

BLenheim GARDENS RESIDENT MANAGEMENT ORGANISATION LIMITED

Resident(s)
Blenheim Gardens Estate
SW2

17th March 2020

Dear Resident(s)

COVID-19 (Coronavirus)

You have no doubt heard the news that much of Europe is facing a coronavirus pandemic. The advice from the UK Government is for people to focus on personal hygiene, to self-isolate if you are showing any symptoms, to avoid unnecessary travel and contact with others.

Stringent new measures for pregnant women, those aged over 70 and people with certain health conditions have also been put in place and residents in this group are requested to stay home for 12 weeks.

We take the health of our employees and residents extremely seriously as well as the need to continue to service our residents at this difficult time.

Our overriding aim is to continue to support our residents, without jeopardising the health and safety of our employees and you.

As a responsible management agent, Blenheim Gardens RMO is following the advice of the UK Government and so we will be making changes to the way we deliver our services.

RMO office

The RMO office will be closed to all visitors from **Wednesday 18th March 2020** until further notice.

The RMO will continue to provide a telephone service on 020 7926 0158.

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



Members of the team will still be contactable via e-mail, but we are encouraging residents to use the RMO's general email address to direct service requests. Please email:

Blenheimgardens@lambeth.gov.uk

Employees of the RMO maybe working remotely during this period.

We ask that you remain patient during this difficult period.

The RMO operates an emergency mobile on **07903 824 072**

Appointments and home visits have been cancelled.

Vulnerable residents

The RMO appreciates that many of our residents are vulnerable and will require support during this period. The RMO has put in place a welfare check system, whereby we will be telephoning our elderly, sick and or disabled residents routinely to check on their welfare and to ascertain if they need any advice and or practical support during this period.

Please ensure you check on your neighbours during this period, whilst remaining safe. If you have any concerns regarding your neighbour, please contact us.

If you wish to volunteer and support the RMOs welfare check program, please contact us.

Emergency repairs for Council tenants

During this period, the RMO will be providing an emergency repairs service ONLY and the repairs that we will attend to are listed below.

If the repair is not on the list, it will not be attended to but will be recorded and planned in for when it is safe to do so.

- An uncontrollable leak (burst pipe etc.)
- You have been a victim of crime and your property needs securing
- Blockage to a toilet where you only have one toilet in the property.
- A gas leak (National Grid emergency helpline 0800 111 999)
- Completing of annual gas service
- A complete loss of power

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.

If any boiler related repairs, please continue to report directly to Smith and Byford on **0800 091 2140 or 0208 722 3436**. 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.

The RMO has introduced a screening program for attending to repairs and working in residents' homes, so please let us know urgently if:

- You or anyone else, currently living in your property, is suffering from Cold/Flu' like symptoms.
- You or anyone else, currently living in your property is self-isolating.
- You or anyone else, currently living in your property is suffering from/been diagnosed with 'Coronavirus'.

Estate Parking arrangements

The estate parking regulations have been removed and there is no need for a parking permit to be displayed until further notice.

Rent and service charge payments

Rent 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. You will need your 9-digit payment reference. Over the internet at <https://www.lambeth.gov.uk/council-tenants-and-homeowners/tenants/pay-your-rent>

Resident activities and events

All resident's activities and events will be cancelled until further notice, **except for the General Meeting that will be holding this evening**. Cancelled activities will include our study support group, mature resident's coffee morning, football training and Easter activity camp.

Welfare benefits

If you have a change of employment / finances during this period, please contact housing benefit / council tax department on 0345 302 2312.

Other useful telephone numbers:

Universal Credit telephone 08003285644

DWP telephone 08007317898 or 08007310469

Estate cleaning

The estate cleaning service is not affected at this time and will continue.

We ask that all resident help the cleaning service by:

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

- Reporting incidents to the RMO on 020 7926 0158

Refuse and bulk collections

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

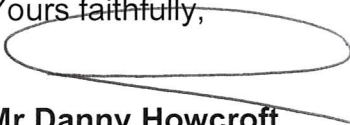
For more information on coronavirus visit; <https://www.nhs.uk/conditions/coronavirus-covid-19/>

The RMO will continue to provide updates on all the above as the advice changes.

Please contact us if you have any questions.

Thank you and stay well.

Yours faithfully,



Mr Danny Howcroft
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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 noutra idioma é favor telefonar para 020 7926 0158

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

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