

## Blenheim EFT @Winter 2017 Inter-TMO Football Tournament



**WELL DONE TEAM BG!**



Do you want to get in shape for summer, lose body fat, gain strength or improve fitness levels?



**Lack the knowledge and the motivation to get the results you're after?**

I'm a certified Personal trainer taking on clients in this area. I can work with you in your home, workplace or an outdoor space at hours that suit you.

**Call Natasha to book a free consultation**

**07946813780**

**REFLEXIONFITPT@GMAIL.COM**

**WWW.REFLEXIONFIT.COM**

**DISCOUNT RATES FOR BLENHEIM GARDENS RESIDENTS**

**f /reflexionfitnessandnutrition**

**@reflexionfit**

**BGRMO receives the NFTMO award from Chair Nick Reynolds who travelled all the way from Birmingham to present it. Thanks Nick!**



In photograph is RMO Chair, Eamon, and Secretary, Anne, accepting the award on behalf of the RMO. Keep up the good work.



**Maytree**  
Nursery School and Children's Centre

## Stay & Play sessions at The Windmill 1 O'Clock Club

At The Windmill 1 O'Clock Club we offer a wide range of fun and stimulating activities, both inside and out, for families with children under 5 years old. These activities encourage children's development by learning through play and exploration. Our large outdoor space provides opportunities for children to get close to nature in a safe and fun way.

It's a great place to meet other parents/carers to share tips, ideas and strategies to support parenting.

Our Chatterbox Stay & Play sessions focus on Children's Communication and Speech and Language development. A Speech Therapist visits on a monthly basis to answer any questions parents/carers may have.

We have monthly visits from an advisor from Citizens Advice Bureau who can offer advice on a range of topics. Angela, our Family Outreach Worker is available to parents if you are finding things difficult and unsure of who to talk too next, her number is 07958 149548.



Please do pop in anytime during our opening hours to pick up a timetable and to find out about activities, events and adult learning courses available in your local Children's Centres.

### Stay & Play sessions are on:

Tuesdays: 9.30 - 11.30am and 1 - 3pm

Wednesdays: 1 - 3pm

Thursdays: Chatterbox 9.30 - 11.30am &

Outdoor Learning 1.00 - 3.00pm (Term Time only)

At the end of each session we like the children to have a snack. We encourage everyone to bring a piece of fruit to share with the group and a money donation.

**For more information about The Windmill and Children's Centre services please call Tree House Children's Centre on 020 8674 3440.**



Blenheim  
Gardens  
Residents  
Management  
Organisation

## BGRMO launches its YOUTH FORUM...

### What is the youth forum for?

- To provide young people with the opportunity to express their views, to plan and make changes in their community and take responsibility for decisions that affect their lives.
- To support the decision making process of Blenheim Gardens RMO for the benefit of the wider community.
- To raise awareness of issues affecting young residents on the estate and presenting suggestions on how these can be overcome.
- To promote and championing issues raised at the youth forum.
- To influence wider policies affecting young people living in Lambeth and beyond.
- To be accountable to the Blenheim Gardens RMO and its elected members, shareholders and residents.

### What are the benefits?

- The forum will be allocated a budget to provide services for other young estate residents.
- To meet and attend meetings with other RMOs.
- Attendees will be presented with a certificate for participation at the end of the forum year.
- The RMO can act as a reference for CV, college application and employment.
- Refreshments will be provided at each forum meeting.



### Require more information?

Contact Andrew Callum on tel. 020 7926 0158 or email [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

## Community Gardens - Growing beds to let...



Blenheim Gardens RMO is providing residents with a means of overcoming the recent European vegetable shortage by enabling them to grow their own!

If you are interested in growing your own fruit and veg, the RMO have a few vacant growing beds to lease in the Estate Community Gardens area situated between Ramilles Close and Blenheim Gardens.

If you have little or no previous growing experience, this is not a problem, since expert advice and knowledge is at hand via Simon Gharthey, a pioneering estate gardener.

**For more information on leasing a growing bed, please contact the RMO office on 020 7926 0158 or email [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)**

**Leaseholders should be advised to notify leasehold claims directly with the building insurers, NIG by ringing the free claims help line 0800 051 0233 or to contact us in the Insurance Section for further advice. NIG will only deal with claim notified by leaseholders within 90 days of date of occurrence.**

The contact details for Insurance Section is Hina Khan on 020 7926 9250

### Useful numbers

**RMO office** - 020 7926 0158 or 020 7926 0159

**Smith and Byford** – gas servicing and repairs – 0800 091 2140 or 020 8722 3425 – do not wait until the RMO office is open to report a boiler fault

**Pestokill** – pest control - 0800 2889 911 or online at [www.pestokill.co.uk/bgrmo](http://www.pestokill.co.uk/bgrmo)

**Lambeth call centre** 020 7926 1000

**Out of hours repair service** 020 8646 9100

**Housing benefit** - 034 5302 2312

or email [benefitsinfo@lambeth.gov.uk](mailto:benefitsinfo@lambeth.gov.uk)

**Benefit advice** - Every Pound Counts - 020 7926 5555

or email [everypoundcounts@lambeth.gov.uk](mailto:everypoundcounts@lambeth.gov.uk)

**Age UK** - 0800 169 6565

**Women's Aid** - 0808 2000 247

**Non- emergency Police service** 101

**All estate emergencies** 07903 824 072



## Outings for older residents in Partnership with King's Acre Pop-in Club and the Clapham Youth Centre.

- Wednesday, 12 April - Garden centre. Meet at 11am. Cost £3. Home about 5pm.
- Wednesday, 24 May - Visit Hop Farm, Kent. Meet at 9.30am. Cost £5. Home about 5.30pm.
- Wednesday, 21 June - Trip to Brighton. Meet at 9am. Cost £7. Home about 6pm.
- Wednesday, 19 July - Cream tea in the East Sussex countryside. Meet at 10.30am. Cost £5. Home about 6pm.

\* If you would like to be included in any of the above trips, please book in advance by calling at the King's Acre Church (side entrance in Mauleverer Road via large gates) between 2pm and 4pm on a Wednesday afternoon and pay your money to Roberta at the Pop in Club and enjoy a cup of tea and cake. All excursions meet outside the church and will travel by minibus.

### Estate Cleaning Questionnaire

Enclosed in this newsletter is a estate cleaning questionnaire for your completion. If you would like to be entered into a prize draw to win £50.00 of vouchers, please return your completed questionnaire and include your name and address. The winner will be announced in our summer newsletter. The deadline for responses is Friday 28 April 2017.

### Learn computers for older people

Fridays, noon to 2pm at £3 per session with light lunch held in the Clapham Youth Centre, 61 Lyham Road, SW2 5DH.

### NO PARKING IN DISABLED BAYS!

Residents are reminded that the estate disabled bays are for disabled drivers or for people with a disability ONLY. If you park a vehicle in a parking bay without a valid disabled badge, you will not only receive a penalty charge notice, you will also be refused a RMO estate parking permit in the future. Parking in a disabled bay with any other permit other than a disabled badge is a violation of the estate parking regulations.

### FREE TAI CHI CLASSES

Enjoy free Tai Chi classes at Windmill Gardens, every Saturday, from 11am to noon.

Benefits of doing Tai Chi include:

- improved mobility
- better balance
- relieved joint pain
- reduced stress, improving both mental and physical well-being

### The following charges will be applied from 1st April 2017

| Garages                            | 2016/17<br>(per week) | 2017/18<br>(per week) | Movement<br>(£) | Movement<br>(%) |
|------------------------------------|-----------------------|-----------------------|-----------------|-----------------|
| Category A – Tenants               | £12.23                | £19.00                | £6.77           | 55.4%           |
| Category B – Resident Leaseholders | £12.23                | £22.50                | £10.27          | 84.0%           |
| Category C – Non-Residents*        | £30.00                | £36.00                | £6.00           | 20.0%           |

Non-Residents\* include freeholders who do not pay an estate service charge. Leaseholders and Freeholders who sublet their property and do not live on the estate are also classified as 'non-residents'.

#### Pram Sheds

Pram shed rental for non-residents will be increased to £5.00 each week plus VAT this will include Leaseholders and Freeholders who sublet their property and do not live on the estate.

#### From 1st May 2017, the following changes will apply to the estate and visitors parking permits:

- Only one residents permit issued for a tenant, leaseholder or freeholder who pays a service charge. The permit charge of £10.00 is maintained.
- Two residents permits will only be issued if there is a joint tenancy / lease in operation. The permit charge of £10.00 per permit is maintained.
- Only one visitors permit will be issued per address. The permit charge of £10.00 is maintained. Duration of permit is 1 year from date of issue.
- The RMOs issued disabled permit will be issued instead of a residents parking permit and not in addition to.
- The RMOs issued disabled permit will include the residents vehicle registration number on the permit so that it is not transferable between vehicles.
- The local Authority issued disabled permits (a blue badge) can be used on this estate. Users of the blue badge scheme are able to park in any parking bay on the estate but will need to display the clock with the badge. The duration of stay is 3 hours. Please ensure the clock is correctly set since the vehicle will receive a penalty charge notice if parked beyond a 3 hour period. If a stay is longer than 3 hours and or becomes more frequent, you will need to apply for a RMOs disabled parking permit.
- A Carers permit will be issued to carers of estate residents on proof of formal carer status being provided to the RMO. Such status may take the form of a letter issued by DWP. The carers permit will be allocated to the vehicle registered to the nominated formal Carer and not to the property. One carers permit is issued free of charge.
- Day visitors permits are maintained at £1.50 per day including VAT. Weekly permits are available at £7.00 per week including VAT. Day visitors permits are capped at 50 x 1 day visitors permits per property, per year or 7 x weekly permits per property, per year, not both, up to a maximum of 50 day permits per property.
- Parking Permits will not be issued to any non-residents. This includes non-resident homeowners. Non-resident homeowners will need to purchase a day permit to cover their stay. The day permit purchased will be deducted from the maximum of 50 permits allocated to each property, per year.
- Tenants of leaseholders or freeholders will not be able to claim a residents permit but will be able to claim 1 x visitors permit per address. The cost of this permit is £30.00 per year plus VAT. Duration of permit is 1 year.
- Freeholders who do not pay a service charge but reside on the estate i.e. actually live here, will be issued with a residents permit and charged £30.00 plus VAT. The duration of permit is 1 year.
- Freeholder who do not pay a service charge but reside on the estate i.e. actually live here, can claim 1 x visitors permit per address. The charge of this permit is £30.00 plus VAT. The duration of permit is for 1 year.
- Residents who occupy a free garage under the RMOs blue badge scheme will no longer be entitled to claim a residents permit since the expectation is that the vehicle will be parked in the garage. If your vehicle is too big to fit into the garage, then you will no longer qualify for a free garage. The purpose of the garage is to store a motorised vehicle.
- Any permits lost or stolen will be charged at £60.00 plus VAT for renewal, expiring same date as the previous permit issued.

**All permits currently in operation will not be affected by these changes. The above changes however will be applied when permits are renewed.**

#### To claim a residents permit, residents are required to ensure the following:

- Only the tenant can claim a permit or authorised listed members of their household
- Identification
- Proof of address
- The V5 document confirming the vehicle is registered to the estate
- A valid insurance certificate
- A valid MOT certificate if required (i.e. vehicle is over 3 years of age)

#### To claim a visitors permit, you are required to provide the following documents:

- Identification
- Proof of address

**If you are a sub tenant i.e. renting from a private landlord but live on the estate, you are required to provide:**

- Identification
- A copy of the tenancy agreement issued from the landlord

**Please share this information with your family, friends and visitors to the estate...**

## Gas servicing at Blenheim Gardens by Smith & Byford

Congratulations to Mr Mill's, who won this year's annual prize draw of £50.00 Tesco's vouchers for returning a satisfaction survey. For your chance to win next year, be sure to complete a customer satisfaction form and allow our engineer access on the first visit to complete the annual gas service in your property.



Should you experience problems with either your heating and hot water system or wish to have your system serviced, Smith and Byford can be contacted 24-hours a day, seven days a week, on Freephone 0800 091 2140 or by email GASAdmin@smithandbyford.com. **Please DO NOT wait for the estate office to be open.**

Please ensure you do not miss your annual gas service appointment. A resident in Glanville Road received a £600.00 invoice for failing to provide access to have his service completed. The RMO got the service completed, the resident got the invoice but the situation could have easily been avoided.

### If you smell gas:

- Do not turn electrical switches on or off
- Do not use the telephone as this may generate a spark
- Do not smoke or use a naked flame
- Open all doors and windows
- Check all appliances to ascertain if any have been left on in error
- Turn gas off at the meter
- Leave the premises and telephone 0800 111 999
- Contact the estate office on 020 7926 0158, 0159 or 0161 or email blenheimgardens@lambeth.gov.uk

### Energy saving tips

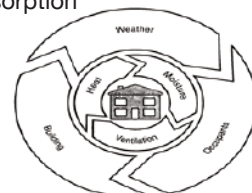
#### From Smith and Byford, working together with Blenheim Gardens RMO

- Reduce your room thermostat temperature and switch off your central heating when you are not at home
- Your boiler must, by law, be serviced annually. Smith and Byford will contact you to make an appointment
- Keep curtains closed when it gets dark to prevent heat loss through windows
- Don't obstruct a radiators output, e.g. with long curtains or by drying washing over radiators as this will prevent heat circulation to the room and might also cause condensation
- Don't leave taps running - always remember to put the plug in so that water (hot or cold) is not wasted
- Adjust your heating - turning the heating down by just one degree on the thermostat can save up to 10 per cent on your annual bill
- Drying clothes - try to dry your clothes outside, (or on airers) to maximise your heating efficiency and avoid damp problems
- Expensive bills? - Investigate switching to a different energy tariff - By switching fuel suppliers you could save up to £493 a year, visit [www.uswitch.com](http://www.uswitch.com)
- [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) has many useful hints and tips to save you money

## Why is my property experiencing damp?

There are many factors affecting condensation level in a property, but generally these can be listed into categories

- The Residents lifestyle
- Moisture Generation
- Moisture Movement
- Moisture Absorption
- Heating
- Insulation
- Ventilation
- Weather
- Orientation



Many residents complain of their property experiencing mould or damp, but when inspected this is attributed to lifestyle factors such as not opening windows, not having the heating on or having the heating on too high for long periods.

Placing large items such as beds and



wardrobes near walls and without allowing for adequate airflow behind the furniture; overcrowding the property by extending their family when they do not have enough rooms; not turning on the bathroom fan or opening the window following showering.

**If you are experiencing condensation issues, please always contact the RMO on tel: 020 7926 0159 so an inspection can be undertaken.**

## Santa at Brixton Windmill 2016, in Partnership with BGRMO

**Oh Oh oh.. a big thank you to residents who attended the Christmas Party in the Park...**



Pictures provided with thanks by Mr Jeff Thomas (copyright rules apply)



# The results from the landlord STAR survey are now known. Blenheim Gardens RMO outperformed the Council on all services areas as did many other TMOs!

**Blenheim Gardens RMO were ranked in the top 3 in 14 or the 15 areas tested - well done all!**

The issue as noted by residents is the estate cleaning whereby there was dip of over 3% from the previous survey. Following the Survey of Tenants And Residents carried out by MEL Research we now have the result of three years surveys to enable meaningful insight into customer satisfaction with the services provided by the TMOs. The results enable TMOs to measure and compare their customer's current satisfaction with the service they receive against previous year's performance.

## Highlights from the survey are below:

### **OVERALL SATISFACTION WITH SERVICES:**

1st Cowley RMO  
2nd Blenheim Gardens RMO  
3rd Hoiland Rise & Whitebeam Close TMO

### **REPAIRS SERVICE PROVIDED:**

1st Holland Rise & Whitebeam Close TMO  
2nd Blenheim Gardens RMO  
3rd CETRA

### **VALUE FOR MONEY FOR ALL SERVICES:**

#### **Tenants:**

1st Blenheim Gardens RMO  
2nd Roupell Park RMO  
3rd CETRA

#### **Leaseholders:**

1st CETRA  
2nd Blenheim Gardens RMO  
3rd Holland Rise & Whitebeam Close TMO



### **RESIDENT PARTICIPATION:**

1st Holland Rise & Whitebeam Close TMO  
2nd Blenheim Gardens RMO  
3rd CETRA

### **HOW SATISFIED OR DISSATISFIED are you that your TMO gives you the opportunity to make your views known?**

1st Blenheim Gardens RMO  
2nd Holland Rise & Whitebeam Close TMO  
3rd Wellington Mills Housing Co-op

### **HOW GOOD OR POOR do you feel your TMO is at keeping you informed about things that might affect you as a resident?**

1st Blenheim Gardens RMO  
2nd Holland Rise & Whitebeam Close TMO  
3rd Cottington Close RMO

**The most improved TMO is Cowley with a 12.26% increase in the level of satisfaction since the previous survey. They are followed by BGRMO (6.18%) and Holland Rise & Whitebeam Close TMO (2.37%).**

**WELL DONE TEAM BG!**



# Do you have a comment and complaints to make?

## What should I do if I am not happy with one of your services?

The RMO has adopted a learning approach to all complaints we receive. The RMOs Estate Director, Mr Danny Howcroft, is responsible for investigating all stage 1 complaints irrespective of service area.

The contact details for Danny are:

### Mr Danny Howcroft

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

- Phone: 020 7926 0158
- Fax: 020 8678 7021
- Email: [dhowcroft@lambeth.gov.uk](mailto:dhowcroft@lambeth.gov.uk)
- Email: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)
- Skype: Blenheimgardens1

Danny will try to resolve matters straightaway. If this is not possible, he will let you know how long it should take. We aim to respond to your complaint within ten working days.

### What should I do if I am not happy with the Director's reply?

If you are still not happy after the stage 1 investigation, you can complain to Lambeth Council's Corporate Complaints Unit, explaining why you are dissatisfied within 14 days. The Council will investigate your complaint and are independent of the service you are complaining about and will carry out a full review of your complaint.

They will acknowledge your stage 2 complaint within three working days and let you know how long it will take to give you a reply. They aim to send you a report of their investigation within 20 working days. If they need longer, they will explain the reasons for any delay and let you know when you can expect a full reply.

### Housing Management Complaints - Corporate Complaints Unit

Olive Morris House  
Brixton  
SW2 1RL

- Phone: 020 7926 1282
- Email: [HMReview@lambeth.gov.uk](mailto:HMReview@lambeth.gov.uk)

### If I am still not happy?

If you are not happy with the way we have handled your complaint, you can contact the Local Government Ombudsman. This is an independent national service that investigates complaints about local councils. You can make a complaint to them at any time, however they will usually only investigate if you have already been through our own complaint procedure.

- Phone: 0845 602 1983

- Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

### What should I do if I am happy with one of the RMO services?

Tell us also! The RMO likes to receive compliments as well as complaints and so if you have received a good service please also let us know.

If you have a complaint regarding the Estate Director, please contact the RMO Chair Eamon Maguire by writing to the RMO office or you could contact the Councils TMO client team on Tel: 020 7926 6457

## Refuse & Recycling collections – all change...

The Council have decided to change the estate refuse and recycling collection days and times to the following:

| From 6 March     | R E F U S E |     |     |     |     |     | R E C Y C L E |     |     |     |     |     |
|------------------|-------------|-----|-----|-----|-----|-----|---------------|-----|-----|-----|-----|-----|
|                  | Mon         | Tue | Wed | Thu | Fri | Sat | Mon           | Tue | Wed | Thu | Fri | Sat |
| Street           | AM          | PM  | AM  | PM  | AM  | PM  | AM            | PM  | AM  | PM  | AM  | PM  |
| BLenheim GARDENS |             | X   |     | X   |     | X   |               |     |     | X   | X   |     |
| GLANVILLE ROAD   |             |     | X   |     |     | X   |               |     |     | X   |     |     |
| PRAGUE PLACE     |             |     | X   |     |     | X   |               |     |     | X   |     |     |
| RAMILLIES CLOSE  |             |     | X   |     |     | X   |               |     |     | X   |     |     |

## 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 yii, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.