

The Blenheim

ANNUAL REPORT 2012-13 "Raising the roof"

Welcome to Blenheim Gardens RMO's annual report



A message from the RMO Chair

Dear Residents,

The 2012-2013 financial year presented challenges and opportunities in equal measures to the RMO. The RMO again reported a financial surplus at the end of year which will be invested into estate improvements identified and agreed by our members.

The RMO achieved or exceeded all the service performance measures for the year and was one of the top performing TMOs within United Residents Housing and Lambeth Living. The RMO board were delighted with the level of satisfaction being reported by estate residents at year end and the achievements we have made during the year.

Working with our Partners and with the agreement of our Members, we initiated vital work to look at future funding options for the estate in the long term.

Phase 3 of this project commenced in April 2013 with Michael Dyson Associates undertaking survey work on the estate. This information will be used to shape future opportunities for the estate.

With the Closure of United Residents Housing at end of March 2013, the future of real investment on this estate still remains unclear. Members recognise that the 2 stars obtained by TMOs within United Residents Housing did not provide the investments promised to us and the RMO is now working with the Council on understanding what the 'Lambeth Housing Standard' means in tangible terms to our residents.

The RMO is hosting its Annual General Meeting (AGM) on 29th October 2013 in the Community Hub, and I urge you all to attend and provide support for the RMO. The RMO is always seeking new board members and the AGM is the time to put yourself forward for nomination. The RMO encourages as many residents as possible to get involved in shaping the future of the estate and the services we receive from the RMO.

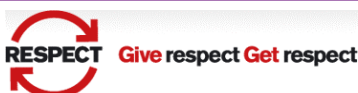
This annual report contains highlights from the 2012-13 year and outline some of our plans for this year.

We look forward to working with all residents, employees and Partners in the coming year to make Blenheim Gardens Estate a more pleasant place for us all to live and work.

Thank you.

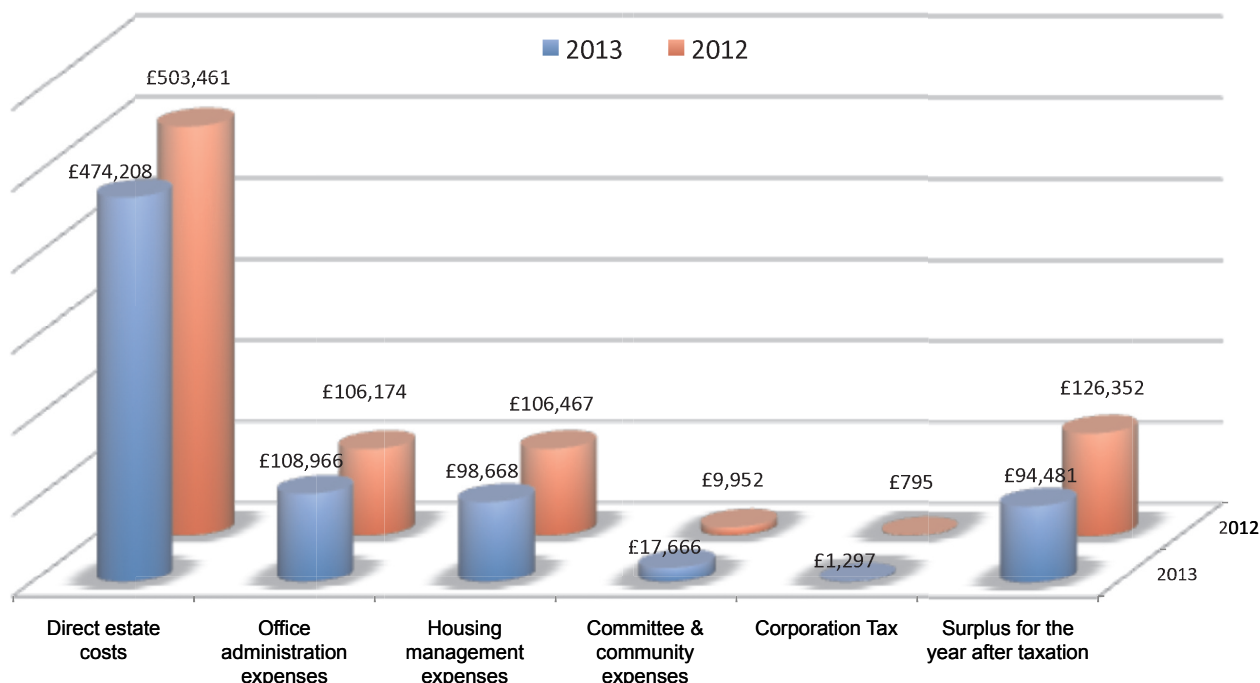
Eamon

Please get in touch! If you need any advice, please call 020 7926 0158. Monday to Friday.



Blenheim Gardens Resident Management Organisation Limited

Income and Expenditure Account for the year ended 31 March 2013



Performance Indicators

	BGRMO Mar 13	URH Mar13	LL TMOs Mar 13	LL Mar 13	Target	Indicator
<u>Income Collection</u>						
Overall Rent Collection BV66a	98.1%	94.3%	94.6%	95.7%	95.0%	Green
In year Rent Collection	99.1%	100.8%	100.6%	100.3%	101.0%	Please see BV66a
Service Charge Collection	116.0%	110.0%	108.0%	106.7%	105.0%	Green
<u>Repairs</u>						
Repairs completed on time	99.3%	89.7%	93.4%	89.0%	97.0%	Green
% Gas services completed	100.0%	100.0%	99.8%	99.9%	100.0%	Green
<u>Empty Homes</u>						
Short Cycle Void Turnaround time	18.7	22.9	43.0	34.3	28.0	Green
BV212 Void Turnaround time	9.6	14.2	31.8	16.6	28.0	Green
<u>Customer Care</u>						
% stage 1 complaints on time	100.0%	90.2%	66.7%	97.9%	90.0%	Green
% Member Enquiries on time	100.0%	78.9%	0.0%	95.8%	90.0%	Green

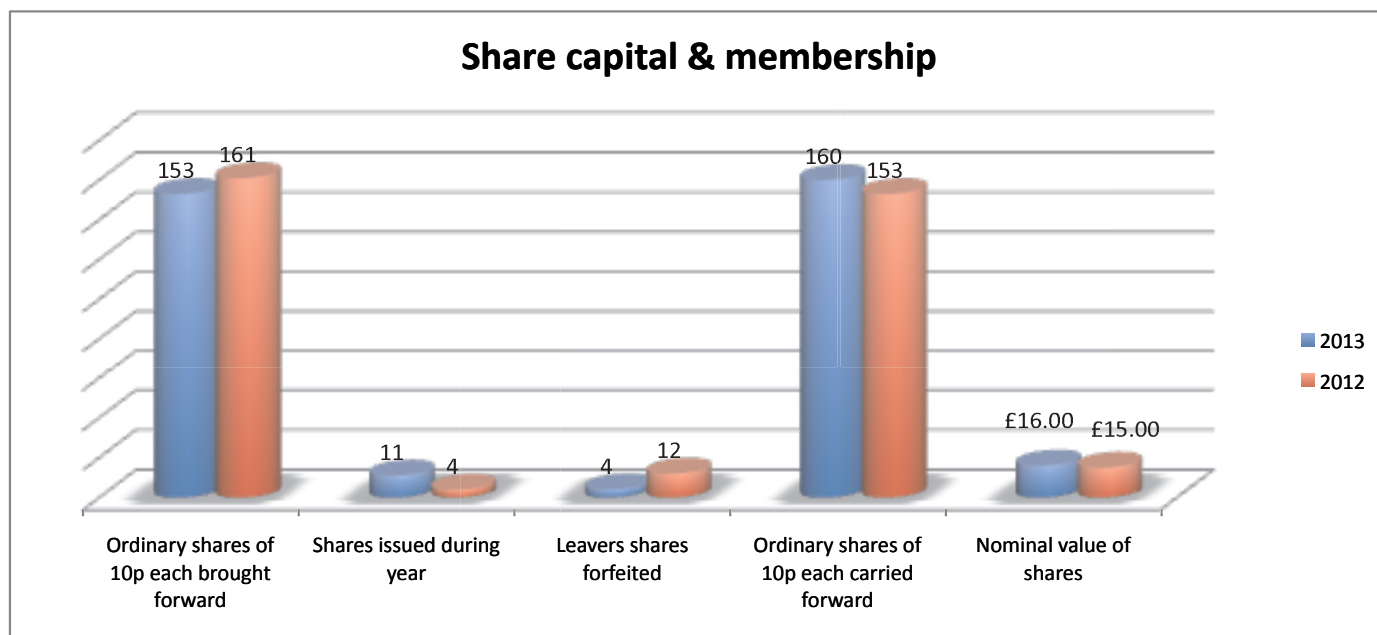
Mission Statement: "Building a greener, safer and a more prosperous future with the community we serve"

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

Registered as an Industrial & Provident Society Registration Number 29030R; VAT Number: 773 9166 89





The Graph shows the activity of share membership to the RMO. A share certificate costs 10 pence and provides lifetime membership to the RMO. Members are able to nominate and be nominated to the RMO governance board and to vote on key decisions regarding service delivery.

Please contact the estate office on 020 7926 0158 to purchase your share certificate in advance of the AGM on 29th October 2013



STAR Survey

Residents are again reminded to return their STAR survey before the 16th October 2013. The results from this survey will assist the RMO in shaping future services

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The objectives achieved during the 2012-2013 financial year included:

- Commissioned a stock condition survey to ascertain the true extent of work required on this estate over the next 30 years
- Calculated service charge estimates and final accounts locally to ensure the charges are reflective of our actual service costs
- Installed 80 'A' rated energy efficient boilers
- Reviewed the RMOs business plan, estate compact and Good Neighbourhood Agreement
- Secured the boundary wall and increased the drainage facilities in Ramilles Close using funding from URH
- Renewed a number of garage doors with high security, low maintenance ones
- Determined the estate seating proposal
- Assisted in the restoration of the mural in Ramilles Close
- Introduced 'free' martial art classing for young residents
- Offered an apprenticeship opportunity to a local resident
- Introduced traffic calming measures in Prague Place
- Supported local groups such as the Clapham Youth Centre, Christians against poverty, Friend of the Windmill Gardens, the estate gardening clubs, and the Saturday School

Future Developments

- During the 2013-14 financial year the RMO will endeavour to:
- Complete exploring the options work so that residents can determine the future housing options for the Estate
- Co-produce a Blenheim Gardens Estate 'Decent Homes and Estate plus' Standard with residents
- Continue with the Estate painting programme
- Continue with our garage door renewal programme
- Retain our 'Investors in People' and 'NFTMO Good Governance' statuses
- 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
- Work with the Council to achieve decent homes
- Undertake a feasibility study for solar panels
- 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 offer assistance
- Negotiate a new allowance with the Council for the next three years
- Review the estate parking arrangements

The RMO would like to thank all Estate residents who have assisted us during the year. Without the involvement of Estate residents, the RMO would simply cease to exist.

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The RMO Governance Board NEEDS YOU

In advance of the RMOs Annual General Meeting (AGM) which is to be hosted on Tuesday 29th October 2013, the RMO is seeking new board members to make a positive contribution to the services provided to you, our residents.

We have developed the following Job Description to provide an insight into what the role of a board member entails...

The duties of a Board member working with other members of the Board

- To ensure that the TMO complies with its governing document, company law and any other relevant legislation or regulations
- To ensure that the TMO pursues its objects as defined in the TMOs Rules
- To ensure the TMO uses its resources exclusively in pursuance of its objects.
- To contribute actively to the Board's work in giving firm strategic direction to the TMO, setting overall policy, defining goals and setting targets and evaluating Performance against agreed targets.
- To safeguard the good name and values of the TMO
- To ensure the effective and efficient administration of the TMO
- To ensure the financial stability of the TMO
- To protect and manage the property of the TMO and to ensure the proper investment of the TMO's funds.
- To ensure that the TMO Estate Director is appointed and his/her performance is monitored and appraised.
- To ensure that the TMO consults its members, residents and other key stakeholders as and when appropriate
- To ensure that the TMO complies with the terms of the Management Agreement with Lambeth Council.

Other duties

Each Board member will be expected to take a full and active role and should use any specific skills, knowledge or experience they have to help the Board reach sound decisions. This will involve:

- Scrutinising Board papers before meetings
- Attending Board meetings regularly
- Taking an active role in discussions
- Focusing on key issues and helping the Board to make decisions
- Taking part in sub groups and sub committees
- Taking part in team building and learning events
- Complying with the TMO's Code of Conduct

Interested?

Please contact the estate office on 020 7926 0158 or complete and return the board nomination form which will be sent to each household with the AGM agenda in October.



**DATES
FOR YOUR
DIARY**



Home owner's forum

The RMO will be hosting a homeowners forum on Tuesday October 29th in The Community Hub, 23 Prague Place, Blenheim Gardens Estate, SW2 5ED, between 5.30 – 6.30 pm. All homeowners welcome.

Governance board meeting

- First Wednesdays of the month at 7pm

Finance meetings

- Last Wednesday of the month at 12pm

General and Annual General Meeting at 7 pm

- Tuesday 29th Oct

Mature Residents coffee morning

- Each Wednesday at 10am

Knitting Club

Each Monday mature persons knitting club in the Community Hub at 2pm

All of the above meetings will take place in the Community Hub, 23 Prague Place, SW2

Walkabout Wednesday

The next estate walkabout will be hosted on Wednesday 16th October 2013 at 2pm. Please meet at the RMO office, 24 Prague Place. An estate walkabout is when residents join the RMOs Estate Assistant, David Ellis, on the estate to discuss such issues as estate cleaning, gardening, ASB and any service improvements residents would like to see.

Diversity and accessibility

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 noutro idioma é favor telefonar para 020 7926 0158

Twi: Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.

Yoruba: Ti ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.

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FAITH CHAPEL'S

FOOD PROJECT

***FAITH CHAPEL
21/22 PRAGUE
PLACE
BRIXTON
SW2 5ED***

**FAITHCHAPEL
IS OFF ACRE LANE,
OFF LYHAM ROAD BY
KINGS AVENUE
ROAD,
BEHIND LONDIS
SHOP**

**BUS ROUTES:
355, 417, 137
CLARENCE AVENUE
BUS STOP**

**NEAREST TUBE
STATIONS:
CLAPHAM COMMON,
CLAPHAM NORTH,
BRIXTON**

**Phone: 02086786440
MOBILE:07710644903
MOBILE:0752025646
E-mail:
faithchapelrccglondon
@hotmail.co.uk**



The food run project of Faith Chapel runs every second Saturday in the church hall at 5:00 pm. It offers cooked meal to residents of Lambeth hostels at no charge to those attending.

The food run project also offers a friendly atmosphere for you to meet and socialize with people who have also been through the hostel environment at one stage in their lives, and have the understanding of the various challenges and issues you may have had or will be facing.

Here in Faith Chapel we welcome all irrespective of your age, background, colour, race, religion, and creed.

Join us every second Saturday of the month at 5:00pm, even if it is for a cup of coffee or tea. We look forward to seeing and welcoming you.

