include: adult castle, mega castle, dartboard, wrecking ball, penalty shootout, gladiator and basketball.

See you there!



Welcome to our summer edition of the newsletter, and on the theme of feeling sunny, I've been looking back over the improvements the team have been making since I arrived in post nearly three years ago.

One priority of mine has been investing time and energy in working with our partners, Havering Council, to improve the estate and the lives of our residents.

As a tenant management organisation, we can achieve a lot, but we can always achieve more when working in unison with the Council.

Here are some of the recent improvements we've made:

- CCTV around the estate (covering bin compounds for fly-tippers, lock-up area, car parks and main green areas).
- Lobbies repainted a neutral colour.

- Balconies painted inside (grey or white, resident choice) and outside (grey).
- Shed doors replaced and painted at Upton, Devizes, Angering and Ampthill Houses.
- Communal doors replaced with more solid secure doors.
- Intercom being used as a trial at Angmering House, which has proved very successful with positive feedback.
- All ground floor property fences replaced (excluding lease holders).
- All green paint work across the estate repainted (lamp posts, fencing around the estate, shed doors, all iron bars and fencing around the estate).
- All lobbies are being replaced with LED sensor lighting (to create a brighter effect sensor motion).
- Installation of LED lights to brighten five alley ways: Accrington/Stroud House, Accrington/Kirkham, Southsea/Radstock, Upton House alleyway and Devizes alley. (For this work BETRA paid 50%, Havering 50%).

We shall continue making improvements wherever possible around the estate. Do please let us have your ideas, and in the meantime thank you all for your patience whilst we carried out these improvement works.

Finally, a big thank you to Claire who has recently been working with us as a part-time Housing Officer, and who will be moving on in September. Claire, we wish you well, you've been a pleasure to work with.

Nicola



Regular reminders

DISPOSAL OF RUBBISH:

Please put household waste **ONLY** into black bin bags and cardboard, plastic and paper into **ORANGE** bags only. Please flatten all cardboard boxes before placing into orange bags. This stops bins becoming full too quickly.

BINS: When parking your car in car parks, please be mindful of how you are parking the vehicle. Some cars have been blocking bins, which means these bins could not be collected and emptied. This prevents these bins from being of use for another week as they have to be left full.

BULK WASTE: A reminder that bulk items can be removed by the Council, but you must book this service on the Havering website. This must be arranged with Havering direct or arranged online. You will be charged for any large items to be taken.

DRAINS: Please be mindful about what food is going down your sink. This causes flooding of other properties below, and a blocked sink in your property. Please consider putting a drain cover over your sink plug, to prevent any food going into the plug.

KEEP CORRIDORS CLEAR: BETRA carry out weekly clutter checks in all blocks (instructed by Havering) with photos also taken during visits. Please remember, there should be no items left outside your property doors or in communal areas. If not removed, these items will be disposed of.

Last summer, there was a huge increase in items such as bikes, scooters and other items left in communal areas. For this reason, we will be operating a same-day removal scheme for the next six weeks. If not collected within 24 hours, confiscated items will be disposed of. You have been warned.



EATING OUT: Please remember that BBQs are forbidden on balconies, due to health and safety and fire risks. Also, please be mindful if you are enjoying any social picnics on the green during the summer that you clear away any mess, so that these precious green spaces remain clean and clear of litter.

Anti-social behaviour

We ask that all parents and carers are mindful of where your children congregate. Be aware of any noise nuisance that this may be causing neighbours and others giving here, especially during late evening periods. For example, kicking balls on other property walls, throwing objects, and shouting and laughing loudly can cause disturbance.

We have CCTV monitoring around the estate, and this covers the green spaces. Any complaints received may lead to a written warnings which will be marked against your Tenancy.

Sadly, BETRA and Havering receive numerous calls regarding ASB from this estate. That's one of the reasons why Police patrols around the estate have had to be increased in recent times. Any drug dealing captured on CCTV, police will be notified immediately. Likewise, any neighbour disputes are dealt with seriously and could result in your tenancy being at risk.



Pet policies

If you are residing in a ground floor property you are allowed a maximum of two animals. If you are higher than a ground floor property you are only allowed one animal. This is stated in your tenancy agreement.

Pets should not be using the balconies as a toilet, and under no circumstances should cat or dog faeces be flushed down on any balcony drain. If pets cannot be taken outside to urinate/poo then they should not be kept inside a flat.

BETRA will be carrying out our random routine inspections of flats going forwards a lot more frequently to ensure the property is well maintained in line with your tenancy agreement. Access must be provided for this.

Reporting noise nuisance

If BETRA receives complaints regarding noise nuisance, it is the complaining resident's responsibility to visit the BETRA office to collect noise nuisance sheets and then complete them in full before returning them to us – only at this point can we investigate such issues.

Reporting repairs

A polite reminder that Mark, Steve and Amy are not responsible for reporting repairs on behalf of tenants. Mentioning issues in passing to them is not the same as reporting the issue. Residents need to follow process and report issues directly to the BETRA office.

Anyone at home?

If you are the official occupant of a property on our estate, but no longer live there, please kindly inform BETRA or Havering Council.

BETRA is aware that additional occupants are residing in properties and neither BETRA nor Havering Council have been informed. If you are named on your tenancy as a sole occupant and partners, children, and/or family members are also living at your property, you must inform us, otherwise your tenancy may be at risk.

Havering Council and BETRA have a duty of care to know who is living here, and to carry out tenancy checks as stated in your tenancy agreement.

Talking to BETRA staff

We're an approachable lot here at BETRA, and always be happy to chat with residents. However, we will not tolerate verbal abuse, either in person or over the phone.

We understand we all have difficult days but there is no excuse to speak to any of the team in a disrespectful manner. We are here to assist and help in any way possible.

Lost keys

Please note the cost of an 'Assa' key has recently increased to £47.68 each. If you lose your key, you must replace this yourself. Search 'ASSA' on the Havering Council website for details on how to do this. BETRA do not hold spare 'Assa' keys in the office. The office staff are happy to assist anybody who needs to order a key, but the tenant needs to purchase this themselves.

Contact details

Some residents still forget to update us when their contact number and/or email address changes. If that's you, please update us immediately. If you don't, you are liable to miss important mailings, and not be reachable in the case of an emergency.

Scared of your partner or ex?

Talk to us any time, day or night.





Bright borders

Just look at this beautiful, lovingly designed area outside the front communal doors of one of our blocks! It is tenants who have worked hard to achieve this, and thank you to all those involved.



Maybe this could be the beginning of a trend? If residents would like to take part in brightening up their communal pathways, BETRA is only too pleased to support you.

With this in mind, we are offering residents willing to brighten up their outside lobby areas a special incentive – the chance to win **vouchers worth £100 and £50**, awarded to the two best 'bright borders' as judged by the BETRA Board.

**Closing date for entrants:
1st October**

Residents interested will need to gain permission from Nicola first. Please pop into the office if you fancy getting involved.

Home swap?

There are several ways to research the idea of a home swap. You can contact people on specially dedicated Facebook groups, and there is also the website: **www.homeswapper.co.uk** If you are interested in trying for a home swap, but would like help to do so, please visit the BETRA office.

However, please remember BETRA does not have any involvement in the Council's 'bidding system' for a new property and cannot answer any questions regarding individual's position on the register or their points allocation. Any queries of this nature should be directed to Havering's Housing Register team.

Havering's new Council

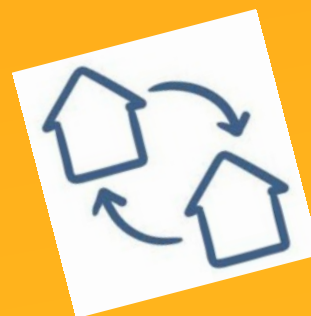
Havering made the national news recently when, back in May, it became the first London borough to elect a Reform UK-led Council.

How are we finding it? Noticed any difference?



According to the Council, the 'Living in Havering Podcast' gives residents the chance to hear about what the Council is doing, and have your questions answered by the new Leader of the Council, Councillor Prince AM.

You can catch the latest episodes of the podcast on YouTube, Spotify, and Amazon Music, and if you have a question for the Leader, send it to **living@haverling.gov.uk**



Next Board Meeting:
Thursday 17th September
2026, at 5-30pm

Annual General Meeting
Thursday 15th October
2026, at 7pm

BETRA

Jill, Chair
Nicola, Estate Manager
Hayley, Housing Officer
Claire, P/T Housing Officer
Mark, Senior Caretaking and
Repairs Maintenance Officer,
Steven, Caretaking and Repairs
Maintenance Officer
Amy, Caretaking and Repairs
Maintenance Officer
Naomi, Bookkeeper

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