

- Showing consideration for your neighbours when disposing of your household rubbish
- Treating employees of the RMO, and you neighbours, the same way you wish to be treated
- Participating in service reviews and/or estate inspections

**If you feel Blenheim Gardens RMO is not maintaining a high standard in estate cleaning or we are not adhering to this charter, please contact the estate office or see our leaflet “Complaints procedure.”**

### Ways to contact us:

Blenheim Gardens RMO  
24 Prague Place  
London SW2 5ED

Phone: 020 7926 0158  
Website: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)  
Email: [blenheimgardens@lambeth.gov.uk](mailto: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 imoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l’ágogo 020 7926 0158.*



## Blenheim Gardens RMO Guidance Leaflet

# Estate cleaning charter

in partnership with



Blenheim Gardens RMO is committed to providing a high-quality estate cleaning service. This charter sets out the general standards you can expect from us and how you can help us meet these standards.

## Blenheim Gardens Estate cleaning charter

**Litter and dog waste bins** will be emptied at least once a week

**Bulk waste collection** (bulky items dumped on the estate) will be carried out three times per week, on Mondays, Wednesdays and Fridays

**Human excrement and dog fouling** will be cleared on the same day that it is reported

**Dead animals** will be collected and disposed of the same day they are reported

**Refuse bins** will be rotated daily and emptied three times per week and the bin chambers will be deep-cleaned every three months

**Communal balconies** will be swept at least twice a week and washed at least once every six weeks

**Window frames and LEB cupboards on balconies** will be cleaned at least annually

**Communal alleyways** will be swept at least twice per week

**Garage doors** will be cleaned at least once per year

**Communal stairs** will be swept at least twice per week and washed at least once every six weeks

**Graffiti** will be removed within 24 hours of it being reported and offensive graffiti will be removed the same day it is reported

**Abandoned vehicles** will be removed within 7 days of being reported as long as they don't pose any risk to the public

**Hazardous vehicles** will be removed within 24 hours of being reported, these include vehicles that are burnt-out or in a dangerous position

**Fly tipping** will be removed within 48 hours of being reported

**Trip hazards** will be made safe the same day that the request is received

**Spills in communal areas** will be removed the same day that they are reported

**Grassed areas** will be cut at least three times between April and November

**Inspections** will take place on a fortnightly basis and estate walkabouts held quarterly. All residents will be invited to attend the quarterly estate inspections and these will be advertised in our newsletter. The estate cleaning charter is advertised in all estate blocks.

**Recycling** on the estate is managed by the local authority. There are a number of recycling banks situated throughout the estate.

The following items **may be recycled** from home and placed in recycling banks cardboard, paper, food and drink cartons, plastic bottles, glass bottles and jars, cans, tins and aerosols. The RMO however, encourages residents and staff members to recycle as much as possible. The RMO operates an estate recycling box system for residents who are unable to utilise the recycling banks. The recycling boxes are available from the estate office

## You can help us improve our service by:

- Reporting incidents to the estate office
- Telling us your concerns regarding the estate cleaning