



Blenheim Gardens RMO Guidance Leaflet

Ways to contact us:

Blenheim Gardens RMO Phone: 020 7926 0158
 24 Prague Place Website: www.bgrmo.org.uk
 London SW2 5ED Email: blenheimgardens@lambeth.gov.uk

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.*

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

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

Vulnerable persons - repairs

in partnership with



Blenheim Gardens RMO recognises that some of its residents might consider themselves vulnerable owing to one or more of a variety of causes and it is committed to meeting their needs through the provision of suitable accommodation and appropriate responsive landlord services.

Blenheim Gardens RMO aims to deliver our housing services fairly and without discrimination and we will provide a range of housing options for people to suit different needs, household sizes and requirements for support. Some residents may require different levels and types of support in order to sustain their tenancies. Where possible and practicable we will take a flexible approach to the design and adaptation of our services in order to meet individual needs.

Definition of vulnerability

It is not possible to outline every situation where a resident could be considered vulnerable, nor will one of the following conditions mean that they need support. The following categories are meant to assist rather than replace staff judgement. There are three broad categories:

- Status groups (as defined in the Housing Corporation “Guide to Supported Housing”)
- Functional ability
- Support networks

Residents will also be recognised as vulnerable if they fall into more than one of the three categories.

Status

- Mental health problems
- Learning disability
- Severe physical health problems or disability

- Frail elderly people
- HIV or AIDS
- Substances abuse problems (including alcohol)
- Asylum seekers or refugees
- Ex-offenders
- Persons threatened by domestic violence and or harassment
- Vulnerable men and women with children
- Young people at risk or leaving care
- People with a recent history of homelessness or sleeping rough

Functional ability

- Self-neglect
- Unable to perform self-care tasks
- Difficulty with significant daily living tasks
- Significant problems with finances and budgeting
- No previous or recent experience of successfully managing in independent housing
- Self-harming
- Chaotic lifestyle
- Severely impaired mobility or risk of falls
- Physical frailty
- Sensory impairment
- Language difficulties
- Difficulties with child care responsibilities

Support networks

- Living alone, perhaps after bereavement or separation
- Self isolating
- Partner or carers unable to provide support with current problems
- No, or inadequate, support services

What additional repairs will be done?

The RMO recognizes that some residents require minor adaptations and /or repairs that do not warrant the wait for a community care assessment to be completed and have designated a limited resource to provide an enhanced repair service to residents who are deemed to be vulnerable. Some of the repairs listed are not part of the RMO's obligation to undertake on behalf of the resident. Most repairs listed that are part of the landlord obligation have been given a higher priority band. The enhanced service includes, but is not restrictive to:

Priority A

Repairs in this category will be completed **within 24 hours** of being reported:

- Renew a toilet seat
- Replace electrical plugs, fuses or pull cords
- Replace light bulbs that have been purchased by the resident
- Provide you with temporary heating on request
- Clear a blockage

Priority B

Repairs in this category will be completed **within 48 hours** of being reported:

- Replace letter box or flap
- Re-washer a tap
- Repairing supply to electrical cookers
- Repairing an electrical supply and or fitting
- Repairing a water supply

- Clearing a blocked bath, sink and basin
- Repairing a tap that will not turn off
- Repair a loose or missing banister rail
- Repairing a running overflow
- Repair lighting to communal area were there is insufficient lighting
- Repairing and replacing toilet pan if there is another toilet in the property
- All repairs that cause nuisance or concern to residents, for example door entry phone
- Clearing roof and/or porch outlets

Priority C

Repairs in this category will be completed **within 7 days** of being reported:

- Replace cupboard handles and hinges
- Installation of washing machine or dishwasher service pipes and waste
- General plumbing or electrical work not listed
- Change taps heads and/or provide lever taps to kitchen sink and bathroom
- Raise a toilet pan or provide lower level cisterns
- Repair cracked plaster to walls
- The RMO can also provide competitive quotations for the supply and installation of shower units, mixer taps and so on for homeowners

Priority D

Repairs in this category will be completed with **28 days** of being reported:

- Erect access and exit ramps
- Provide and fix handrails to stairs, corridors or bath surround areas

- Lower electrical plug sockets or switches
- Lower door handles and locks as required
- Provide additional lighting or security lighting
- Provide you with additional locks / security devices
- Provide you with a spy hole
- Assist you with decorations
- Repair wall and floor tiles
- Lower door handles and locks as required
- Help you to maintain your private gardens where applicable

As part of our general approach to vulnerable residents, the RMO will:

- Liaise with appropriate agencies (Occupational Therapist, Social Services, the Police and so) when writing and reviewing support needs of vulnerable residents.
- Subject to resources, provide adaptations to our properties to meet the disability needs of our residents and where appropriate and help them to obtain disabled facilities grants by completing a referral to social service and the occupational therapist.
- The RMO will liaise with the boroughs allocations department to provide accommodation to accommodate a live-in carer and/or will help to store mobility aids or medical equipment.
- Provide appropriate fixtures and fittings (grab rails, entrance / exit ramp, lower level switches and so on in properties for people with disabilities.
- Comply with relevant legislation and recognised best practice.
- Train staff effectively in dealing with vulnerability, disability awareness and confidentiality.

Other Support service for vulnerable residents

Lambeth Tenancy Support Service accepts referrals from a wide range of sources including self referrals.

If you feel you could benefit from the support offered within this service please contact 0800 707 6615 (freephone) for more information or to arrange an appointment. Alternatively, you could contact the estate office on 020 7926 0158 and we will make a referral on your behalf.

For further information

- Self referrals: 0800 707 6615 (freephone)
- Client referrals: 020 7062 0560
- Fax: 020 7056 0589
- E-mail: lambethtss@communityhousing.org.uk
- Website: www.communityhousing.org.uk

Community Housing Group

Eurolink Business Centre
49 Effra Road
London
SW2 1BZ

Service availability: 09.00 – 19.00 Monday to Friday and occasional support can be provided at weekends.