

The Blenheim BULLETIN

May 2013



see
inside.



see
inside.



**Blenheim
Gardens
Residents
Management
Organisation**

The RMO is always 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 objectives as defined in the TMO's Rules
- To ensure the TMO uses its resources exclusively in pursuance of its objectives.
- 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.
- Ensure that the TMO consults its members, residents and other key stakeholders as and when appropriate
- Ensure that the TMO complies with the terms of the Management Agreement with Lambeth Council.



THE RMO GOVERNANCE BOARD



NEEDS YOU...

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.



Interested? Please contact the estate office on 020 7926 0158

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

An RMO share certificate! Any eligible members' of the estate who is 18 or over is invited to become a shareholder of Blenheim Gardens RMO. The purchase of a share certificate provides the shareholder with life long membership to the RMO as well as voting rights at estate general meetings. Important decisions are made by shareholders and these decisions shape the

ways the estate housing and management services are delivered to you.

The purchase of a share also enables shareholders to nominate and be nominated to become RMO board members. Board members are delegated the management of the estate from the Council and deliver services on behalf of its shareholders.



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

Developing the Blenheim Gardens RMO Decent Homes 'Plus' Standard. ..



Michael Dyson associates Ltd
Excellence in Housing Consultancy

The RMO board would also like to thank the estate residents who returned our consultation questionnaire on developing the 'Blenheim Gardens RMO Decent Homes 'Plus' Standard'. The RMO had more than 80 council tenant questionnaires returned. The RMO wants to develop a property (and estate standard) that goes beyond the Government's basic Decent Home Standard (DHS) and Lambeth's Housing Standard (LHS) with our residents. We want the standard to be reflective of the needs and aspirations of the residents we serve subject to funding being made available.

The feedback from the questionnaire suggests the residents' priorities for their home are:

- To have a new kitchen
- To have a new bathroom with a shower over bath
- To have the property rewired with additional plug / power points
- To improve thermal installation
- To have a multi secure front entrance door
- To have mechanical extractor fans for bathroom and kitchen area
- To renew the roof and have a new roof light
- To have hardwire smoke and CO2 detectors
- To have a hot water supply in the downstairs toilet
- To have a private light installed by the front entrance door

Residents' priorities for the estate are;

- To extend the estate CCTV coverage
- To improve the estate lighting
- To design out crime where possible
- To undertake the estate painting including entrance flowerbeds, gates, barriers and railings every 5 years if required
- To repair and replace boundary walls and private fences
- To Improve communal paths and walkways
- To undertake concrete repairs to communal areas and walkways
- To provide Wi-Fi 'hot spots' on the estate to give residents free internet access

Residents' priorities for the blocks are:

- To replace garage doors with a high security 'pull door' type
- To renew the landlords lateral mains
- To introduce a door entry system with CCTV in communal entrances where appropriate
- To undertake block painting including the painting of communal stairwells, floors and entrances every 5 years if required
- To undertake concrete repairs to blocks
- To replace communal balcony and staircase glass with metal mesh
- To upgrade and increase the size of the cast iron stacks in the garage area which serve the kitchens in the flats
- To renew the asphalt in the communal area walkways

All returned questionnaires were entered into a prize draw and a resident in Ramilles Close won £55.00 in Argos vouchers!

The Blenheim 'Plus' standard will be finalised in a residents' focus group due to take place on Thursday 23rd May 2013 between 6 – 8 pm, in the Community Hub, 23 Prague Place, SW2 5ED.

If you would like to form part of the focus group, please contact the estate office on 020 7926 0158.



RMO Website is live!

Following the closure of United Residents Housing on 31st March 2013, the RMO has again opened its own dedicated website @ www.bgrmo.org.uk. The website is updated weekly with interesting information regarding the estate, local activities and events and our service to residents.

The RMO wants to ensure its website captures a wide audience and so we are looking for 4 residents between the ages of 14 - 19 to help develop a dedicated estate 'Facebook' page and a 'Youtube' video of the estate. If you are interested in helping the RMO develop either a 'Facebook' page or 'Youtube' video that will be linked to the BGRMO website, please contact the estate office on 020 7926 0158. Each volunteer will receive £50.00 in JD Sports vouchers for their assistance.

Residents are reminded that the Blenheim Gardens Estate is a PEDESTRIAN AREA.

The RMO is also undertaking a Crime and ASB perception survey and all residents are urged to complete and return this survey to tell the RMO what the problems are on the estate and what you want us to do about them. The survey closing date is Friday 21st June 2013.

A general meeting is arranged in the Community Hub for Tuesday 25th June 2013 to discuss Crime and ASB on the estate.

RMO Performance at year end

	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

Crime and Anti Social Behaviour

Over recent weeks, the estate has experienced a number of acts of Crime and anti-social behaviour (ASB).



On the 7th May 2013, there was a stabbing of a young non-estate resident in Ramilles Close and Prague Place. The Police are investigating this crime and are appealing to anyone with any information to contact TDC Francis on 020 8649 2192 (quoting crime reference number 1213176/13)

A motorised scooter has also been causing nuisance in Ramilles Close. The scooter has been captured on the RMOs CCTV and the registration details have been forwarded to the Police. If the scooter is registered to an address on this estate, the RMO will not hesitate to initiate possession proceedings against the tenant. Tenants are reminded that they are responsible for ALL members of their household AND visitors to their address. If the scooter is not registered to an address on this estate, the RMO will be working with Police to ensure it is confiscated.

Ramilles Close - Cabin nursery

Lambeth Council have sold the former cabin nursery site in Ramilles Close. The RMO understands that it is a condition of sale that the new owners provide a nursery facility from this site.

Welfare reform

Big changes were introduced in the benefit system in April. The changes included;

- **The Benefit Cap**
- **Bedroom size criteria**
- **Council Tax support scheme**
- **Disability Living Allowance**

Many of our residents were affected by the changes and the RMO hosted a drop in session with a specialist benefit advisor in March.

If you are affected by the benefit changes and need some advice please contact the estate office on telephone 020 7926 0158.



Livity School proposal in Prague Place

Genesis Housing is proposing to develop the former Livity School site into a residential block containing 51 mixed tenure units. The proposal will result in the removal of the boundary wall between Prague Place, Glanville Road and the school site so that the entrance to the new properties can be achieved via the estate. Many estate residents, particularly those living in Prague Place, with the support of the RMO, have objected to the development. Lambeth planning committee, who considered the concerns on 30th April, requested that Genesis revisit its proposal. It is expected that a final decision will be made in September 2013.



- Thurs 23rd May** Resident focus group to develop the RMOs Decent Homes 'Plus' Standard between 6 -8 pm
- Weds 19th June** Day trip to Brighton for our older estate residents
- Tues 25th June 7** Estate General Meeting from 7 pm
- Sat 22 June** Windmill's Annual Parade and Festival
- Weds 3rd July & Weds 7th August** 7 pm - Governance board meeting. Part A of these meetings is open to all estate residents
- Weds 17th July** Cream Tea in 7 Bedford Terrace – 2 pm
- Sat 27th July** Windmill football tournament
- Each Monday** older persons knitting club in the Community Hub between 2- 4 pm
- Each Wednesday** older persons coffee morning in the Community Hub between 10 – 12 pm
- Each Mon & Weds** MMA Martial Arts with Nu-Breed in the Community Hub between 6 – 7.30 pm
- Each Saturday** the Saturday school is open in the Community Hub between 10 – 2 pm
- The last Weds of each Month** is the RMOs finance sub committee 12 – 1 pm

Business Plan 2013 - 2016

The RMO has now finalised its latest business plan. If you require a copy of the plan please contact the estate office or download a copy from www.bgrmo.org.uk

Estate Private Gardens

Residents are reminded that the upkeep and maintenance of their private gardens is their responsibility. There are a number of private gardens on the estate which require attention and the RMO is in the process of writing to these. If you require assistance with maintaining your private gardens please contact the estate office for help.

Estate Painting

The RMO is pleased to confirm that it has commenced the estate painting program. The program will include the painting of all blocks and the garage areas. Work has also already commenced in Blenheim Gardens and Glanville Road areas of the estate.

United Residents Housing is now closed

The Council closed United Residents Housing on 31st March 2013. From the 1st April 2013, the RMO is monitored by Lambeth Councils Client Management Team who will ensure the RMO is maintaining the terms of its Management Agreement. The Client team will also ensure any issues and difficulties the RMO is experiencing in undertaking its duties are escalated and resolved by the Council. The RMO looks forward to developing a mutually supportive relationship with the Client team.

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.

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