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Blenheim Gardens RMO address and contacts

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Blenheim Gardens
Residents
Management
Organisation
16/17
ANNUAL REPORT

Welcome to the Blenheim Gardens RMO annual report 2017

A message from the Management Committee

The year has been a challenging one for Blenheim Gardens RMO however the Governance Board feels there has been significant progress made preparing the RMO for the future and maintaining the delivery of high quality customer focused services.

The year has been focused on the many issues associated with the Lambeth Housing Standard works completed on the estate by Wates but project managed by the Council. Much of the works completed is substandard and presents a real liability to residents and the RMO in future years. This matter remains on going at year end as does negotiations on what external work such as new roofs etc will be undertaken in the future. We understand works will however commence in the coming months.

During the course of the year, the RMO submitted a business case to the Council to increase the remit under the terms of its Management Agreement. The business case included taking on addition functions such as major works. We await the outcome of this.

During the course of the Year, the RMO obtained the NFTMO Good Governance Kite Mark for the third time, a position not only enjoyed by only a few TMOs nationally, but one that also recognises the good work that the RMO board members undertake for this estate.



Some of the objectives achieved during the 2016-17 financial year included:

- Working towards satisfactory completion of the water site leakage in Ramilles Close
- Continued to renew garage doors with high security, low maintenance type
- Increased membership to the RMO and Governance board member nominations
- Submitted a business case to the Council to undertake additional responsibilities
- Provided apprenticeship opportunities
- Developed a youth forum to shape activities and events for all young estate residents
- Reviewed our staffing arrangement in preparation of the allowance review in 2018
- Reintroduced an edible garden area using external funding from Tesco's
- Retained our NFTMO Good Governance status
- Introduced an enhanced mutual exchange scheme to reduce levels of void becoming available
- Supported local groups such as the Clapham Youth Centre, the Holmewood play and stay group, Friend of the Windmill Gardens, Progress, CEFL & Lyncx and the Good News Food Project

Blenheim Gardens RMO remains one of the top quartile performing organisations in Lambeth. The RMO achieved all its performance targets at year end and obtained good reviewed from the STAR survey completed in 2017 on behalf of the Council. BGRMO outperformed the Council in all service areas and for the second time was ranked 2nd overall out of all TMO in the borough. BGRMO was however ranked 1st in 8 of the 16 service areas tested.

Finally, the RMO would like to thank all estate residents who have assisted us during the year. Without the involvement of estate residents and in particular, our board members, the RMO would simply cease to exist.

About us...

Blenheim Gardens RMO

Our vision is for a resident-led enterprise recognised as a centre of excellence, working together, with a shared commitment, to provide good, modern housing and excellent housing services.

Blenheim Gardens RMO supports a diverse, vibrant and successful community by delivering services that focus on the real needs and aspirations of our residents.

Our mission statement:

'To build a greener, safer and a more prosperous future with the community we serve'

Our vision:

Blenheim Gardens RMO is committed to working for the people of Blenheim Gardens Estate in order to improve the quality of life for all. We will achieve this by:

- Providing the best housing service possible for all our residents
- Ensuring we continue to communicate, consult and involve all members of our community in our decision making
- Working to increase the level of resident involvement
- Working transparently
- Improving the homes and environment for all residents
- Working to eliminate community and financial exclusion
- Working in partnership with other community groups to improve the area immediately surrounding Blenheim Gardens Estate
- Undertaking projects and initiatives that will benefit our community
- Working towards securing greater independence for the RMO from Lambeth Council
- Working towards building a cohesive and sustainable community.



Our values:

BGRMO has developed the following values in order to reflect our commitment to resident participation and to provide value for money services:

- We will at all times endeavour to put our residents first
- We will provide services reflecting local needs and priorities
- We respect our community and care about residents
- We celebrate in the diversity of our community and will strive to ensure we represent and serve all residents in a fair and equitable manner
- The contribution of our residents is central to all that we do
- We believe in resident participation and in community empowerment and encourage our residents to have the confidence and imagination to create solutions
- We value residents' opinions
- We believe in actively improving the quality of life for all residents
- We will invest in the development of our organisation and its workforce
- We will establish leadership through effective governance and accountability.

Governance Board at Blenheim Gardens:

We currently have 18 dedicated board members. All of our board members, with the exception of one, are residents on Blenheim Gardens Estate.

Board members can be council tenants, leaseholders or freeholders on the estate. Also the RMO can nominate co-opted members to the board. Co-opted members generally have a particular experience or specialism that will benefit the board and the community.

You do not need any specialist qualification or experience to become a board member and we particularly welcome residents from ethnic minority groups and young estate residents, since, at the present time, residents from these groups are underrepresented at board level.

Any training required by board members is provided **free of charge**. The board also operates a board 'buddy' system, where new board members are shadowed in their new role by a more experienced board member.

Executive members:

- Eamon Maguire, Chair
- Thomas Crouch, Vice Chair
- Anne Jones, Secretary
- Maud Simmance, Treasurer

Board members:

- Maureen Champion
- Sally Champion
- Gina Filose
- Erin Gill
- Sally Hill
- Geresom Ngole Obinna
- Barry Rowland
- Diana Thompson

Co-optees:

- Sue Alldis
- Martin Cherry
- Greg Furlong
- Anton Manickham
- Pat Prendergast
- Colleen Scott

Board members are dedicated individuals who have come together to improve the services offered by the RMO to all estate residents.

During the year, board members undertook the following training to support their roles:

1. Strategy (The national frameworks of housing policy & law)
2. Strategy (Managing TMO Risks)
3. Housing Management (service standards and monitoring)
4. Financial Management (Budget setting and monitoring)

The next Annual General Meeting will be hosted on Tuesday 24th October 2017 at the Community Hub, 23 Prague Place, SW2, from 7pm.

Improving the local environment:

The RMO, using a grant from Tesco's bags of help scheme, has introduced an estate edible garden area situated between Ramilles Close and Blenheim Gardens.

The garden is growing fabulously and many residents are using this area to grow produce. A welcomed addition to the estate.



FUN DAY 2017

‘Fantastic day,
well organised’

‘It’s a great day,
the kids always
look forward to it’

‘It’s an excellent
way to get the
community
together and for
the children’



‘Fab, good music,
excellent food’

‘This must be the
best managed
estate in
Lambeth, if there
is a better one,
I’ve not seen it’

‘Can we not have
the event over 2
days?’

Community Events:

BGRMO had organised a number of community events during the year and these had included:

- Mature residents Christmas dinner
- Study support group
- Mature residents coffee morning
- Annual fun day
- Summer camp providing activities for estate residents aged between 8 -16 years
- Easter camp providing activities for estate residents aged between 8 -16 years
- Children's Halloween party
- Children's Christmas party
- Football training and tournaments
- Mature residents Christmas hamper
- We have introduced an edible garden area
- We have introduced a youth forum to help shape youth provisions on the estate

In addition to the above, we have also donated considerable resources to the following local groups for the benefit of our local community:

- The Clapham Youth Centre
- The Friends of the Windmill Gardens
- The Windmill Stay and Play Group
- The Good News Food Project

This year, the RMO is embarking on its 'biggest ever' residents involvement program. Please contact the estate office for more details.



Our future plans:

The RMO future plans are listed below:

- Ensure the completion of the Lambeth Housing Standard works to an acceptable standard to reduce risk to the RMO and residents in the future
- Continue to discuss the possibility of taking on additional responsibilities
- Negotiate a new allowance covering the period of 2018 - 2021
- Continue with the estate painting programme
- Increase CCTV coverage on the estate
- Increase our resident involvement program
- Continue to offer apprenticeship opportunities
- Review its business plan and service improvement plans to ensure value for money is achieved throughout the RMO
- Review its contract providers including repairs and maintenance
- Continue to reshape service provisions to meet future local needs of the communities we serve
- Continue to offer assistance, advice and support to other RMOs in its role as a NFTMO Guide TMO
- Negotiate future capital works for the estate
- Continue to increase membership to the RMO and Governance board member nominations
- Assess the impact the welfare benefit reform and the introduction of Universal Credits will have on estate residents and ensure the necessary support is put in place to assist residents
- Review business opportunities beyond the estate

Increase CCTV coverage on the estate

Increase our resident involvement program

Negotiate future capital works for the estate

Annual Report Performance Summary:

Performance for end of year

2016/17

Service Area	Lambeth Results	2016/17 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.50%	99.50%	100.00%	Yes	Yes
% Rents and arrears collected	95.66%	94%	98.30%	Yes	Yes
% Service charges collected	113.20%	100.50%	114.70%	Yes	Yes
Average relet Void time	22.9 days	25 days	14 days	Yes	Yes
% Gas services completed on time	99.90%	100%	100.00%	Yes	Yes
% Repairs completed on time	97.70%	97%	100.00%	Yes	Yes
% Repair Satisfaction	96.20%	95%	100.00%	Yes	Yes
% Tenancy Checks	N/A	10%	20.30%	Yes	N/A
% Complaints dealt with	94.30%	90%	100.00%	Yes	Yes

Tenancy checks

Blenheim Gardens RMO completed 58 tenancy checks which equates to 20.3%, exceeding its target by 10.3%.

Complaints

Seven complaints and one members' enquiries were received and responded to within the target time. BGRMO exceeded the target on both of these indicators by 10%.

Rent Collected

Throughout 2016-17, Blenheim Gardens RMO consistently exceeded its target on both rent collection indicators. Blenheim Gardens RMO ended the year ranked 3rd on the in-year rent collection (2nd, 100.9%) and 2nd on the BV66a indicator which measures the percentage of historic arrears collected (1st, 98.6%)

Repairs satisfaction

A satisfaction survey is provided for each of the 500 jobs that were raised in 2016-17. With 59 returns this gave a response rate of 11.8%. Whilst all of the respondents indicated that they were satisfied with the quality of the repair, exceeding the target by 5%, Blenheim Gardens RMO will need to look at measures to help increase the response rate.



Blenheim Gardens
Residents Management Organisation

STAR Survey Results:

The Council conducted its Survey of Tenants And Residents ("STAR") late 2016. The aim of the survey was to capture the level of residents' satisfaction on various aspects of the services delivered by the TMO. The survey was not carried out in 2015-16 so for comparative purposes, 2014-15 figures are used for reference.

Three of the survey questions form part of the annual performance indicators. They are the percentage of overall satisfaction (88.4% - ranked 2nd), percentage satisfied with residents' views taken into account (73.93% - ranked 2nd) and percentage satisfied with the way anti-social behaviour is dealt with (76.51% - ranked 3rd).

Blenheim Gardens RMO's high rankings on these indicators show that residents living in Blenheim Gardens Estate are satisfied with the services provided by the TMO.

Thank you for participating in the STAR Survey.

Survey of Tenants and Residents

Blenheim Gardens	2014-15	2016-17
Percentage of overall satisfaction with the services provided by TMOs	82.2%	↑ 88.40% ↑
Percentage satisfied with residents' views taken into account	74.5%	↓ 73.93% ↓
Percentage satisfied with the way anti-social behaviour was dealt with	71.8%	↑ 76.51% ↑

'To build a greener, a safer and a more prosperous future with the community we serve'

Financial Report:

The RMO made a surplus of £206,313 after taxation. This compares to a surplus of £178,576 in the previous financial year. The total Surplus Fund carried forward was £837,465., representing the RMO's reserves.

Surplus after Taxation

2015/16	2016/17
£178,576	£206,313

The income for the year was £844,579 compared to £831,699 in the previous financial year.

Yearly Income

2015/16	2016/17
£831,699	£844,579

Employment costs decreased by £45,009 from £363,464 to £318,455 for the year to 31st March 2017.

Employment Costs

2015/16	2016/17
£363,464	£318,455

Direct estate expenses, which includes services such as repairs and maintenance, estate lighting, gardening and so on, was £386,344 compared to £378,757 in the previous financial year. An overall increase of £7,587. However there was a significant increase in recharges to the council for work by the RMO on Decent Homes.

Direct Estate Expenses

2015/16	2016/17
£378,757	£386,344

Office administration expenses, which includes Auditors fees, rent, telephones, professional fees and so on, was £111,316, compared to £155,566 in the previous financial year. An overall decrease of £44,250. Expenditure in the previous year included professional fees for the exercises considering the RMO's future.

Office Administration Expenses

2015/16	2016/17
£155,566	£111,316

Committee & community expenses increased from £14,984 in 2016, to £27,086. This increase was due to the wider resident involvement program offered to residents by the RMO such as the study support group, youth forum, summer camp, football training and so on, and additional support for the development of the Board

Committee & Community Expenses

2015/16	2016/17
£14,984	£27,086

The RMO also had a reported pension deficit of £222,000, compared to £178,000 in the previous year. The RMO is a member of the local government pension scheme.

Pension Deficit

2015/16	2016/17
£178,000	£222,000

RMO surpluses – how shall we spend your money?

Since 2001 the RMO has accumulated considerable reserves. The reserves are placed on deposit and are to be used for the benefit of the community i.e. Blenheim Gardens Estate and its residents.

The RMO is consulting residents on what they feel some of the reserves fund should be spent on.

Enclosed with this annual report is some suggestions for your consideration on what some of the money can be spent on, you may suggest others.

Please return your completed form to the estate office by Friday 1st December 2017. Your personal details are not required.

This matter will be discussed at the RMOs general meeting to be hosted on 24th October 2017.

Please ensure you have your say on how your money is spent.