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Yoruba: Tí ẹ ba fẹ imoràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.



Blenheim Gardens RMO address and contacts

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

Main contacts:

Office: 020 7926 0158
Repairs: 020 7926 0159
Rent, service charge and tenancy: 020 7926 0161
Fax: 0208 678 7021
Estate Emergencies: 0790 382 4072

Email: blenheimgardens@lambeth.gov.uk
W: www.bgrmo.org.uk
Twitter: @DannyBgrmo1
Facebook: Blenheim Gardens RMO

Useful telephone numbers:

RMO office - 020 7926 0158
Smith and Byford – gas servicing and repairs – 0800 091 2140 – do not wait until the RMO office is open to report a boiler fault
Pestokill – pest control - 0800 2889 911 or online at www.pestokill.co.uk/bgrmo
Lambeth call centre 0208 646 9100
Out of hours repair service 0800 121 6122
Housing benefit - 034 5302 2312 or email benefitsinfo@lambeth.gov.uk
Benefit advice - Every Pound Counts - 020 7926 5555 or email everypoundcounts@lambeth.gov.uk
Age UK - 0800 169 6565
Women's Aid - 0808 2000 247
Non- emergency Police service 101
All estate emergencies 07903 824 072



Blenheim Gardens
Residents
Management
Organisation
18/19
ANNUAL REPORT

Chair's Welcome

Blenheim Gardens RMO is a strong, vibrant, community based, residents organisation that is proud of its achievements in improving the life of residents on Blenheim Gardens Estate at a time of cutbacks in essential services provided by local and central government. Providing high quality local management and maintenance is at the heart of what we do. We are aware of the challenges we and residents will face and are actively involved in working with a wide variety of local community organisations to offer opportunities for residents young and old and to improve the homes, services and environment where we live.

We have taken on a co-ordination role to support community groups in our area and see our partnership with them, other TMOs and the Council as essential to improving our area. Increasing our independence and resources will help us to meet our aims.

I would like to thank my fellow board members for their support, hard work and dedication each has demonstrated during the course of the year and also the RMO employees, who continue to provide an excellent service on behalf of the board, for all residents.

I hope you enjoy reading our annual report.

Eamon

Blenheim Gardens RMO Chair



Blenheim Gardens

Residents Management Organisation

During the year, the following residents were elected members of the RMO Governance Board

Executive members:

- Eamon Maguire, Chair
- Gina Filose, Vice Chair
- Maud Simmance, Treasurer
- Anne Jones, Secretary

Board members:

- Julie Cambridge
- Maureen Champion
- Sally Champion
- Martin Cherry
- Sally Hill
- Marilyn Mauouche
- Barry Rowland
- Diana Thompson

Co-optees:

- Greg Furlong
- Erin Gill
- Geresom Obinna
- Pat Prendergast
- Colleen Scott

The RMO also operates a Finance Committee and members of the committee are:

- Derek Bailey (non-elected member but resident)
- Gregg Furlong
- Marilyn Mauouche
- Geresom Ngole Obinna
- Pat Prendergast
- Maud Simmance
- Diana Thompson

Our sincere thanks to the dedication of the board, who without, the RMO would 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:

Our vision states what we are aiming to achieve and why we exist as an RMO. Our values state the things that are important to us and how we intend to work for our service users, members and the local community. Our objectives set out what we intend to achieve in the period ahead. The Vision, Values and Objectives have been developed by the RMO Board with input from Resident Focus Groups.

BGRMO will work for the residents of Blenheim Gardens Estate to improve the quality of life for all. We will achieve this by:

- Providing the best housing service possible for all our residents
- Eliminating community and financial exclusion
- Making Blenheim Gardens a safer and more secure place to live
- Improving our housing stock and environment for all residents
- Communicating, consulting and involving all members of our community in our decision making
- Increasing the level of resident involvement
- Working in partnership with other community groups to improve the area surrounding Blenheim Gardens Estate
- Undertaking projects and initiatives that will benefit our community
- Becoming more independent from Lambeth Council
- Building a sustainable and cohesive community

Our values:

Blenheim Gardens RMO is a community managed organisation. Our values form an essential part of our approach. These values underpin our actions and decision making.

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

We will:

- Endeavour to put our residents first
- Provide services reflective of local needs and priorities
- Respect our community and care about people
- Celebrate the diversity of our community and will strive to ensure we represent and serve all residents in a fair and equitable manner
- Recognise the contribution of our residents as central to all that we do
- Champion Resident Participation and Community Empowerment and encourage our residents to have the confidence and imagination to create solutions
- Value our residents' opinions
- Actively improve the quality of life for all residents
- Invest in the development of our organisation and its workforce
- Promote partnership by working with community organisations

Our Objectives:

This sets out the main issues we want to address and what we want to achieve between 2018 and 2022 and the details of these can be found in our business plan.

BGRMO has identified the following objectives as being of importance to our continuing success:

- Continuously improve the services we deliver taking account of Value for Money
- Provide stable and effective governance
- Consider how to provide services more effectively
- Increase tenants and leaseholders understanding of their rights and responsibilities
- Improve risk management and strengthen internal controls
- Consider options to take more control of housing services on the estate

Staff Values:

The RMO staff have developed a set of values that inform the work of employees to support our corporate aims. The staff values are:

- We want to understand the needs of our residents and are always supportive and helpful
- We create relationships built on trust by listening and acting with integrity
- We treat our residents, stakeholders and each other with fairness and respect
- We are united and rely on teamwork to deliver the organisation's goals
- We continuously improve what we do in order to provide a prosperous future for our residents

Please let us know if you feel we are not meeting our vision, values and objectives.

Our Services

The RMO operates within the Modular Management Agreement (2005), and signed the current Management Agreement in April 2012. We provide a wide range of housing services but not all services are provided by us.

Services BGRMO provide

- Rent collection and arrears management
- Repairs and maintenance including repairs to disablement adaptations
- Short cycle void management
- Gas Servicing
- Lettings within Lambeth Council's allocations policy
- Tenancy compliance
- Management of tenancy breaches
- Leasehold Management including management of lease and transfer breaches
- Stage 1 Complaints
- Nuisance & anti-social behaviour management from residents who live on the estate
- Estate cleaning and caretaking
- Management, maintenance and letting of garages and pram sheds
- Grounds maintenance
- Service charge calculation, collection and arrears management
- Maintenance of estate roads
- Parking control
- Pest control service
- Identifying estate improvements
- Housing Benefit and Council Tax verification
- CCTV service
- Responsive repairs under £5K
- Responsive repairs and maintenance to the estate
- Estate lighting repairs
- Bulk removal
- Resident involvement activities including an annual fun day, a study support group and school vacation camps
- Consent for non-structural works to sold properties
- Garage door repairs / replacement
- Graffiti removal
- Produce annual accounts
- Electing board members

Services LBL provide

- IT systems
- Major and Structural Repairs including replacements
- Painting of external and common parts
- Fire Safety Works including completing Fire Risk Assessments
- Right to Buy administration
- Housing Benefit and Council Tax assessments
- Community care assessments
- Tree management
- Setting rent charges
- Asbestos Removal
- Repairs over £5K
- Long cycle voids costing more than £5k
- Refuse and recycling services
- Allocations of empty properties
- Stage 2 Complaints
- Anti-social behaviour from non-residents

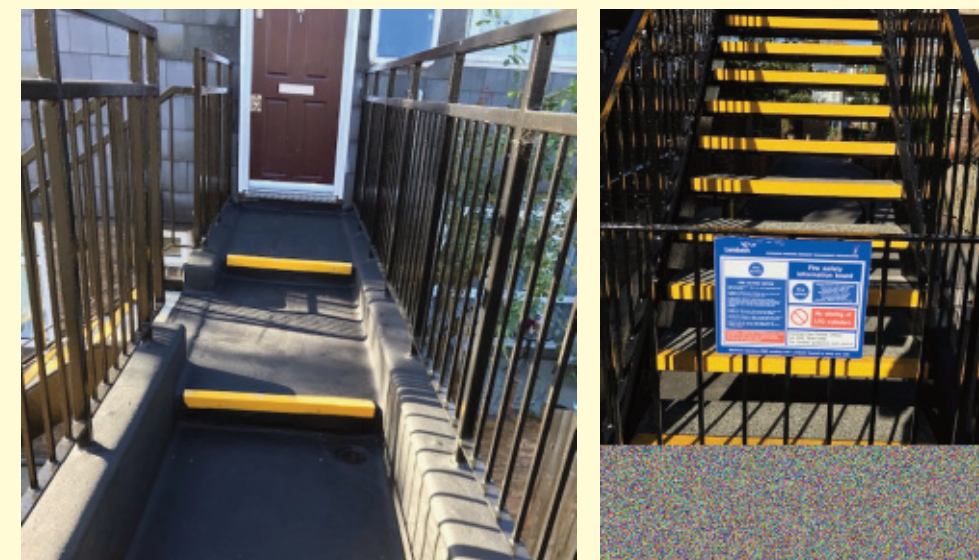
Why not become a RMO shareholder?

Just 10p not only provides a life long share to the RMO but also voting rights at general meetings. For details on purchasing a share, please contact the RMO office.



Blenheim Gardens
Residents Management Organisation

Fire safety works...



During 2018 – 2019, the RMO undertook a number of fire safety works to the estate. Such works included:

- Confirming the fire arrangements for each area of the estate by writing to residents and advertising in our newsletter
- Updating and increasing the fire safety signage to each and every block
- Introducing anti-slip floor paint to end of terrace flats landings
- Introducing luminescent strips to steps

Internal Audit by Lambeth Council...

In 2018/19, the Council carried out an Internal Audit of Blenheim Gardens RMO. The report gave the TMO a rating of “Substantial Assurance”, which is the highest that can be attained.

Feedback at year end from Lambeth Council...

‘This has been another excellent year for BGRMO with performance underlining the good level of services being delivered to residents. There is every indication that this will remain the case during 2019/20’ – Thank you!



FUN DAY 2019



Feedback from attendees

"I think it's a fantastic day bringing all the community together"

"It's a great day for all the children to play safe in the area"

"Brings everybody and all the children out, everyone's very helpful"

"Its so lovely to meet a wide mix of residents, really good vibes"

"It's a good idea, helps to give the residents a feeling of belonging and wellbeing, long may it continue"

"Great to get to know people, should have a Christmas one"

Blenheim Garden's, a great estate, let's keep it this way...



Review of Activities 2018-2019:

Blenheim Gardens Estate consists of 440 mixed tenure properties, 378 of which are tenanted, leaseholds or freeholds subject to service charges, the remainder of which are owned freehold without service charge obligations. 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.

During the course of the Year, the RMO provided a wide ranging resident involvement program and was successful in obtaining £2,000 from Tesco's to support our summer camp, which provides educational and recreational activities all summer long.

Some of the objectives achieved during the 2018-19 financial year included:

- Negotiating an allowance agreement with the Council
- Continuing to renew garage doors with high security, low maintenance type
- Continuing with the boiler renewal program
- Increased nominations to the RMO Governance Board
- Provided apprenticeship opportunities
- Extended our resident involvement program
- Provided support to residents who moved over to Universal Credits
- Achieved all our Key Performance Indicators, as measured by the Council, at year end
- Reviewed and updated our resident participation compact
- Undertaking a feasibility studies, following agreement from members on using the RMO's surplus fund
- Undertaken a mini estate painting project
- Extended our edible garden area using external funding
- Reviewed our staffing structure and implementing changes
- Updated the fire notice signs to all blocks
- Reviewed our bulk waste service
- Developed a surplus and reserves policy and identified residents priorities for estate improvements
- Achieved an end of year surplus position
- Introduced an estate warden service as a trial
- Agreed with the Council to take over the management of the triangle area outside the Windmill Gardens
- Supported local groups such as the Clapham Youth Centre, the Holmewood play and stay group, Friends of the Windmill Gardens, Progress, CEFL & Lyncx

From the 1st April 2018, the RMO expanded on its area of responsibilities further by taking on aids and adaptation repairs from the Council and was also delegated the management of the triangle area outside the Windmill Gardens, which we aim to convert into more growing space for residents. During the year the RMO secured funding from the housing ministry to introduce a kitchen garden during 2019/2020.

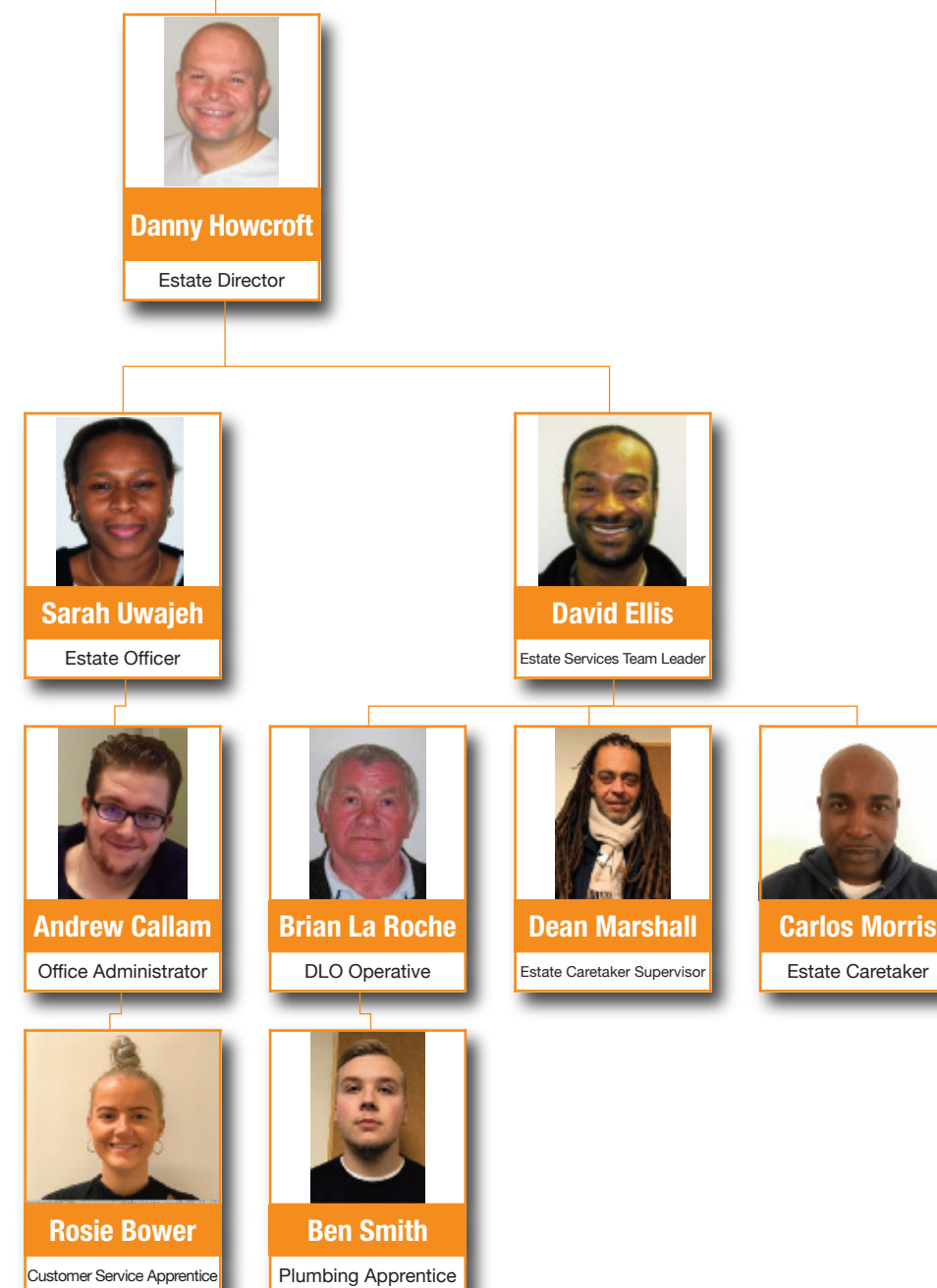
Meet the RMO Team

The RMO employ 9 members of staff. The Estate Director reports to Board and is accountable for all service delivery on behalf of the board as well as managing our relationship with the local authority. Rosie and Ben are our apprentices.

Dean and Carlos joined the RMO in April 2019.

Neville Richards, our long standing caretaker, retired in April. We wish Neville all the best in his retirement.

Board Members



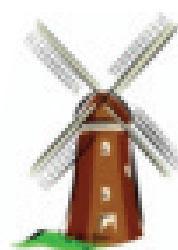
Annual Report Performance Summary:

Performance for end of year

2018/19

KPI Description	Lambeth Results	2018/19 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.80%	99.00%	98.80%	Yes	Equal
% Rents and arrears collected	94.90%	96%	98.10%	Yes	Yes
% Service charges collected	116.07%	105.00%	115.49%	Yes	No
Average relet Void time	36.1 days	25 days	11 days	Yes	Yes
% Gas services completed on time	98.60%	100%	100.00%	Yes	Yes
% Repairs completed on time	88.80%	97%	98.80%	Yes	Yes
% Repair Satisfaction	N/A	N/A	99.21%	Yes	Yes
% Committee meetings completed	N/A	N/A	100.00%	Yes	Yes
% Tenancy Checks completed	N/A	10%	30.60%	Yes	Yes
% Complaints dealt with	N/A	100%	100%	Yes	Yes

“BGRMO outperformed L.B. Lambeth on 9 out of 10 performance indicators.”



Blenheim Gardens
Residents Management Organisation

Future developments

During the 2019-20 financial year the RMO will endeavour to:

- 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 from the Council
- Continue with the estate painting programme
- Continue with a boiler renewal programme
- Increase our resident involvement programme further
- Continue to offer apprenticeship opportunities
- Review its contract providers including gas servicing and repairs
- Expand the estate growing areas and introduce a kitchen garden
- Retain our Good Governance Kitemark status from the NFTMO
- 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
- Achieve all the RMO's KPIs as measured by the Council
- Provide a feasibility study on the use of the RMO surplus fund
- Review business opportunities beyond the estate
- Reduce crime and ASB on the estate.

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.

Blenheim Gardens RMO remains one of the top quartile performing organisations in Lambeth. The RMO achieved its performance targets at year end and obtained good reviews from the Council, who are responsible for monitoring the RMO.

Major works continue...

Lambeth Council has a five year programme to raise its housing stock so that it meets the Lambeth Housing Standard. This programme commits the Council to carry out improvements to bathrooms, kitchens, electrical, roof, window renewals and communal facilities. At a total cost of £490 million the programme is one of the highest nationally.

Blenheim Gardens Estate had internal works undertaken in 2014 and unfortunately the programme was not properly managed by Lambeth Council and a large number of defects have come to light that will require a lot of work to rectify. The Council have agreed a programme of making good these defects as well as agreeing to do works on any properties that were missed in the original programme. This is called a 'mop- up' program.

The co-ordination of these various programmes will be crucial so that residents are not inconvenienced more than is absolutely necessary. The rectification works are due to be completed during 2018.

Lambeth Council have provided an indicative year of 2020/2021 for external works to be completed on this estate. The works were originally planned for 2012/13. Such work may include new roofs, external cladding and electrical lateral mains. Employees of Blenheim Gardens Estate will be taking a leading role in ensuring that all the projects are delivered in away that will most benefit the residents so that the mistakes of the past are not repeated.

Finance Performance - at a glance...

Yearly Income	
2018/19 £864,308	2017/18 £796,064
Employment Costs	
2018/19 £363,855	2017/18 £344,164
Direct Estate Expenses	
2018/19 £453,052	2017/18 £440,059
Office Administration Expenses	
2018/19 £141,840	2017/18 £129,401
Committee & Community Expenses	
2018/19 £43,351	2017/18 £33,590
Pension Deficit	
2018/19 £309,000	2017/18 £223,000

The surplus for the year end 31st March 2019 after taxation was £89,660, compared to £59,854 in 2018). The surplus fund carried forward was £941,745 which compared to £908,929, in 2018.

Our Housing Management Performance - this is how we do it...

Tenancy checks

In 2018-19, Blenheim Gardens RMO completed 88 tenancy checks. This equates to 30.6% and exceeded the target by 20.6%.

Empty properties

Blenheim Gardens RMO had 10 short cycle lets in 2018-19. Our average turnaround time was 11 days, which was within the target by 14 day.

Complaints and members enquiries

In 2018/19, Blenheim Gardens RMO received 18 complaints. The RMO responded to all of its complaints received within the target time, exceeding the target by 10%.

During the same period, Blenheim Gardens RMO also received 3 Members' Enquiries, which were all responded to within the target time. As a result, the RMO out-turn was 100%, which exceeded the target by 10%.

Complaints of anti-social behaviour

At year end of the RMO received 15 complaints of anti-social behaviour. The complaints have escalated considerably since year end. The RMO did obtain 2 injunctions for drug supply and noise nuisance.

Repairs and repairs satisfaction

During the year, the RMO completed 889 repair jobs. We consistently completed all of our repair jobs within the target time, and exceeding the

target by 3%.

A satisfaction survey was provided for each job and in total 287 surveys were returned. This gave a response rate of 32%.

Rent collection

The RMO closed the year collecting 98.1% on the BV66a indicator. In comparison to other TMOs, the RMO's performance was ranked first. In 2018-19, the RMO undertook 1,399 rent actions.

Service charge collection

Blenheim Gardens RMO closed the year collecting 115.49%, which exceeded the target by 14.99%.

Gas servicing

In all four quarters, the RMO completed all of its gas servicing within 12 months of the previous service, therefore meeting its target.

Garage inspections

The RMO completed 210 garage inspections. The inspections are to ensure no flammable materials are being stored.

Pram shed

The RMO completed 112 pram shed inspections. The inspections are to ensure no flammable materials are being stored.

Estate Inspections

The RMO undertook 12 formal estate inspections during the year.

Board training

The table below summarises the training undertaken by the Board in 2018/19:

Course	Date completed
Business Planning	April 2018
Social Housing Green Paper	September 2018
General Data Protection Regulation ("GDPR")	December 2018

Board member training is provided free of charge.