

What experience do I need to get involved?

None! It is your experience as somebody living on the estate that counts and your interest in making a difference and improving services for the benefit of all.

What will you do to make that difference?

Ways to contact us:

Blenheim Gardens RMO
24 Prague Place
London SW2 5ED

Phone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: blenheimgardens@lambeth.gov.uk



Blenheim Gardens RMO Guidance Leaflet

If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

Twí: *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba ẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*

Resident involvement

in partnership with



We want more residents to get involved with the management of the estate. You do not need to be a board member, but you can:

- help to monitor the services
- give your ideas for service development
- give ideas for community and development activities
- help to organise community and development activities

For residents who want to get involved, we will:

- provide free training for board members and residents
- operate an expenses system so that residents are not out of pocket
- develop ways of involving more residents
- provide help, support and advice for residents' activities that aim to increase involvement and participation
- support older residents
- facilitate community events

Resident Consultation

We will:

- Ensure that the services we provide are fair and free from discrimination.
- Ask your opinion on a range of services you receive and use the information to shape the services you receive.
- Continue to support and work with elected residents and leaseholders'/freeholders' representatives and other resident groups. You will be consulted on policies and procedures and changes that affect all residents.
- Ensure that you receive at least four newsletters per year.
- Share information with residents in a variety of formats; letter newsletter, phone, email, website, in person and in communal area notice boards.

Resident Participation

We will:

- Ensure that all our residents have a fair and equal opportunity to get involved, particularly those from black minority ethnic (BME) groups.
- Keep a list of residents who have expressed an interest in giving us their views/opinions on the services we provide, and consult with them regularly via the United Residents Housing panel.
- Develop a board training programme, which will start after the annual election of board members
- Provide free training for interested residents
- Allow residents to be effectively involved at a time and in a way that suits them
- Allow residents to be involved in the issues that interest them.
- Ensure meetings are advertised well in advance
- Ensure groups and meetings have clear objectives and terms of reference
- Ensure the outcomes of consultations are reported to residents who attended the group or meeting, including any changes, within three weeks
- Periodically review the residents' estate compact

To become a shareholder only costs 10p. This lifetime membership gives you the right to vote for committee members and / or to be nominated as a board member. Application forms are available from the estate office or can be downloaded at www.bgrmo.org.uk

Blenheim Gardens RMO also hosts an OAP Residents' Coffee Morning and sponsors Friends of Windmill Gardens and The Clapham Youth Centre to provide recreational facilities to all residents.