

- Emailing blenheimgardens@lambeth.gov.uk
- Online at www.bgrmo.org.uk
- Crime Stoppers on 0800 555 111
- In any emergency always dial 999

Blenheim Gardens Estate is a great place to live and we want to keep it this way. To this end, in consultation with residents, we have also developed a Good Neighbourhood Agreement (GNA). This clearly identifies the expectations of living on the estate and what actions the RMO will do against those who impede on the quality of life of other residents. The GNA will be reviewed annually and all residents are encouraged to sign up to the GNA.

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

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 yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



Blenheim Gardens RMO Guidance Leaflet

Anti-social behaviour charter

in partnership with



We believe that if you give respect, you get respect. We also acknowledge that any form of Anti-social behaviour (ASB) that is not challenged can have a significant impact on individuals, families and the community. We will make use of all the powers available to us with relevant legislation to eliminate ASB from the estate.

Blenheim Gardens RMO deals with a wide range of issues relating to our residents. We aim to treat all residents with respect and will not discriminate against anyone.

The RMO keeps statistical records of all complaints received about ASB, the action taken and the outcomes. These are prepared and reported to the RMO Governance Board on a monthly basis.

What is anti-social behaviour?

Anti-social behaviour (ASB) includes a wide range of problems and because of this there are lots of things that can be done to tackle it. Examples of ASB include, and are not exclusive to:

- Noise nuisance
- Graffiti
- Vandalism
- Nuisance from pets
- Harassment
- Criminal activities
- Dumping rubbish

Blenheim Gardens RMO works in partnership with other agencies (e.g. the Police, social services, Lambeth's Crime and Anti-Nuisance Team) to ensure that where ASB is evident, it is stopped quickly. Our approach to ASB is best summarised as the three R's: Rights, Responsibilities and Respect.

Rights

We acknowledge as managing agents for the landlord that all our residents have the right to live in decent, warm, safe homes in decent, clean, safe estate, free from fear of nuisance, harassment and crime.

Responsibilities

Our residents have responsibilities to ensure that they and their families, friends, visitors and animals behave appropriately, both within their homes and in the vicinity. We acknowledge that in the case of those who may be less able to honour their responsibilities because of health, age or other vulnerability, it may require us to work with our partners who provide support services to help them to meet their responsibilities.

Respect

We expect our residents to respect their homes, their partners, their estate and all other people, regardless of their race, nationality, colour, origin, culture, age, sex, sexuality, perceived or real illness or disability.

Incidents of ASB are categorised and will be investigated as follows:

- **Category A:** these acts will be responded to **within 24 hours** of being reported. Acts in this category include harassment on grounds of race, sexuality, or disability; acts of actual violence and/or threats, serious criminal activity, drug dealing etc.
- **Category B:** these acts will be responded to **within 5 working days** of being reported. Acts in this category include serious breaches of tenancy conditions, heated verbal arguments and serious disputes including noise nuisance, allegations of petty criminal activities, treats of threatening behaviour, intimidating behaviour from groups or individuals, complaints that have the potential to progress to a Category A complaint.
- **Category C:** these acts will be responded to **within 15 working days** of being reported. Acts in this category include most neighbour disputes, minor breaches of tenancy conditions, complaints regarding dogs fouling, ball playing, riding scooters, parking and/or the condition of another resident's property.

Ways of reporting ASB:

- To the estate office in person or on 020 7926 0158 / 0163