



BLenheim GARDENS RESIDENT MANAGEMENT ORGANISATION LIMITED

Resident(s)
Blenheim Gardens Estate

April 2020

Dear Resident(s)

COVID-19 (Coronavirus) and our service delivery update

We would like to reassure all our residents that along with our contractors, the RMO are working hard to continue to provide services and support as much as we can through this difficult time.

This letter is to provide an update to our residents.

RMO office

The RMO office remains closed. However, we will continue to provide a telephone service on 020 7926 0158 or by email to Blenheimgardens@lambeth.gov.uk

The RMO operates an emergency helpline on 07903 824 072

RMO board

The RMO board remain fully functional and are providing daily support to the RMO team. The board receive a weekly update on operational matters and approve decision as and when they need to be taken.

Repairs and maintenance

Currently our main priority is the wellbeing and safety of our residents, team members and contractors. The responsive repairs service is running as usual but with extra precautions in place. If you have symptoms of corona virus then you will need to tell us this when reporting repairs. The RMO will only be undertaking the following emergency repairs;

- Uncontainable leaks that are leading to flooding

Mission Statement: "Building a greener, safer and a more prosperous future with the community we serve"

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

Phone: 020 7926 0158 **Fax:** 020 8678 7021 **Email:** blenheimgardens@lambeth.gov.uk **Web:** www.bgrmo.org.uk

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- Boarding a property following a crime
- Blocked W.C when this is the only toilet in the property
- Total loss of electrics
- Back surging drains leading to flooding and blockages
- Urgent communal repairs i.e. dangerous structures
- Total Loss of heating
- Total failure of lighting in stairwells and corridors
- Gas leaks. i.e. from gas networks, gas leaks within properties.
- Carbon monoxide alarms

Our programme of gas servicing will continue as planned in line with industry advice. If your gas service is due, then you will be made aware of the increased safety measures and how this will be carried out.

From 4 pm, please contact TW Drainage on Freephone **0800 121 6122** for any emergency repair listed above only. TW drainage continue to operate a 24/7 service.

For any boiler related repairs, please continue to report directly to Smith and Byford on **0800 091 2140**. Smith and Byford continue to operate a 24/7 service.

If you are a homeowner and wish to access our emergency repairs service during this period, please contact us.

Lettings

Due to the latest Government recommendations, we will not be letting properties and mutual exchange applications have been suspended. Once this guidance changes, we will contact all residents who are wanting to move in to one of our properties or have applied for an exchange.

Estate Parking

The parking regulations remain suspended for most of the estate except our disabled parking bays. A vehicle parked in a disabled bay without a valid disabled permit will be ticketed.

Vulnerable residents

The RMO continues to undertake daily welfare calls to our vulnerable residents.

Volunteering program

The RMO has introduced an estate welfare volunteer program to support residents who are vulnerable or who are self-isolating.

If you need support, or wish to volunteer your services, please get in touch.

Social media updates

The RMO will continue to update our Facebook page and website. Please add us on Facebook at 'Blenheim Gardens RMO' for the latest information.

Food projects

The RMO continues to support several local food projects and these are distributed from the Community Hub. If you wish to be included on our food email distribution list, please get in touch. The RMO also provide foodbank vouchers. If you require a voucher, please get in touch.

Educational support

The RMO has contacted residents with children and provided access to several free websites to support home learning. We have also provided educational packs by school key stages on request. To obtain an education pack for your child, please get in touch.

Rent, Council Tax and Service Charge payments

Rent, Council Tax and service charge payments remain payable.

Please contact the RMO on 020 7926 0158 to make payment or use the debit and credit card hotline on 020 8290 2086 which is available 24/7 or on line <https://www.lambeth.gov.uk/make-a-payment>

Benefits help and advice for all

If you have a change of circumstances, employment and or finances during this period, help and advice is available:

Lambeth housing benefit / council tax - 0345 302 2312.

Universal Credit - 08003285644

DWP - 08007317898 or 08007310469

Centre 70 - enquiries@centre70.org.uk or 020 8670 0070

Citizens Advice - www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/
Or Adviceline: 03444 111 444

Brixton Advice Centre - Brixton Advice Centre 167 Railton Road Brixton London SE24 0LU

Shelter - <https://england.shelter.org.uk/>

Estate cleaning and caretaking

The estate cleaning service is not affected at this time and will continue. The caretakers working hours however have changed to reduced contact with residents. We have also employed another apprentice, Charlie, who will supporting the caretaking team. We ask that all resident help the cleaning service by:

- Disposing of your waste in the correct manner
- Using the facilities provided
- Having consideration for the caretakers and your neighbours

- Reporting incidents to the RMO on 020 7926 0158

Refuse, Recycling and bulk collections

The refuse, recycling and bulk collections are not affected at this time and will continue.

RMOs continuation ballot

Every 5 years, the RMO is obligated to undertake a continuation ballot. This ballot will confirm if you wish for the RMO to continue to manage your housing management services or for these to be returned to Lambeth Council. A newsletter explaining this process is enclosed.

Lambeth Council

Lambeth Council have launched our helpline for vulnerable people to contact the council as part of our Community Hub. The helpline number is 020 7926 2999

Lambeth have begun to make deliveries to our most vulnerable residents from the Council's Community Hub at Brixton Rec; we are seeking confirmation that our residents have been included...

Additional funding of £20,000 will be provided to each of the three local advice agencies (Citizens Advice, Brixton Advice Centre and Centre 70) to increase capacity for advice over the next four months.

Government guidance

The Government is asking everyone to do all they can to help stop coronavirus spreading and has published advice on maintaining strict separation from others wherever possible during this unprecedented time. The advice is:

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, always stay 2 metres (6ft) away from other people
- Wash your hands as soon as you get home

Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms. Useful links:

- www.nhs.uk/coronavirus
- www.gov.uk/coronavirus
- www.lambeth.gov.uk/coronavirus
- <https://111.nhs.uk/covid-19/>

Thank you and stay safe – we are in this together.

Blenheim Gardens RMO