

The Blenheim BULLETIN

April
2014



Blenheim
Gardens
Residents
Management
Organisation



YOUR RIGHT TO TRANSFER

Following further information on the Stock Transfer to tenants at the General Meeting hosted on 25th February 2014, a vote was taken giving the RMO permission to continue exploring the option of transferring the stock from the Council ownership to another provider and to serve a Right to Transfer Notice.

Resident consultation on the Right to Transfer notice expires on the 14th April 2014 and we are encouraging feedback and questions from all residents.

Below are some of the questions received from residents during the consultation period:

Will my rent be increased more than with the Council?

No, rent increases are set using a Government formula and this will not change irrespective of ownership

Will I still have the Right to Buy?

Yes, ALL existing rights, including the Right to Buy, are preserved

Will a transfer generate more money for the estate?

Definitely! We will get to keep all our income and use it to improve the estate and homes. It will also provide more local control regarding what works will be completed and how.

Will the RMO need a loan to undertake the works required?

Yes, the RMO will need to take out a loan to not only undertake the required works on the estate and in residents homes but to also pay back the debt levied to us by the local authority if a transfer is successful. This loan will be payable over a 30 year period.



Thank
YOU!

Blenheim Gardens RMO would like to express its gratitude to Vicar Ben Goodyear and his team at St Paul's with St Saviour's Church for their lovely valentine day gesture of placing balloons around the estate. It made a lovely surprise to us all
Cheers Ben

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

Lambeth Housing Standard and Wate's

Many of our managed properties are benefiting from works to their home to achieve the Lambeth Housing Standard. This work is being completed by Wate's on behalf of Lambeth Living and the works may include electrical rewiring or upgrade, new kitchen and/or bathroom.

The RMO is working with residents to ensure they benefit from the

works being offered and that the work meets their expectations.

If you have not had your property surveyed for the Lambeth Housing Standard works; please contact Wate's immediately on 0208 678 9165 or Freephone 0800 028 4008.

There is a show home situated at 64 Glanville Road which is open during the day for residents to inspect the quality of work.

Lambeth Living are taking a 'zero tolerance' approach to refusals and will, if necessary, enforce the conditions within your tenancy agreement to ensure any identified works are completed.

Lambeth Living will be hosting a drop in session to discuss the estate works on Thursday 17th April 2014 between 6 - 7 pm in the Community Hub, 23 Prague Place, SW2 5ED

Introducing

Kaysha Roberts

The RMO
Apprentice



Hello everyone, my name is Kaysha Roberts, and I am the new apprentice working with the BGRMO.

I am currently on a 12 month customer services apprenticeship and I hope to pursue a full-time career in housing once fully qualified.

My personal favourite role is the housing officer, assisting residents with their everyday housing needs.

The RMO is also seeking to employ an apprentice estate caretaker.

If you know of any one that maybe interested, please ensure they drop their CV in to the estate office marked for the attention of Danny Howcroft, Estate Director.

Boiler trouble?



If you are experiencing persistent issues with your boiler, please let the RMO know and we will try and include on our annual boiler renewal list.

If you are experiencing problems with your heating and / or hot water system, please contact Smith and Byford on FREEPHONE 0800 091 2140

Please also remember to ensure access is provided to have the annual gas service completed. This service will ensure your boiler is operating correctly and will also reduce breakdowns in the future.

BGRMOs 6 month review...

Below is the feedback from the Council who undertook a review of the RMO...

'BGRMO continue to perform well. The one area of concern is around Service Charges, which is now close to target. Overall the TMO Client Team has no concerns regarding the TMO's performance, finance and governance of the TMO.

The Client also appreciate the prompt response that BGRMO always provide to all enquiries'.

Keep up the good work!

THE GREEN TEAM



Following a competitive tendering exercise, the RMO is pleased to confirm that 'The Green Team' will continue to provide the estate gardening and maintenance service for the next 3 years.

If you are elderly and/or disabled and require assistance maintaining your private gardens, please contact the estate office on 0207 926 0158

Residents are reminded that rent and garage rental went up in April so please ensure you budget for this increase and amend payment arrangements



Home owners... Service charge accounts

Applicable home owners would have now received their service charge estimates for the 2014/15 and Lambeth Council have now loaded the final accounts. Please ensure you pay your service charge each month and that payment is made in accordance to the estimate provided.

The RMO is responsible for calculating service charges and we aim to get the estimate and actual final account as close as possible. There are occasions however, when this is not possible and additional works are required that were not planned at the beginning of the financial year.

If you need money management advice please contact Lambeth Advice Network on

T: 020 7095 5907

E: info@lambethadvice.org.uk

Or the RMO office on

T: 020 7926 0158

E: blenheimgardens@lambeth.gov.uk

W: www.bgrmo.org.uk



**DATES
FOR YOUR
DIARY**



Board Meetings - 1st Wednesday of the month from 7pm

Coffee Morning - Each Wednesday in the Community Hub
between 10 – 12 pm

Finance sub-committee meetings - hosted on the last Weds of
the month between 12 - 1 pm

Study support

Extra help in English, maths and science for year 4, 5, 6, 7 and 8
pupils each Tues and Weds

Telephone Ms Williamson on 07984 337 812 to register or pop
into the Blenheim Gardens estate office for an application
form.

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

Asbestos

If you suspect that there is
Asbestos in your home,
please contact:

Mohtasham Ali

Asbestos Advisor

Lambeth Living

Health & Safety Team

Landline:

0207 926 4270

Please be reminded that
Asbestos is perfectly safe
unless it is broken

Pests Controlled...

**Blenheim Gardens RMO is pleased to confirm that
Pestokill have now commenced work on the estate..**

The new contract is directed at providing a more proactive pest
control service to residents. A requirement of the contract is to
inspect each and every council and leasehold property on the
estate each year. Any infestations noted will be treated during
the inspection process and followed up.

Please do not wait until the inspection due date to report any
infestations since Pestokill are available 24/7/365 on

FREEPHONE: 0800 288 9911

www.pestokill.co.uk/bgrmo

email: helpdesk@pestokill.co.uk

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 imoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.