



Blenheim Bulletin



Blenheim Gardens RMO, In Partnership with United Residents Housing

William Hill's Betting Venue to close...

Blenheim Gardens RMO is delighted to announce the closure of the William Hill's betting venue situated in Prague Place this October. The venue has been on the estate for a number of years but unfortunately has also been a focal point for serious crime and anti-social behaviour on, and in the vicinity of, the estate over recent years.

After a long consultation period, the council has agreed not to renew the lease on this venue and Blenheim Gardens RMO has submitted a bid to manage this venue and to develop a community facility for our estate residents.

The RMO's bid to take over this venue has been whole heartedly supported by our Ward Cllr, Steve Reed, Lambeth's Community Safety Division and the Safer Neighbourhood Police.

The RMO Governance Board would like to express its sincere gratitude to our partners for their dedicated support and commitment in this regard since 2006.

Once the RMO has taken over the management of this unit, we will be consulting with all estate residents on what facilities you would like the RMO to provide from this venue. Remember, Blenheim Gardens Estate is your estate, so please ensure you have your say.

RMO settles allowance dispute...

The RMO Governance Board is pleased to confirm that the allowance dispute with the council has finally been settled. The RMO reached an amicable settlement with the council which is binding by both parties for 3 years

(2008-2011). The RMO accepted a settlement in the region of 10% less than received in previous years, but feels the settlement provides the RMO with the opportunity to properly prepare for the pending Audit

Commission Inspection in October 2009. A successful inspection will mean additional funding of £4 million pounds for the estate. This money will be used to give residents new kitchens and bathrooms.



July 2009

Special points of interest:

- *Betting shop to close*
- *RMO settles allowance dispute with council*
- *Rent and service charge payments*
- *Help with debt*
- *Estate gardening competition*

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Ways to pay your rent or service charge...

There are a number of ways you can now pay your rent or service charge:

- Paypoint (Londis store in Prague Place)
- By Cheque (made payable to L. B. Lambeth)
- In person at Olive Morris House (18, Brixton Hill, SW2 1RL)
- On line at www.bgrmo.org.uk
- Credit and Debit card hot line 0845 3000 328

- At the post office on Brixton Hill
- By Post sent to PO Box 22003, London SW2 1WS
- By Direct Debit (contact the estate office for details)
- By Standing Order (contact the estate office for a form)

Remember not paying your rent or service charges is not an option and for those who are in arrears we may:

- Refer you to a Debt Advice Agency

- Refuse you a parking permit
 - De-authorized your transfer application
 - Apply for direct payments from your benefit
 - Apply to evict you from your home
 - Write to your Mortgage lender
 - Obtain a County Court Judgment, which will impede on your credit rating
- If you are experiencing difficulties paying your rent/service charge call us now on 020 7926 0158. **We are here to help.**

Block Champions Required...

Do you live in a block on Blenheim Gardens Estate? Do you want to drive up the estate cleaning standards? Do you want to earn £20.00 in high street vouchers each quarter for assisting the RMO in making the estate a cleaner place for you to live?

If you have answered 'yes' to any of the above questions, we want to hear from you!

Blenheim Gardens RMO is introducing a block champion scheme to assist us in ensuring we are adhering to the estate's cleaning charter. Block champions is someone or a group who wants to help the RMO make a difference to where they live. We want to hear from residents who feel we are not maintaining the estate cleaning standards and/or who have ideas on how we can improve our cleaning service to all residents.

To register your interest in becoming a block champion please contact John Potter, Repairs and Maintenance Manager on 020 7926 0159.

Walkabout Wednesday and Blenheim in Bloom!

Our next Walkabout Wednesday is to be held on 26th August 2009 at 2.00 pm. The first 5 residents to attend on the day will be issued with a £5.00 gift voucher for participating.....so hurry!

Residents who participate in the walkabout will also be required to judge the Blenheim Gardens in Bloom competition for private gardens. The winner of this competition will receive £20.00 in high street vouchers for the best kept front garden on the estate. So now is the time to make that effort in the garden!...



**The first RMO in the borough to offer a service to its' residents
24/27 @ www.bgrmo.org.uk**

RMO TO YOU!

Are you unsure about what services and advice the RMO offers?

Would you like us to provide a service we currently do not provide?

Are we providing the right service, but in the wrong way?

Please let us know...

We are so keen to listen to YOUR views and suggestions, that we have now also added a comments box in reception!

Recycling Boxes

We still have a number of small recycling boxes available for our elderly and/or disabled residents.

If you wish to recycle and are unable to get to the recycling banks, then this box is ideal. Simply fill the box up and contact the estate office. The caretakers will then collect, empty and return! For a recycling box call 020 7926 0158.

Parking Permits

Residents are again reminded to ensure they are displaying a valid parking permit and Tax Disc at all times.

It is NOT the RMO's responsibility to ensure you have a valid permit or Tax Disc, it is your vehicle and therefore your responsibility.

Check now, before it is too late!

Estate Trees...

The Estate Director, Danny Howcroft, has met with the borough's new tree officer and discussed residents concerns. The estate has not benefited from a maintenance program for a number of years and now the RMO is working closely with the council to ensure our concerns is given priority. A notice will soon be circulated to all residents on the agreed plan of action. We thank residents for their continued patience in this regard.

Resident Profile Information....

As part of our service improvement plan, the RMO is collecting information regarding all our residents on the estate and using this information to target resources and to shape our services accordingly to the community that we serve. To assist the RMO with collecting this information, we have employed a dedicated data administrator, Mrs Kelly Ranscombe, to contact estate residents and to confirm the details we currently hold and if there are any changes we should be aware of which will improve our service to you. Many residents for example, become disabled and have had adaptation installed which we are

not notified of until something goes wrong! Household sizes also change and resident sometimes do not know the procedure for notifying the estate office, declaring changes to housing benefit and/or applying for a transfer and so on. On confirming your details, Kelly will be able to advise you on any questions you may have or she will refer your enquiry back to the estate office for action. Kelly will be in contact with you all soon so please assist her as much as you can. Thank you for your continued assistance.

ICE Campaign from the Ambulance Service...

Who would the emergency services contact in the event of an emergency? Residents are advised to place 'ICE' in their mobile phone followed by the name of the person(s) they wish to be contacted in an

emergency situation. 'ICE' stands for 'In Case of Emergency'. For multiple contacts please use ICE1, ICE2 and ICE3.

BT Lunches BT Basic to help low income families...

If you are in receipt of Income

Support, Income JSA or Guaranteed Pension Credit then BT may offer you line rental from just £4.50 each month. A call allowance is also included in the rental charge. There is no surcharge for non direct debit payments. For more information contact BT basic on 0800 783 1675.

Training Opportunities...

Builder? Plumber?, Carpenter?
Whether you:

- Know what you want to do
- Want to develop a new skill
- Want to update existing skills

There is a specialist construction skills centre that has something for you. Freephone 0800 023 2354 or visit

www.buildingenterprise.org.uk

Courses are fulltime and run over 12 weeks. Training may be free if you are claiming benefits.

Rents to be reduced...

Central Government has instructed local authorities to reduce the rent levels applied this year. Lambeth Council is in the process if writing to all resi-

dents confirming what the new level of rent will be. If you have not received a rent adjustment notification letter from the council please contact Lambeth's call centre on 020 7926 6000. Please ensure you maintain your rent obligation as usual until you have received notification of the change—
Thank You.

ASB Questionnaire...Thank you!

A big thank you to the 40 residents who responded to the to the borough's Anti Social Behaviour questionnaire. The information received will help the borough's community safety division, the safer neighbourhood team and the RMO in identifying the concerns of the estate residents and targeting resources.

Residents are reminded that any form of ASB will not be tolerated on the estate and the RMO is as committed as ever to taken firm action against those who impede on the quality of life of other residents...



*Cleaning Survey...is on its way!
During August the RMO will be undertaking a estate wide cleaning satisfaction survey to invite your views on this service area. All returned survey's will ensure we constantly improve our service to you, the service payers....*

Beating the Recession....Dealing with Debt...

The consequences of not dealing with some debts can be more serious than others, so it is important that you sort out your priority debts from your non-priority debts.

Priority debts include:

- Rent and service charge payments
- Fuel arrears (gas and so on)
- Council Tax

- Court fines
- Income Tax

Non-priority debts include:

- Credit payments (loans, credit cards)
- Student loan
- Catalogue payments
- Loan shark payments

If you fall into rent arrears or experience difficulties paying your rent or service charge, please contact the estate office on 020 7926 0158 immediately. We are here to offer advice and to help you in maintaining your home. We may also refer you to specialist welfare benefit and debt advice agencies.

Estate Improvements... All Systems Go, Go, GO!

The estate improvements programs has really go off a flaying start!.

We have already seen painting to blocks, pram shed doors, Gerda gates, estate railings, bin hoppers and so on. Works to the painting of blocks in Glanville Road and Prague Place have also gone out to the tender.

The estate resurfacing works is also well underway and the feedback from residents has been very positive.

We have also replanted outside the Londis store and have started work on the mall area to bring this up the required standard. We have also installed

a number of stand pipes to make watering this area much easier.

The estate signage will also be upgraded soon and we can then say bye bye to anything associating the estate to Lambeth Council!

The gardening clubs are also making a massive difference to the appearance of the estate and we thank them for the hard work they are committing to these project. Soon the new planting area will be fenced off.

The RMO however, cannot do all the work without your help and support. PLEASE PLEASE PLEASE help us to

obtain £4 million of additional funding to do more works by ensuring:

- You do not tolerate vandalism and report anti social behaviour,
- You maintain your own private gardens or seek assistance from us if your cannot manage.
- Please complete and return the survey's we send you.
- You work with us in improving the estate by getting involved in its management at ANY level.

We cannot achieve without your help and support-THANK YOU.

Dates for your diary- Governance board meetings 2nd Sept, 7 Oct and 4th November @ 7 pm (Part A is open to all residents). Parking meeting 25th August at 10.30 am
URH board meetings- 24th Sept, 22nd Oct and 26th Nov @ 6.45 pm

Neighbourhood Watch Scheme is back!

Blenheim Gardens RMO is again a member of the neighbourhood watch scheme. To register your interest in this scheme please contact the estate office on 020 7926 0158.



Know your RMO Staff members:

- Estate Director: Danny Howcroft
- Repairs Manager: John Potter
- Estate Officer: Sarah Uwajeh
- Housing Assistant: David Ellis
- Finance Manager: Philip Aromona

• **DLO Operatives:**

Brian La Roche
Gary Hooper

• **Caretakers:**

Fred Mears
Neville Richards

To contact the team telephone

020 7926 0158

AUDIT INSPECTION DATE 19TH OCT—30TH OCT

Blenheim Gardens RMO becomes a recognised guide TMO!

What is a guide TMO?

Guide TMOs are able to demonstrate a track record of solid performance and of being accessible to local groups and operating both locally and regionally in a spirit of co-operation. There are examples of good practice within each Guide TMO and the TMO will need to have the

capacity to share experience and knowledge with others.

Guide TMOs will help to promote the idea of tenant controlled housing amongst council and housing association tenants. They will offer guidance to tenant's groups that are exploring or developing a TMO approach. They will help to show people what TMOs are all about – including the possible difficulties and challenges.

A range of possible Guide TMO 'duties'

have been identified including:

- Hosting study visits
- Providing advice
- Providing templates and model documents
- Offering shadowing opportunities
- Mentoring / coaching

WELL DONE ALL!

Blenheim Gardens RMO, In Partnership with United Residents Housing

Blenheim Gardens RMO
24 Prague Place
Blenheim Gardens Estate, SW2 5ED

T: 020 7926 0158
F: 020 8678 7021
E: BlenheimGardens@Lambeth.gov.uk
W: www.bgrmo.org.uk

Myth Buster

'Becoming a board member is very time consuming and I just don't have the time.....'

A board member on average contribute 3 hours each month to their role. Time well spent to improve your homes, your estate, your services. Telephone now on 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, ẹjṓ, ẹ kàn wà l'ágogo* 020 7926 0158



HOUSING BENEFIT VERIFICATION IS BACK AT THE ESTATE OFFICE!

Yes it true! Blenheim Gardens RMO has been selected by the council to become a Housing Benefit verification Centre. This means that residents can now submit Housing Benefit forms and supporting documents to the estate office for verification before they go to Olive Morris House. The verification process is expected improve the assessment period for both Housing Benefit and Council Tax. Housing Benefit claim forms are also available from the estate office or by telephoning 020 7926 0158.

For a FREE Welfare Benefit Check please telephone 0207 926 5555 or

email

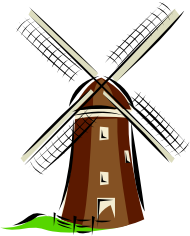
EveryPoundCounts@lambeth.gov.uk

Lambeth Savings and Credit Union

A credit union is a financial cooperative which offers flexible savings and low cost loans to its members. To become a member you need to pay a one off subscription of £3.00 and you can start saving with a little as £1.00. Lambeth Savings and Credit Union office is situated at 244a Brixton Hill, Brixton or by telephoning 020 3256 0000.

Identify Fraud ...will you be next?

We have received reports that a group of people have been seen going through refuse bags looking for letters that have been thrown away. It is expected that the details in these letters may be used as part of identity fraud. Please ensure you shred any person documents before they are disposed off-Thank you!



Summer Programme 2009

offered by the Clapham Youth Centre

sponsored by Blenheim Gardens RMO



Term time programmed for year 2009/10 will resume on 14 September 2009.

Six week programme will have the following blocks:

Summer project 2009: ME and MY CENTRE, AGE 13 -19: 20 - 24 and 27 - 31 July 2009.

The **cost is £3 per day**. Bursary is available on request. In order to benefit from the scheme we expected that young people will attend it consistently and have their packed lunch.

The scheme will operate from 10AM to 4PM on the above dates.

The theme of the scheme is **ME and MY CENTRE**. It will include workshops on various employability skills, such as CV writing and interview techniques, setting up as a self-employed and presentation skills; combined with talks and visits to businesses; and urban art activities leading to creating personal murals for the youth centre. There will also be sea side outing and two-days mountain skiing course.

PROGRAMME:

DATE	AM slot	PM slot	
Monday, 20 July	Registration, Employability workshop	Art workshop	
Tuesday, 21 July	Introduction to Journalism	Art workshop	
Wednesday, 22 July	Employability workshop	Art workshop	
Thursday, 23 July	Introduction to horticulture	Gardening session	
Friday, 24 July	Sea side trip		Club transport, meeting 10AM sharp, returning
Monday, 27 July	Visit from a Manager	Art workshop	
Tuesday, 28 July	Employability workshop	Art workshop	
Wednesday, 29 July	Employability workshop	Art workshop	
Thursday, 30 July	Snow camp		Meeting time TBC

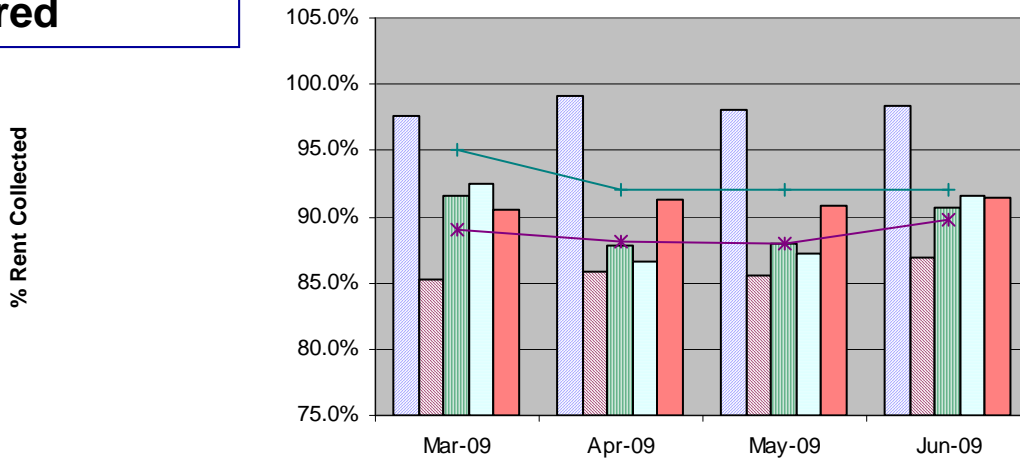
Summer University: Robo Lab on 3,4, 5 and 11, 12 and 13 August 2009.

Residential to North Devon: 22 - 29 August 2009.

Contact the Clapham Youth Centre on 020 7 274 3011 or the RMO Estate Office on 020 7926 0158 for more details regarding summer activities.

**1st quarter-
Our performance
compared**

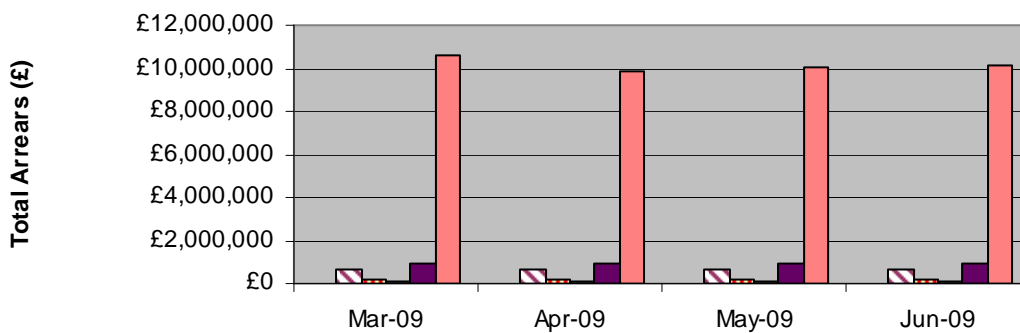
BV66a - Rent Collected as % of all rent owed



	Mar-09	Apr-09	May-09	Jun-09
BLENHEIM GARDENS RMO	97.6%	99.1%	98.0%	98.3%
LOUGHBOROUGH EMB	85.3%	85.8%	85.6%	87.0%
ROUPELL PARK RMC	91.5%	87.8%	88.0%	90.7%
WALTHAM RMO	92.5%	86.6%	87.2%	91.6%
LAMBETH LIVING	90.5%	91.3%	90.8%	91.5%
URH TMOs	89.0%	88.2%	88.0%	89.8%
TARGET	95.0%	92.0%	92.0%	92.0%

Month

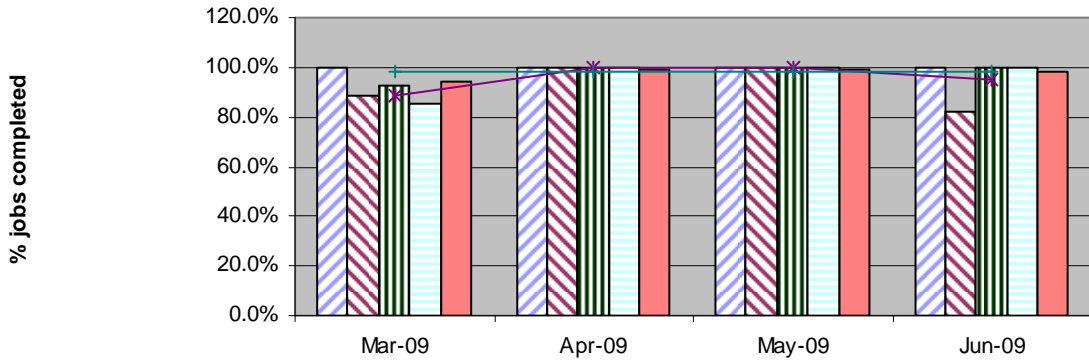
Total Current Arrears



	Mar-09	Apr-09	May-09	Jun-09
Blenheim Gardens	£22,913	£19,386	£19,937	£17,523
Loughborough	£666,419	£686,143	£689,705	£687,908
Roupell Park	£144,471	£156,713	£169,241	£155,897
Waltham	£60,232	£66,721	£70,200	£68,322
URH TMOs	£893,036	£928,963	£949,083	£929,649
Lambeth Living	£10,592,145	£9,896,420	£10,079,713	£10,102,996

Month

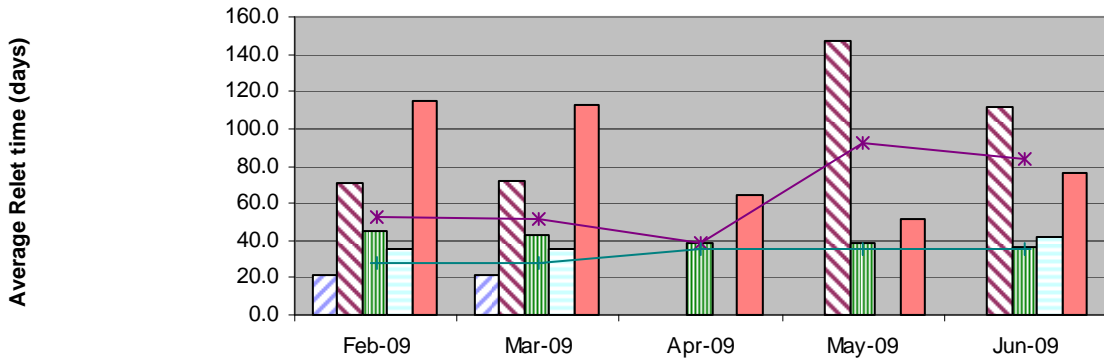
BPSA E5 - % Right to Repair jobs completed on time



	Mar-09	Apr-09	May-09	Jun-09
Blenheim Gardens	100.0%	100.0%	100.0%	100.0%
Loughborough	88.6%	100.0%	100.0%	81.8%
Roupell Park	93.0%	100.0%	100.0%	100.0%
Waltham	85.0%	100.0%	100.0%	100.0%
Lambeth Living	94.3%	99.3%	99.0%	98.2%
URH TMOs	88.9%	100.0%	100.0%	94.9%
Target	98.0%	98.0%	98.0%	98.0%

Month

Short Cycle Voids (SGV) Turnaround Time



	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Blenheim Gardens	21.0	21.0	0.0	0.0	0.0
Loughborough	71.0	71.7	0.0	147.0	112.0
Roupell Park	44.6	43.2	38.5	38.5	36.8
Waltham	35.0	35.0	0.0	0.0	42.0
Lambeth Living	114.9	113.2	64.4	51.9	76.1
URH TMOs	52.1	51.1	38.5	92.8	83.5
Target	28.0	28.0	35.0	35.0	35.0

Month