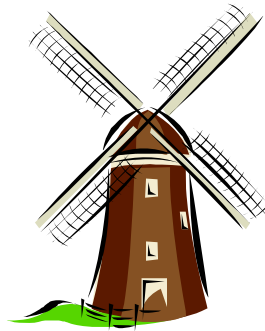


Blenheim Gardens RMO

Recharge Policy and Procedure-Repairs



Document Control

Changes History

Issue No	Date	Author	Summary of Changes
1	21.04.09	Danny Howcroft	New policy

Reviewers

Role	Name	Approval Date
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United Residents Housing (ALMO)		

Approval and Authorisation

Role and responsibility	review	Approval Date
Governance Board		June 2009
Staff		May 2009

Distribution List

Name	Organisation
Chief Exec.	United Residents Housing
Governance Board	Blenheim Gardens RMO

Equality Impact Assessment

Date	By Whom	Details

Risk Assessment

Date	By Whom	Details
21.04.09	Danny Howcroft	

Review Period 2010

By Whom: Danny Howcroft/Board

Recharge Policy and Procedure

Introduction

Blenheim Gardens RMO manages 440 units on Blenheim Gardens Estate on behalf of the local authority, Lambeth council. The estate consists of a number of small blocks (Glanville Road, Prague Place, Ramillies Close and Blenheim Gardens) and a compensation of houses and flats en block. The estate also services sum 204 under croft garages, 200 (non-allocated) parking spaces and a number of service roads.



covered by this policy is primarily Blenheim Gardens, Glanville Road, Ramillies Close and Prague Place.

As part of the tenancy agreement, there are certain repairs which are a tenant's responsibility to carry out. However, there are circumstances where it is in the RMO's interest to undertake certain repairs that are then recharged back to those responsible for the damage, repair or neglect. Whilst it remains a difficulty to collect these payments, it is still important we have a procedure in place to collect payments wherever possible and to help act as a deterrent to those wrongly denying responsibility. Payments will be pursued in the same way as rent arrears.

When is a resident likely to be charged?

- Voids – when a property is left in a state of disrepair;
- Tenant neglect – where the resident wilfully neglects the property;
- Residents causing damage to or misuse property – where they accept it is their responsibility yet request repairs;
- Misleading information – resulting in a retrospective recharge

When should a repair be recharged?

Although there are now a number of repairs which are specifically a tenant's responsibility, discretion still needs to be applied and each case should be considered on its own merit. Where there is any doubt about either the cause

of the fault or the responsibility, **the tenant should always be advised of the potential to be recharged later**. It should always be remembered that **ANY** repair is a potential recharge as repairs may be a result of neglect rather than wear and tear and we are often reliant on the repairs manager / DLO operatives to report back following the repair to establish liability.

Likely recharges are:

- Third party damage – a leak from a washing machine in the flat above;
- Misleading information is given – a blocked sink could be described as a blocked drain or a leak on a wash hand basin could be the result of a crack caused by the tenant;
- A tenant responsible repair required to ensure health and safety of the tenant (e.g. internal broken glass where there are young children in the property).

Examples	Details
Recharge in RMO's interest e.g. essential works and where the estimated costs are agreed with the tenant prior to the order being issued.	Damage being caused to the fabric of the building compromising the health and safety of others, e.g. a leak caused by the tenant cracking the wash hand basin may be in the RMO's interest to repair in case of further damage caused by the delay in the tenant arranging their own plumber.
Recharge as a result of the tenant's (or their guests) neglect (inc. alterations, misuse).	Blocked sinks, smashed windows, alterations causing damage.
Void property.	Cleaning, clearance, reinstatement of flooring etc. after alterations.
Retrospective recharge on receipt of further information.	Misleading information given by the tenant or unclear cause of the fault.

What about the grey areas?

Identifying responsibility is never straight forward. A lot of the changes to the tenancy agreement aren't that straightforward. Whilst a broken WC seat is quite straightforward (you sat on it, you broke it), it's not as easy to say that a tap is dripping because the washer needs changing and what happens if the communal water supply needs isolating? Here is a quick run down of what you need to consider (remember this excludes vulnerable groups such as elderly and disabled) but remember to **ask how, when and why a fault has occurred**:

Repair	Likely recharge	Comments
Unblock sinks and baths	Retrospective – DLO to report back on cause of blockage (i.e. fat down	Advise the tenant this is a likely recharge. Ask questions to find out if it

	the sink)	is affecting other sinks/bath.
Repair door furniture like handles, letter boxes etc.	Retrospective – many reports of damage are likely to be tenant neglect; an internal door handle shouldn't just break. Get as much info as possible on what is wrong with the item.	External furniture such as a broken letter box may be damaged by others – a crime reference number will be required. Unlikely to raise as not usually a health and safety issue.
Repair or replace WC seats	Not likely to be anything but tenant neglect.	Only for discretionary groups.
Replace tap washers	Retrospective – DLO to report back if the only problem is the washer. Consider potential for water shutdown on communal water supply.	Ensure you advise of a potential recharge in the case of a repair to a tap. Advise tenants to change washers before re-reporting repair and log this (unless emergency – tap won't turn off etc).
E/A door and window hinges	Retrospective – may be recharged if a very minor problem.	We cannot expect tenants to hang out of windows to fix a hinge – this is more for when a hinge just needs oiling or when a tenant has a new carpet fitted and it is thicker than the previous one.
Replace plugs and chains	Unlikely – very cheap and would not create an emergency situation.	Refer tenant to local hardware shop or recharge
Repair minor cracks and internal decorations	Unlikely – not emergency work and Repairs Manager would normally visit.	Advise tenants internal decorations are their responsibility and we only repair structural cracks.
Electrical faults from faulty appliances	Retrospective – if the contractor confirms a faulty appliance was to blame.	Ask how the tenant noticed a socket was not working – is it burnt out?
Repair plugs, fuses and lightbulbs	Unlikely	A caretaker can check if the tenant is unsure.

REMEMBER – it is always best to avoid raising the order in the first place, but to raise a service request. However, each case must be considered on its own merits. If the resident says they are unable to carry out a repair which is their responsibility you must find out why. **In all these circumstances, tenants should always be advised of the potential recharge.** If

necessary, please refer the tenant to our guidance leaflet and or website for clarification.

What are the individual exceptions?

Although the tenant is contractually obliged to carry out the repair, if the tenant is vulnerable, to avoid any potential health and safety issues for the tenant and their neighbour, it may be easier and more practical for the RMO to do the repair.

Group	Qualification	Action
Physically disabled or people with a long-term illness and on a disability allowance.	The disability needs to be <u>relevant</u> to the repair request.	Repair to be issued as non-recharge and reasons entered on SX3
Tenants over 60.	If over 60 and no other help to do the repair e.g. Help the aged etc.	Repair to be issued as non-recharge and reasons entered on SX3.
Tenants with mental health problems.	Where health problem is registered and care worker requests the repair.	Repair to be issued as non-recharge and reasons entered on SX3.
Those with a care package or liable to self-harm or neglect.	Only where the individual repair is being requested for the <u>first time</u> .	Repair to be issued as non-recharge and reasons entered on SX3.
Where tenancy lost through previous substance misuse but now linked to support worker.	Only where requested by care worker.	Repair to be issued as non-recharge and reasons entered on SX3.
Those on benefit.	Not a discretionary repair category.	Tenant to arrange to have the repair undertaken.
Tenant can't afford to do the repair.	Not a discretionary repair category.	Tenant to arrange to have the repair undertaken.
Tenants suffering harassment or domestic violence.	This needs to be <u>relevant</u> to the repair being request (i.e. lock change) and inline with Domestic Violence procedure and supported by Housing Officer.	Repair to be issued as non-recharge and reasons entered on SX3. Also, additional security can be provided as required.

Discretionary groups include, but are not exclusive too:

- Aged over 60 years or over;
- Have a physical/learning disability, sight or hearing loss;
- Are experiencing mental health problems or chronic ill health.

How do I raise an order for a rechargeable repair?

This depends if you are unsure at the time of raising the order if it is to be recharged, if it is an emergency order or if you are arranging a written agreement prior to the repair being raised. The most important things to remember are to write all details in the tenant visit sheet (available at reception) and use the SOR codes – The repairs and maintenance manager may need to inspect the property and confirm the level of recharge, if any, is applicable.

Urgent orders:

In reality rechargeable repairs will mainly fall into two categories:

- Repairs the RMO view as essential example to maintain health & safety, security, integrity of the fabric of the building, avoid damage to other units, but where no other immediate practical alternative exists or where the cause cannot be initially identified.
- Repairs where a retrospective recharge is needed due to misuse of the property/installation, misleading or further information on the cause. This section can include recharging for any damage caused from a new door handle through to fitting new installations.

Again, in reality, the urgent nature or unknown nature of the above considerably limits the RMO's ability to seek payment in advance for such repairs.

Where the work is being undertaken in order to maintain health and safety or to avoid damage to other parts of the property, the work must be restricted to making safe and removing the danger. Any follow-on work is the tenant's responsibility.

This is the type of recharge order you are most likely to raise, for example:

- a leak you suspect to be from a tenant's appliance but need to repair urgently or are unable to establish exactly where it is from;
- tenant responsibility repairs where the cause is hard to establish, e.g. overhauling taps where the problem may be the washers or blocked sinks where the tenant claims they have tried to unblock it;
- tenant neglect, e.g. a broken wash hand basin or a broken plug socket;
- loss of electricity where a tenant may not have filled their meter or paid their bill;
- force entry to locate a leak when access has not been reasonably provided.

Before you raise the order, you need to ensure the tenant is aware they may be recharged for the repair. If the resident considers the costs excessive, remind them we do not offer a private repairs service but only carry out landlord obligated repairs so will not be as competitive as commercial contractors.

- ask the relevant questions to establish what the cause of the repair is;
- inform the tenant of their responsibility ;
- inform the tenant they may be recharged for the cost of the repair (SOR code plus relevant % uplift – 30 % for the DLO for example then plus 15.% VAT as well as any additional work required that is also their responsibility;
- ask if they accept this and if they wish to continue;

How do I record the details of the conversation?

To avoid queries when trying to collect the recharge money, it is important we are clear with the resident about their responsibilities and how much repairs may cost them. It is only fair to give them the chance to refuse a repair if they feel it may be more than they can afford. It is essential we record this information so we can prove we have been upfront about what a resident may be charged. This should be recorded in the service request that is raised or the tenants log sheet which is situated in reception.

What if I don't raise an order?

If the resident has agreed to do the work themselves or if you have refused to raise an order as you are sure a recharge order has not been raised, you should raise and complete a service request with comprehensive notes explaining why a works order has not been raised. This information may become useful to other staff members who deal with the same enquiry, but at a different time.

What happens next?

The DLO operative/Repairs Manager attends the property with a copy of the order stating on the work order lines that the repair is a possible recharge. If it is clear the repair is the tenant's responsibility from the outset and it is not an emergency, the operative should contact the RMO/Repairs manager for further instruction. If the cause is unclear, for example the WC is blocked and only once it is cleared it is found to be blocked with nappies, then operative should report back on completion.

Non-emergency orders

There may be occasions where you can enter a written agreement with the tenant regarding the rechargeable repair prior to any work being carried out. This is where the responsibility is clear but the tenant is unable to carry out the work themselves and where the work does not need to be done immediately.

First of all, you must inform the tenant that they may be/are likely to be recharged for the repair which includes, at the very least, the cost as per our schedule of rates and uplift cost and VAT. An order and SAGE invoice should only be raised once the following details are agreed with both parties:

- Nature of works / description of works proposed;
- Schedule of rates code including the base price plus the contract uplift
- Provisional areas and amounts (i.e. 2sqm of tiling to be removed to locate a leak);
- Resident's payment information;
- Total cost including VAT at 15%

The resident must be informed at this time that the final invoice sum is likely to vary from the original estimate in the event that additional works are required (the resident's description of work may vary from the actual work required).

What happens next?

The DLO/contractor attends the property with a copy of the order and a letter that summarizes the details of the order (see below) and for which the resident signs as accepting the repair as a recharge/possible recharge. It is important to note the resident is accepting the work to be undertaken and that the cost may vary.

The work is then undertaken with the DLO/contractor taking before and after photos of the work.

How is the resident actually recharged?

If payment for the work is not received in advance, then within two working days the Repairs manager/DLO/contractor shall provide exact details of the work undertaken inclusive of commentary on likely cause, SOR codes and amounts. A summary of this information should also be entered by s/he in SX3.

Once the DLO/contractor reports back the details of the required work, the information will be validated by the Repairs Manager who will send a letter to the tenant detailing the exact cost of the rechargeable works inclusive of VAT (see example below). A tenant satisfaction survey form should also be sent after the work is completed to ensure the tenant has an opportunity to comment on the standard of work and other relevant feedback.

The said letter shall use the SX3 repairs order number as the main reference and give details of how the tenant should make payment and by which date along with copy of frequently asked questions information.

A copy of the letter should be passed to finance (Philip) to ensure an invoice is raised and the Repairs manager / housing officer to ensure

collection is followed up in accordance of 'Rechargeable Recovery Policy /Procedure'.

Upon receipt of the works order, Philip will ensure an invoice is raised and that this is entered on the debtors report, whereby payments can be monitored. After the original invoice is sent out, further reminder letters will be sent out by the Repairs Manager/ Housing Officer following the rechargeable recovery procedure. The debtors report will be presented to Finance Sub Committee meeting each quarter for action/write off etc.

On the first occasion of a resident receiving a rechargeable repair, they may receive a 'warning letter' advising them they may be recharged on the next occasion.

What if no work is carried out?

If an order is raised and the DLO/contractors attends' but don't carry out any work, they would not normally get paid for the order and it would be completed / cancelled. However, we may still charge a resident for time-wasting or constantly giving misleading information. Remember, each process any member of staff makes costs money. If you feel the resident should be recharged for visits or investigating a repair, even if no work is physically carried out, it is not unreasonable to charge an admin fee.

How is payment collected?

Payment will normally be made in the form of a cheque made payable to **Blenheim Gardens RMO**. At present, there is no facility to take the charge off any credit the resident may have on their rent or service charge account. Further forms of payment will be considered in the future.

What are the most frequently used SOR codes?

You can use the chart below to find out the uplift calculations for the codes you are most likely to use. If the SOR code you need is not here do the following calculation:

Description	SOR code	Cost	DLO UPLIFT (45%)	Connaught (45%)	Morrison (45%)
Unblock sink/basin	PL0022A	£24.31	£38.37	£38.37	£38.37
Board Up	MS0015A	16.53	£24.75	£24.75	£24.75
E&A Door	CA00067A	£10.42	£15.55	£15.55	£15.55
Overhaul taps	PL0104A	£14.37	£21.45	£21.45	£21.45
Locate leak	PL0100A	£16.58	£23.80	£23.80	£23.80
E/A internal door	CA0067A	£10.42	£15.55	£15.55	£15.55
Force entry	MS0018A	£11.26	£16.32	£16.32	£16.32

What do I have to send to tenants to inform them they are being recharged?

Below is an example of a letter informing the tenant they will be recharged. You may also send a copy of the RMO's guidance leaflet which is available in reception.

Dear xxxxx

Further to your contacting the RMO on xxxxxxxx to report the need for an urgent repair.

During the telephone conversation/meeting the officer assessing the repair advised you that the repair request was for a repair that you are responsible for meeting the cost of.

The RMO's DLO/ contractor attended your home on xxxxxxxxxxxx. They confirm the repair is a rechargeable item. The following rechargeable repairs were undertaken.

Renew front entrance door lock	£XXX
DLO/Contract uplift	£XXX
VAT @ 15.0%	£XXX
Total cost	£XXX

*Therefore the total cost of this repair is **£XXX**. Please send us a cheque for this amount within the next 7days. The cheque should be made payable to Blenheim Gardens RMO. Please write on the back your name and address and write the INVOICE/WORK ORDER NUMBERS..*

Please find attached details of some frequently asked questions concerning rechargeable repairs. This should help resolve any questions you may have.

We would also be grateful if you would take a few moments to complete the attached repairs questionnaire and return it in the freepost envelope provided.

Frequently asked questions for staff:

The recharge process appears to be flexible?

That's right the process cannot be totally fixed. Each request needs to be considered on its own merit in order to meet an individual Tenant' needs and/or to remove a potential danger. Tenants have different needs and circumstances; therefore each request needs to be considered on this basis.

The resident is willing to pay for the repair. Should the RMO do the work?

No. The RMO will only order the work as a recharge (rather than the resident arranging the work themselves) in circumstances that the work is in the RMO's interest and/or where the work is essential to maintain health, safety and security.

The work is being recharged. Should I order on a quicker priority?

No. The timescale for the work should be the same as they would normally be and as set out in the repairs charter.

What repairs are the RMO responsible for?

The RMO is responsible for keeping in repair any installation or fitting that it has installed provided it has been used in a tenant like manner and result of fair wear & tear. Exceptions to this are listed below.

The actual tenancy conditions say:

'The landlord will keep in repair the structure, external of the building, common parts, and all the installations for the supply of water, gas, electricity, heating and sanitation, including baths, sinks, and toilets provided. The landlord will not repair or replace the tenant's own appliances, fixtures or fittings'.

'The landlord is not responsible to undertake any repairs that have resulted from any deliberate act or neglect by the tenant or other persons residing in or visiting the property or any other third party. The landlord will not repair or replace any damage caused by a force entry by the police.'

What repairs are tenants responsible for?

- Internal decorations.

The RMO would have some responsibility for reinstating internal decorations where the damage has been caused outside of the tenants' control. This may be in the form of cheque /vouchers. Special schemes operate for OAP/disabled residents .

- To unblock sinks and baths.

This would include use of proprietary cleaner but tenants should be advised not to use acid as this both corrodes the pipes and is a potential hazard to any follow-up repair. The Tenant is responsible for ensuring the waste fitting and pipe-work up to the waste/soil stack pipe (as illustrated in the repairs handbook) connection is free flowing. The RMO's responsibility is for ensuring the main waste/stack pipe is free flowing but may still recharge the tenant depending on the cause.

- To repair door furniture like handles, letter boxes etc

This is somewhat ambiguous but is intended to cover handles, knobs, hooks, bolts etc. The RMO would still repair the main lock to front and back doors provided the repair is a result of fair wear and tear.

- To repair and replace WC seats.
- To replace tap washers.

On occasions the RMO may still need to undertake this type of repair

- To ease door & window hinges (this refers to keeping hinges eased and adjusted, free of paint etc).
- To replace plugs and chains.
- To repair minor plaster cracks and internal decorations.
- To repair (arranging qualified electrician as appropriate) electrical faults resulting from use of faulty appliances.

Examples may be where a Tenant has installed a defective washing machine and caused the electrical circuit to blow or changed a socket face plate.

- To repair or replace electrical plugs (not socket outlets), fuses and light bulbs.

All Tenants are contractually responsible for these repairs, however we will make exceptions where we have concerns about the vulnerability of the Tenant and where there are clearly health and safety concerns. For more information on what repairs are rechargeable please refer to the RMO guidance leaflet.

How do we recharge?

The RMO tends to get bogged down in how to collect recharges rather than the need to collect the money. In its simplest form the recharge procedure simply outlines criteria for confirming what happened, what work was done, how much it will cost and how the Tenant should pay.

In most commercial companies work is done and a letter/invoice request sent for payment. On occasions, as it does with rent arrears, officers / finance sub committee will need to judge if it is worth pursuing the debt. This illustrates the importance of ensuring rechargeable repairs are only carried out where it's in the RMO's interests or where there is a risk to health and safety.

In all instances the recharge repair should be paid for in advance of any work being undertaken.

Recharge Write-offs

Each quarter the list of debtors will be reviewed and decisions taken on further action. Any member of staff can propose a debt for write off, using the following criteria:

- tenant moved away
- tenant died
- not worth pursuing (debt too small to be worth taking to small claims court – under £100)
- no chance of recovery (detailed reasons for this must be given)

All debts over 6 months old should be written off in agreement with members of the finance sub-committee, unless the tenant has an agreement and is paying

Who should meet the cost of Police force entry?

In normal circumstances this would be the responsibility of the Tenant to repair. However, where the Police, Fire Brigade or Ambulance service, have carried out a force entry to a property in order to ensure the well being of a RMO Tenant, the RMO would undertake the repair.

Should the RMO replace lost keys?

The tenancy conditions state that Tenants are responsible for the cost of replacing lost keys and change locks as necessary.

Often Tenants' insurance will cover the cost of replacing lost or stolen keys and replacing locks. Tenants should always be encouraged to follow this option. Likewise on occasions it will be appropriate for the RMO to seek to reclaim costs from an individual Tenant's contents insurance company.

How will we know if the repair has been completed correctly?

A tenant satisfaction questionnaire will be sent out with each rechargeable repair as with non-rechargeable repairs

Frequently asked questions for tenants:

Why am I being recharged for the repair?

The RMO has a limited budget for repairs and some repairs are your responsibility to undertake.

The RMO are recharging you the cost of the repair for one or more of the following reasons:

The repair(s) was a result of an action by you, your relatives or guests;

The repair(s) was a result of work undertaken by you (or by others on your behalf);

The repair(s) is your responsibility to undertake in accordance of your tenancy conditions;

Another specific reason you were advised of?

I pay my rent so I should be entitled to have my repairs undertaken?

The RMO are responsible for certain repairs. These are listed in your tenancy agreement and summarised in the repairs & tenancy handbooks. The RMO will still do these repairs, provided they are not needed due to your misuse of the property/neglect.

I want to have my washing machine fitted. Will the RMO do the work?

Yes, but will recharge you for the work undertaken and materials used.

Will it cost more for the RMO to do the work as a recharge repair?

No, generally our costs are much cheaper than competitive tenders. Reliable building companies can also be found from our approved RMO contractors list, directories, yellow pages, on-line or via friends and relatives experience. These companies compete within the repairs and maintenance commercial market and as such are likely to be more expensive than our DLO. The RMO does not actually provide a profit-making repairs service.

Work has been undertaken to remove the danger/make safe but further work is needed?

The RMO will normally only undertake repairs, which are a Tenant's responsibility, to the extent of removing the danger. Any further reinstatement work would be for the tenant to undertake as necessary and to appropriate standards.

How long have I got to pay the recharge invoice?

Payments should be received in advance of any work commencing. However, the timescale is a maximum 7 (seven) days from the date we send the invoice. Payments may also be made by mutually agreed instalments. Special rates also apply for OAP/disabled residents.

What happens if I don't pay for the repair?

If you fail to pay the invoice in full within 7 day period and you have not contacted us to advise why you have not paid the invoice, the RMO will pursue the debt. You will be refused a parking permit (s) and we will not undertake any rechargeable repairs in future. Your statutory right to repair is not affected.

Will the RMO's DLO/contractor do the work for me privately?

The RMO's maintenance DLO/contractors are contracted to undertake repairs ordered by RMO staff only. Most of our contractors prefer not to do work directly for tenants. Any arrangement made between a tenant and a contractor used by the RMO is a matter between the contractor and tenant. The RMO will not accept any responsibility for the repair progress or quality.

Monitoring and Measuring our Performance:

As part of our action plan, we are in the process of developing Performance Indicators (P.I.s) for rechargeable work. We commit to monitoring our performance to allow for monitoring trends and to help identify weak areas that need improvement, and P.I.s provide the figures to help us do this.

Our performance in relation to rechargeable works needs to be monitored to make sure that it is meeting the targets and standards detailed in RMO's action / Business Plan. By monitoring how well we are performing, we can identify at an early stage any likely failure to meet a target or standard and can agree a course of action to put this right.

Implementation, Monitoring and Review:

This guidance is to be submitted to the RMO Governance board in June 2009 and will take effect following board approval of the policy and resident consultation. The responsibility for this policy lies with Blenheim Gardens RMO Governance Board but the implementation and monitoring of the policy has been delegated to the Estate Director.

BGRMO will monitor this policy and measure its effects through feedback from individuals. This will be carried out using questionnaires or surveys twelve months after the date of its implementation. Findings will be published in the RMO's newsletter.

A full review of this guidance will take place two years from the date of implementation.

Equality and Diversity:

We are committed to giving an equal service to all. This means we will not treat individuals any differently because of your: sex, colour, race, nationality, ethnic group, regional or national origin, age, marital status, ability, disability, vulnerability, political or religious belief, income level, sexuality or class. It also means our work will focus on individual groups within our community who may be disadvantaged and therefore require help the most.

This Policy confirms Blenheim Gardens RMO's equality statements and policy. Blenheim Gardens RMO is committed to providing information and services, equally and without discrimination, to meet the needs of all sections of the community managed by Blenheim Gardens RMO or seeking access to information on housing services in the Borough of Lambeth.

To help overcome barriers to effective participation Blenheim Gardens RMO promises to:

- Collect resident data to accurately record and report the demography of our residents
- Review our policies and procedures
- Provide a range of options for being involved to encourage special interest groups (such as leaseholders etc) or difficult to reach groups to participate
- Offer equalities and diversity training as part of the training program for board members, staff members and interested residents
- Monitor equal opportunities in our practices

Other Policies / Documents that apply:

- Resident Profiling and data collection
- Repairs and Maintenance
- Right to Repair
- Equality and Diversity
- Finance
- Customer service
- Complaints
- Consultation
- Housing management
- Housing Benefit

Communication:

Residents will be informed of any changes to this policy and procedure. The RMO has a developed and published communication strategy entitled the **UNITY plan**. Please contact the estate office for details.

Complaints:

BGRMO is committed to delivering the highest possible quality and level of service to its residents.

The RMO intends to provide services through best practice and in line with resident's needs and legislative framework. The RMO seeks to continually improve the services it provides by seeking the views and acting upon these to inform service delivery outcomes.

BGRMO will:

- Ensure your complaints will be dealt with properly
- Seek to match your needs in service delivery and quality
- Publish and report back on our performance

Wherever possible, BGRMO will endeavour to resolve your complaint immediately. If we cannot do this we aim to respond in writing to you within 10 working days of receipt. We will keep you regularly updated of progress until your complaint is fully resolved.

If you are still not happy with the time BGRMO took to respond, with the way BGRMO kept you informed, or with the manner in which you were dealt with then please tell us and we will make sure your complaint is investigated by a member of the Governance Board and/or a member of United Residents Housing or the Council. If you are still not happy, you can take your complaint to the Local Government Ombudsman, who is not part of Lambeth Council. Alternatively you can discuss your complaint with your Ward Councillor, Steve Reed.

Contacting BGRMO:

- Telephone 020 7926 0158, or write to:
- Blenheim Gardens RMO, 24 Prague Place, Blenheim Gardens Estate, Brixton, London, SW2 5ED.
- Email: BlenheimGardens@lambeth.gov.uk
- [Www.bgrmo.org.uk](http://www.bgrmo.org.uk)

Further Information

For any further information relating to this guidance please contact the Estate Director, Danny Howcroft 020 7926 0158.

If you would like this information in large print, in 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.