



THE BULLETIN

Harold Wood, Hill, Park Residents' Association



For up to date info
visit our website:
www.hwhpra.org.uk



Cllr Brian Eagling
01708 373027



Cllr Martin Goode
01708 373645



Cllr Darren Wise
01708 342369



Email:
hwhpra@btinternet.com



Looking After Our Community

*****CORONAVIRUS SPECIAL Online edition***** April 2020 no.2

We may be unable to deliver the Bulletin to our local residents for a few months so please if you can forward on to anyone who is self-isolating or within your network as we want to provide the latest news to them in any way we can. Thank You.

Councillors Update

On 1st Jan this year, we all had visions of a new year, new decade and much to enjoy in the coming months. Fast forward a few months to mid-March and all our lives locally, across the UK and the rest of the World changed as a result of this Coronavirus. We have found ourselves in lockdown for a few weeks, lives have been lost and we face an immediate future where social distancing will become the norm.

The support for residents in our community has been superb as there were various groups set up in order to support the elderly and vulnerable in our community at a time of need. People have helped to do shopping or just be a support by telephoning people during this time to make sure they are fine. Whatever you did our community thanks you.

The council have had to make many changes to its services during this period to cope with the Pandemic and the staff there have been tremendous in doing their best to keep the front line services running. There are of course a lot of **thanks** that have to go to shop workers, teachers, delivery drivers, the Police etc however the **biggest thanks** has to go to our **NHS** as the Doctor's, Nurses and other medical

practitioners have worked tirelessly hard around the clock to save lives so that we can all have a future to look forward to. To those NHS staff, we salute you and applaud you for all your efforts.

For us as Councillors, we have been inundated with queries and questions from Residents and we have been busy liaising with Council Departments and officers on a number of matters. Whilst one of us has had to self-isolate and also continue working, we have volunteered our support within the community.

Sadly there will be members of our community that have not survived this Coronavirus and they will be greatly missed by their family, friends and our community and although life goes on for some of us these people are forever in our hearts and in our prayers. R.I.P

Cllrs Eagling, Goode and Wise

Latest news on the Coronavirus can be found on the Havering Council website:

<https://www.havering.gov.uk/news/20191/>



Changes to Council Services

The latest changes to council services can be found here at the following link, however we have tried to summarise the key changes to services below.

https://www.havering.gov.uk/info/20191/coronavirus_covid_19/582/service_disruption

We also publish a daily update email from the Council on our Facebook page so join the Harold Wood, Hill Park Residents' Association Facebook page to get these.

Havering Town Hall, Public Advice and Service Centre (PASC) and Mercury House closed

In order to follow Government directives on staying at home and social distancing, and to make sure Council staff can continue to offer the best possible service to the public, Havering Town Hall and the Public Advice and Service Centre (along with Mercury House) are closed.

Buildings will remain accessible to staff on a strictly limited basis.

Anyone needing to speak to a specific department or service should telephone:

- Adult Social Services: **01708 432000**
- Children's Social Services / Safeguarding Team: **01708 433222**
- Council Tax: **01708 433997**
- Environment / Streetcare: **01708 432563**
- Housing Benefit: **01708 433996**
- Housing Services (Repairs / Rents/ PSL): **01708 434000**
- Housing Solutions / Homelessness enquiries: **01708 432824**
- Payment line: **01708 433993**
- Planning and Building Control: **01708 433100**
- Registrars: **01708 433481**
- School Admissions: **01708 434600**
- Main switchboard: **01708 434343**

Adult Social Care

Yew Tree and Avelon Road Centres

We've temporarily closed the Yew Tree and Avelon Road Centres for adults with learning disabilities. If you need further help because of this decision, please contact the Havering Access Team on 01708 432000.

Arts and leisure

Havering Music School and Fairkytes Arts Centre are closed.

Havering Council's arts and sports events and activity programmes are all cancelled.

Leisure centres

Leisure centres are closed.

Children's centres and MyPlace

Children's centres and MyPlace closed.

Please contact: childrenscentres@haverling.gov.uk or 01708 432636 if you require any assistance for any of the services that run from the Children's Centres in Havering. Staff will be available Monday to Friday, 9am to 5pm, to respond to all emails or telephone enquiries.

Complaints

We have taken the decision to temporarily suspend the complaint policy and procedure from 25 March 2020.

Please be assured this decision has not been taken lightly but because of the Coronavirus resources need to be re-directed to front line services.

We will try to complete any existing complaints as soon as possible, but you may find responses will not be sent within the usual timescales.

We apologise for this and appreciate your understanding at this unprecedented time.

Environment

Grounds Maintenance Service

The grass cutting service has been suspended but we will maintain enough resources to enable us to respond to any emergencies, manage line of sight issues caused by roadside grass verges and shrubs and continue to clear litter in our parks.

Our enforcement team will continue to make sure people are behaving responsibly in our parks.

Housing

Farnham Road office closed

Due to the impact of the Covid-19 outbreak, the Farnham Road office is now closed until further notice.

CBL and direct lettings

Given the Government's rules on social distancing during this outbreak, and advice to avoid moving home unless absolutely necessary, we have temporarily suspended any advertising or letting of council or housing association properties.

We will continue to support and provide shelter for anyone displaced by the Covid-19 outbreak.

We will look to restore lettings as soon as it is practical and safe to do so. In the meantime, if you need help please contact the Housing Choice and Applications Team.

Housing repair visits

Our contractors can only offer essential emergency repairs at this time.

We are prioritising vulnerable tenants where possible.

Home Ownership and Right to Buy Teams

Due to Government guidelines around coronavirus all members of the Home Ownership and Right to Buy team have now been instructed to work from home.

In order to maintain our services, the Home Ownership and Right to buy team, would prefer in these exceptional circumstance if any written communication to Homeownership or Right to Buy could be sent via email.

- homeownership@haverling.gov.uk
- righttobuy@haverling.gov.uk

If this is not an available option, please contact us on 01708 433015.

We will aim to respond to you as swiftly as possible.

Evictions

In line with Government advice, any eviction procedures underway for Council tenants are currently suspended until 30 May 2020.

It is important that all tenants continue to pay their rent during this time, and we want to offer support and financial advice to any tenant who may be struggling to keep up with payments.

Please do not hesitate to get in touch if you do need help or support during this difficult time.

Libraries

Libraries are closed.

A fines amnesty has been introduced, which means there will be no charges for overdue materials for the time being.

The [library web pages](#) are also available, providing online access to audiobooks, eBooks, magazines and more.

Romford market

Romford market is closed.

Parking

Permits

We have placed a hold on all permit purchases or renewals so there is no need for you to purchase or renew any permit at this time.

Enforcement

Parking enforcement of permit zones, pay and display bays, business and shared use bays has ceased for the time being in order to help key workers, people working from home, those self-isolating, or shielding vulnerable or sick residents.

We will still enforce parking restrictions where there are double or single yellow lines, zig zag lines (by crossings, for example), disabled parking bays where a vehicle doesn't display the correct blue badge, or obstructive parking on footpaths or across driveways.

We are continuing to enforce moving traffic offences (bus lanes, banned turns and yellow boxes) across the borough.

Car parks

We are providing free car parking for all customers during the coronavirus outbreak.

This will help key workers, residents, those working from home, self-isolating to park in on-street bays and in council owned car parks without having to worry about cost or time restrictions

Parks

We are not closing parks at this stage as we are mindful of the health and well-being benefits of being outside.

However, you must rigidly observe the Government and NHS advice on social distancing such as keeping 2 metres away from other people.

Play areas, tennis courts and outdoor gyms should not be used at this time.

People who need to stay at home and self-isolate must do so. Our enforcement team will continue to make sure people are behaving responsibly in our parks. If the guidance is not followed this position on parks and open spaces will be reviewed.

Burial and cremation services

In line with Government guidelines on social distancing and the impact of Covid-19, all cremation services will be limited to 10 mourners in attendance until further notice.

All witnessed ashes burials have been postponed at this time. Cemetery chapel services and graveside services will also be limited to 10 mourners.

South Essex Crematorium

Following Government guidance, the Tea Room at South Essex is closed until further notice

The reception office is closed to face-to-face callers. Staff can be contacted via telephone 01708 434433 or

email cemeteries@havering.gov.uk

Hymn books and donation boxes have been removed from all chapels for the time being.

Funeral directors can still pick up ashes from the crematorium.

We have suspended provision of grave selection at this time.

Registrars

Please email registration@havering.gov.uk or call 01708 433481 if you have an urgent query. Please email

ceremonies@havering.gov.uk or call 01708 433155 if you have an urgent booking query.

Langtons House

Langtons House is closed.

Death registration

We receive the Medical Cause of Death certificate by email from the doctor, hospital or hospice and an information sheet.

We will then contact you to make a phone appointment to complete the registration.

Birth registration

Birth registration appointments are cancelled until 14 April 2020. This may be extended if Government advice changes.

Notice of marriage

We have cancelled all notice of marriage appointments until 14 April 2020.

You can reschedule or cancel with a full refund.

Weddings

Any weddings up to 14 April are cancelled. You can reschedule from October onwards or you can have a full refund. There is no update for weddings after 14 April at this time.

Citizenship certificates

The Citizenship Ceremonies Support Team Nationality Group at the Home Office have suspended the sending of all citizenship certificates until further notice. Your invitation states you must book your ceremony within 3 months, this has been extended to 6 months until further notice. place, as long as their parent's or carer's job cannot be done from home.

However, every child that can be safely cared for at home should remain at home to help stop the virus from spreading.

Rubbish and recycling

Garden waste service

Collections and the renewal of contracts for garden waste have now stopped. This also includes the compostable sack service.

We advise you to compost as much of your green garden waste as you can at home.

Orange and black sack collections

Staff shortages for our contractors SERCO at this time means there are some delays in collections. Please check the [rubbish and recycling page](#) for updates.

Orange sacks

Running out of orange sacks? Put your recycling in a bag that is either clear or as see-through as possible, and label it as recycling.

Bulky waste

We are not taking bulky waste orders at this time.

Gerpins Lane closed

The Reuse and Recycling Centres at Gerpins Lane is closed to the public

and local businesses until further notice

Schools and colleges

Havering Adult College

[Havering Adult College](#) is closed and has suspended all face-to-face services. Distance and online lessons are continuing where available for existing courses.

Primary and secondary school closures

Schools in Havering and across the UK will close as part of the government's response to curb the spread of Coronavirus (Covid-19). From Friday (20 March 2020) schools will be closed until further notice but will remain open to children of [key workers](#) and vulnerable children.

[Read our full statement on schools](#)
We have some [homeworking resources](#) you may find useful.

School meals

Pupils who are eligible for free school meals have the option to claim weekly shopping vouchers from their schools during the coronavirus outbreak.

Schools across the borough are currently providing meals for children, but parents can also ask for the £15 weekly vouchers to spend in a number of supermarkets. Please contact your child's school for further information.

Emergency help

Havering Council is running a free-to-call helpline for residents with urgent needs because of coronavirus. If you are experiencing a crisis such as no prospect of obtaining food or medicine, call us.

The helpline - 0800 368 5201 - is for **emergencies only** and will be answered by staff redeployed from other Council services.

You can call between 8.30am and 6pm on weekdays and 11am and 4pm at the weekend.

You can also email:

covid19support@haverling.gov.uk



Hari's News

May I apologise to our local residents for not being able to keep my shop open during this Coronavirus time after our local Councillors requested us to support our local Community which of course I was only too pleased to do.

Unfortunately I had to close my shop due to my suppliers not being able to deliver to me but soon as we can open again I will be happy to serve you once again.

Queries Put on Hold

Many requests made by our residents unfortunately have been put on hold until the Coronavirus is over. Please bear with us and remember we will not forget you.

Community Working Together - Refuse Reminder

During the Coronavirus Pandemic could we ask all our Residents not to put their black and their orange sacks out too early.

If collection is not made would you please take them in overnight and put out again the next day and this should stop the animals from ripping the sacks as one thing we do not want is to encourage vermin to our roads and homes. If the sacks do become damaged would you kindly pick up the litter around your home and road as road sweeping has been suspended for the time being. Let's keep our Community clean and safe.

Thank you for your help in this matter.

Cllrs. Eagling, Goode and Wise.

Havering Police Team

The Havering funded Police Team (S92 Police Officers) have over the last 3 months:

Made 53 arrests;
Undertaken 130 Stop & Searches;
Seized 39 vehicles;
Issued 14 Fines; Reported 5 Traffic Offences; and a number of other intel related work.

Great work and thank you from Havering

Fly Tipping

I would like to thank Cllr. Eagling for acting so quickly when I reported to him that fly tipping had appeared in Hall Lane, Harold Wood, opposite Cornsland Close.

I am pleased to announce that the fly tipping was collected the next day.

Local resident, Cornsland Close

Non Collection

After having a problem with my black and orange sacks not being collected I contacted our local Councillor Brian Eagling and he knew that due to the Coronavirus how urgent this was and I am pleased to report that after speaking

to Brian the rubbish sacks were collected within 2 hours. Thank you Brian for caring about us.

Local resident Squirrels Heath Road

St. Peter's Church, Harold Wood, MEN'S LUNCH

Along with so much else, St. Peter's Men's Lunch has had to cancel all its remaining planned events: April lunch; May outing; and June Summer Special. This is a real sadness but of course, the right and proper thing to do, indeed the only thing to do.

But a bit of Good News! There are lots of recorded talks by previous guest speakers on the St. Peter's website. Therefore if you have internet access, we invite you to listen to one (or more) of these. Go to: www.stpetersharoldwood.org;

- Scroll down to:
- 'Listen Up!' click on:
- 'Online Sermons' key into the search box:
- 'Men's Lunch' and

all the available ML recordings should pop up. Do have a listen, there are many other St. Peter's talks/sermons available too. We will try and update everyone with our future plans as and when we can. Keep well.

Julian Harris, Chris Knowles and the Men's Lunch Team.

Big Thank You

After waiting over two weeks for my delivery of the green garden waste sacks which I had paid for I was becoming so frustrated because no one at the Council could help me. I contacted our local councillor Brian Eagling and within two days my sacks were delivered. I wished I had phoned him in the first place as it would have saved me getting stressed.

Local resident Bal Sethi

Leyburn Road

I received a query from a resident with regards to the communal lighting not working at a block of maisonettes in Leyburn Road. I am pleased to say the Council has now confirmed to me that their contractor has completed an inspection and has now fixed the problem.

Cllr Darren Wise

Havering Volunteer Centre is co-ordinating all of the volunteers and requests for support in the borough, working tirelessly to match volunteers with suitable roles to help the most vulnerable residents in our community.

Havering Council is supporting these efforts with a £300,000 financial package to help adult social care providers, personal assistants and voluntary sector care providers to 'keep caring' as they provide a front line response to coronavirus.

If you need to chat to someone please also call 01708 922214.

I have volunteered during this crisis to help out where I can, if you have the time then please help out.

Cllr Darren Wise



Bonfires

We have received a complaint from a Resident in Shepherds hill saying that someone in the area has lit a bonfire 3 times over the last fortnight which is not considerate during this time as elderly residents are being asked to stay inside their home. Please could you refrain from doing so. Thank you.

Support our Local Businesses

Whilst our community is going through a tough time, then so are our businesses that support us and we would ask you to support them when they re-open for business and are able to trade.

This is a worrying time for small and large businesses, the self-employed, full and part-time workers. There is some generous support packages out there from the Government and the Council so please see below for details.

Business Updates

For our businesses in Havering, these are struggling times and the Government has a business support website at –

www.gov.uk/coronavirus/business-support

The council are also issuing bi-weekly Business Briefings which we publish to our facebook page and the latest information can be found here.

[www.havering.gov.uk/info/20191/coronavirus_covid_19/761/coronavirus - support for businesses](http://www.havering.gov.uk/info/20191/coronavirus_covid_19/761/coronavirus_-_support_for_businesses)



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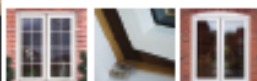
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