



Blenheim
Gardens
Residents
Management
Organisation

Don't feed the Pigeons!

There has been an increase in pigeons on the estate. Please refrain from leaving food waste around the estate or feeding pigeons. Not only is this considered as littering but it is also in breach of your tenancy and lease agreement.

Once pigeons and other vermin or rodents become accustomed to feeding on the estate, they can breed rapidly. Large amounts of any rodents (including pigeons, foxes and squirrels) can result in an unsightly environment and health risks. We ask residents to be vigilant and to report any sightings of anyone seen feeding pigeons so that we can take the appropriate action.



Noisy neighbours



The law expects that people will put up with a "reasonable" amount of noise being caused by others as part of their normal daily activities, however if you feel the noise is 'unreasonable' you can contact either the RMO and or Lambeth Council.

The RMO office is open Monday to Friday – please telephone 020 7926 0158 or email blenheimgardens@lambeth.gov.uk

You may also contact Lambeth Council during the following times:

- Monday to Wednesday 9am-5pm
- Thursday 8pm-4am
- Friday and Saturday 9pm-5am

The responsive service is only available by calling 020 7926 5000 during the above hours.

Please be reminded...

That SORN vehicles will not be permitted to park on the estate at any time and under any circumstances and will be removed without notice. Vehicles parked on the estates with expired tax will be considered as abandoned and will be removed.

The RMO is undertaking weekly and random checks using the DVLA website.

Useful numbers



RMO office - 020 7926 0158 or 020 7926 0159

Smith and Byford – gas servicing and repairs

020 8722 3436

Pestokill – pest control – 0800 2889 911

Lambeth call centre – 020 7926 1000

Lambeth Social Services – 020 7926 5555

Out of hours emergency repairs – 020 8646 9100

Housing benefit – 034 5302 2312 or email

benefitsinfo@lambeth.gov.uk

Age UK - 0800 169 6565

Domestic violence helpline – 0808 2000 247

Childline – 0800 1111

Non- emergency Police service – 101

All estate emergencies – 07903 824 072

No Ifs, No Butts..

BGRMO takes a zero-tolerance approach to those who litter on the estate. As managing agents for the Council, we have a duty to ensure your estate is kept clean. Dropping your cigarette butts on the floor is littering as well as a criminal offence.

Anyone dropping smoking related litter may receive a Fixed Penalty Notice (FPN) (which could range between £50 and £150 for an offence). If you must smoke, dispose of your cigarette ends responsibly and this does not mean throwing it on the floor for others to clear up after you!

Thank you

Heating problems?

Should you experience a problem 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 020 8722 3436 or Freephone 0800 091 2140 so you **do not** have to wait for the estate office to be open.

Parking Notice Reminder

Each BG household is entitled to purchase a maximum of 50 Day Permits per year. This is in addition to one residents and one visitors permit. Non-resident homeowners are not permitted to purchase a permit.

Residents in any form of arrears i.e. rent, service charge, court costs and so on will not be issued with any permits and in fact risk having their permit revoked.

Please Don't Pour Oil Or Fat Down Your sink!

Fats, oils, grease and food waste cause major problems in our drains and sewers. When disposed of down kitchen sinks, toilets or drains, this waste thickens to form blockages which can lead to flooding and pollution.

The water and sewerage companies in the UK respond to approximately 366,000 sewer blockages every year.

The clean-up costs for the water industry run into millions of pounds, costs which are ultimately passed on to customers through wastewater bills.

For fats that solidify, let them do so, then throw them in your regular rubbish bin. Chill grease in the fridge if you need to get it to harden up. For ones that don't go solid, pour them into a sealable bottle, and throw the whole container away with your regular rubbish.

If you have blocked your sink by pouring fats down it, you will be recharged by the RMO. Thank you.



RENT ARREARS: CLAIMING UNIVERSAL CREDIT FOR THE FIRST TIME OR ALREADY A CLAIMANT

The RMO will always take action against those in rent arrears. Please ensure you request for an advance payment from your work coach to prevent you falling into arrears when you make a claim for Universal Credit.

Universal Credit Advance (new claim) or (change of circumstances) is an advance payment of a claimant's future award of Universal Credit which is recoverable from subsequent payments of benefit. The purpose of this is to:

- Provide emergency funds where a claimant doesn't have enough money to support them through the period until their first UC payment or
- Provide access to financial support where a claimant has a change in circumstances, such as the birth of a child that will increase their UC award.

You will need to contact the UC service centre to request an advancement.

When can I request an Advance payment?

A Universal Credit Advance (new claim) or (change of circumstances) can be

requested at any time prior to 3 working days before the end of the assessment period. The advance will be paid into your bank account. If the need is urgent the payment can be made by Faster Electronic Payment (FEP), which means the payment should be in the account the same day.

The maximum award for a Universal Credit Advance (new claim) in the first month is 100% of the overall estimated amount. This estimate includes any housing costs you may be entitled to. The repayment period will be 12 months.

For a Universal Credit Advance (change of circumstances), the maximum amount of advance is 50% of the increase to their Universal Credit estimated amount.

The recovery period will be 6 months starting from the first benefit payment.

It is better to obtain an advance payment than to risk losing your home.

For further advice, please contact the RMO office on 020 7926 0158 or discuss with your work coach at the Job Centre.

Estate Cleaning Survey – Your views count

At Blenheim Gardens RMO we believe in providing all of our residents with an excellent cleaning service and we are always seeking ways to improve our services. Enclosed with this newsletter is an estate cleaning survey for your completion. The survey is designed for you to provide us with your views on the estate cleaning service we provide. Your feedback will help us to make improvements. You may also complete the survey on line using survey monkey at www.surveymonkey.co.uk/r/XRKN9D5

All surveys returned will be placed into a prize draw to win £50.00 of vouchers. The closing date for entries into the prize draw is **Friday 31st May 2019**. The results will be published in a future newsletter. Thank you!

Santa at the windmill 2018

A big 'thank you' to the estate residents who attended the RMOs Christmas Party hosted in the windmill. The party was part funded by the RMO but delivered by the Friends of the Windmill Gardens - a lotta fun was had by all!



Thank you to all residents who attended the RMO Christmas Panto hosted in December 18.

The panto 'Snow White', was delivered locally at the Clapham Youth Centre on 14th December. It was 100% funded by BGRMO, coordinated by CEF Lynce and delivered by a locally based pantomime production company, 16 Feet Production.

A total of 57 residents attended the panto – oh yes they did!; and the feedback has been very positive.



Your RMO needs you!

What ways can you get involved?

Blenheim Gardens RMO works with all residents to provide an excellent housing management service. We encourage you to get involved in a number of ways and we seek your involvement by:

- Holding public meetings and listening to your opinions
- Assisting in organising community activities
- Publishing newsletters and annual reports
- Holding regular estate inspections
- Carrying out improvement and satisfaction surveys
- Consulting you regarding our services
- Consulting you regarding major repairs and improvement plans
- Seeking feedback from you regarding all services we provide
- Providing opportunities to elect resident board members
- Consulting on Best Value issues
- Providing a clear and transparent housing management service
- Developing an estate specific compact
- Working in partnership with local community projects (e.g. Clapham Youth Centre and Friends of the Windmill Gardens) to provide activities for all residents

**What difference can you make?
Call 020 7926 0158**

Benefits update - Did you know?

From 1 February 2019, the government is-

1. removing the Universal Credit gateway that prevented claims for Universal Credit where a client has three or more children. And also-
2. not imposing planned restrictions on some claimants where their 3+ children were born pre 6/4/2017. This will allow the payment of child element in new claims to Universal Credit for all children born before 6 April 2017 (where entitlement exists).

Roll Out of Universal Credit 'Full' Service Completed - All areas of England and Wales should now be taking new claims for Universal Credit. This is termed 'Natural Migration' and is prompted by a change of circumstance such that a client needs to (but can no longer) claim a legacy benefit- Income Support, Employment and Support Allowance(IR), Job Seekers Allowance(IB), both Tax Credits and Housing Benefit. Residents are advised to claim the UC 100% advancement to prevent them going into arrears.



Who is Responsible for what? Repairs.

Repair Responsibilities				
Repair Discription	RMOs	Yours	Council's	Comments
Asbestos report / removal			X	
Bath / Basin / Sink Plug		X		
Damaged bath panel		X		
Block decorations	X		X	Subject to funding
Blocked bath or W/C	X			
Blocked kitchen sink		X		House only
Blocked outlet on private balcony		X		
Boiler renewal	X			
Boiler repairs	X			
Broken glass in property		X		Unless a result of a crime
Broken private balcony glass		X		
Burst pipe	X			
Cooker points (gas/elect)	X			
Cooker connections		X		
Cracked plaster		X		
Plastering	X			
Curtain rails		X		
Damaged walkway			X	
Internal decorations		X		
Disablement repairs	X			
Dripping taps		X		
Electrical fitting	X			Maybe recharged if damaged by you
Estate lighting	X			
Fences, gates and garden walls		X		
Flooring covering		X		
Flooring	X			
Garage door renewal	X			
Garage repairs		X		
Garden maintenance (paving slabs, cutting)		X		
Balcony Glass		X		Unless a result of a crime
Internal doors & handles		X		
Kitchen units	X			Unless damaged by you
Kitchen unit doors		X		
Leaks	X			Except from your own appliance
Letter box, bell or number		X		
Light bulbs		X		
Loss of electrical power	X			
Lost property / Garage keys		X		
New windows			X	
Pram shed lock		X		
Roof renewal			X	
Roof repairs	X			
Garden Shed		X		Permission is required from the RMO
Shelving		X		
Skirting		X		
Sky light renewals			X	
Structural repairs			X	
Telephone / Internet lines		X		
Toilet not working	X			
Toilet seat		X		
Tree maintenance		X	X	
TV / Sky aerial		X		Permission is required from the RMO
Wall and floor tiles		X		
Washing machine / Diswasher connection		X		
Window repairs	X			

Walkabout Wednesdays are back!



Walkabout Wednesdays provide an opportunity for residents to become involved in undertaking an estate inspection with a member of the RMO team. The purpose of walkabout Wednesdays are to assess cleaning standards, identify estate management issues such as fly tipping, graffiti, anti social behaviour as well as identify any estate improvements you would like to see. The next walkabout will take place with Andrew Callam, on Wednesday 24th April 2019 at 2.30 pm. Please meet at the RMO estate office.

* the walkabout is subject to suitable weather conditions.

2019/2020 Service Charge Estimates are out!

The RMO has again managed to calculate and distribute its annual service charge estimates to homeowners early.

The service charge estimates cover the period from 1st April 2019 until 31st March 2020.

Service charges covers the RMO and Council costs in providing services such as estate cleaning, gardening and communal repairs, building insurance (for flats) etc plus a fixed management fee.

Please be reminded that you will need to quote the invoice reference number when you make payment. The invoice number is listed on our letter to you.

Please ensure you pay your service charge promptly and no later than the 1st of each month. If you have any difficulties paying the charges, please contact the RMO office on 020 7926 0158 or email blenheimgardens@lambeth.gov.uk

The final service charge accounts for year ending 31st March 2019 year will be provided in Sept 2019.



Article appeal

If you have some information that you would like to share with the estate, the RMO welcomes articles for publication in our quarterly newsletter

Please contact the estate office for more details on 0207 926 0158

Use of RMO surplus RMOs fund – update

The RMO is still in the process of drafting the feasibility report to be approved by members on its use of the RMOs surplus fund.

The priorities as determined by estate residents are:

1. To install additional CCTV systems to improve coverage
2. To upgrade and improve estate communal lighting
3. To erect estate boundaries to increase security - this may include access gates and railings to the estate
4. The installation of gates to estate blocks
5. Opening up stairwells in blocks to make them more visual

The full feasibility report will be available in the summer.

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 e ba fe imorán yií, ní èdè Òmiràn, ejò, e kàn wà l'ágogo 020 7926 0158.

Performance for end of Quarter 3 - 2018/19

KPI Description	Lambeth Results	2018/19 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.00%	99.00%	98.60%	NO	NO
% Rents and arrears collected	94.50%	96%	97.42%	Yes	YES
% Service charges collected	* N/A	105.00%	103.94%	NO	YES
Average relet Void time	28.7 days	25 days	7 days	Yes	YES
% Gas services completed on time	99.10%	100%	100.00%	Yes	YES
% Repairs completed on time	90.00%	97%	98.60%	Yes	YES

* There is no data for this period because no accurate reports were available. It was also within this period that the TMO Client Team worked with Northgate to develop the reports that have been available since November 2018.

Fire safety – in Communal Areas

To minimise the risk of trip hazards which in the event of a fire could impact on evacuation these areas must be sterile – no items are to be stored / left in the communal areas.

Combustible items will be removed without notice. Such items include:

- Mobility Scooters
- Washing Machines / tumble dryers and other white goods

Non-combustible items will be issued with a 24-hour removal notice enabling the resident to make alternative storage arrangements. Such items include:

- Bicycles
- Door mats
- Children's toys and play furniture
- Clothes / dryers
- Pictures
- Plants
- Pushchairs / Buggies / children's car seats
- Refuse bags
- Wooden furniture / upholstered seating
- Shopping Trolleys

Please also **do not** dump furniture under the stairs to blocks. These act as the fire escape routes for the residents living in the block.

If you have items you need to dispose of, the RMO operates a tipper service each Monday, Wednesday and Friday. We also provide a number of cages to store items in. The cages are situated in Blenheim Gardens, Prague Place and Ramilles Close car parks. There is also a dedicated garage in Glanville Road, number 38, to store any belonging to be disposed of. Please contact the RMO office to arrange access.

There is **no need** to dump on the estate.

Fire point



Recycling service

The RMO has ordered some additional recycling bins for Ramilles Close and Glanville Road so residents can recycle more.

Please ensure you dispose of your household waste in the correct manner. Please also ensure your refuse bags are placed in the chutes or bins provided and not on the steps to the chutes, by the bins and or on the floor.



Thank you!

Transfer incentive scheme – discontinued

Due to changes in the central Gov policy, the RMO has discontinued with its enhanced transfer incentive scheme from Jan 2019. The RMO's scheme offered an additional of £500 per room to residents who downsized their bedroom size whilst remaining on the estate. Lambeth Council's scheme remains.

What resident activities are planned for the year?

The RMO board have invested in the following resident involvement program for the year:

- Study Support (S3P) – Each Monday & Tuesday
- Football Training – Each Saturday
- BiG Camp (Summer Activities) – 5 Weeks of the summer vacation
- BG Play Group – Each Saturday (term time only)
- BG Tripper – A family trip to the seaside
- Half-Term Activities (Easter, Oct, Feb)
- BG Go-Panto – A family event
- Youth Forum Development – Every month on a Thursday
- Little Camp (Summer Activities) – For children aged between 5-8 years in the summer vacation
- Community Fun Day – Our annual 'thank you' to residents
- Holiday Hunger Food Programme – As part of our vacation activities
- Mature residents coffee morning
- Games night for teenagers
- Expansion of the estate growing area
- A Residential trip for members of the RMOs youth forum

Please contact the RMO for further details on any of the above activities.

Calling all Ladies of Blenheim Gardens

Because we know you work so hard day in and day out, we'd like to give you a treat.

You are invited to join us for Breakfast on Saturday May 25th at 10.00AM.

Save the date and we look forward to seeing you.

If you have childcare issues, don't let that stop you. Please feel free to bring your children along.

VENUE - FAITH CHAPEL, 21-22 PRAGUE PLACE (next to the Community Hub).

The Movers and the Shakers..

The RMO welcomes Rosie to our team. Rosie is a NVQ level 2 Customer Services apprentice and she replaces Tenisha. Following the successful completion of her NVQ, Tenisha has now left the RMO.



Ben, our former apprentice caretaker, has joined the maintenance team and is undertaking a level 3 plumbing and heating apprenticeship- good luck in your new role Ben.

The RMO also welcome's Dean to our team, Dean joins us as the estate caretaker supervisor. We also welcome in April Carlos, our new estate caretaker.

Sadly, Neville, our long standing caretaker, is due to retire in April and so we wish Neville all the best in his retirement. Thank you for your service Neville.

Finance manager, Philip Aromona, no longer works for the RMO.

ANTI SOCIAL BEHAVIOUR

The RMO takes acts of anti social behaviour seriously. The RMO is applying a number of legal remedies towards residents who have engaged, supported and or failed to prevent anti social behaviour occurring from members of their household. The tenant of a property is responsible for the behaviour of members of their household and or visitors to their address.

The RMO is committed to ensuring compliance with tenancy conditions as well as taking firm action against perpetrators of anti social behaviour and if necessary, the tenant. Residents who witness any acts of anti social behaviour have a duty to report it to either the RMO and or the Police.

The RMO needs your continued help to resolve the issues being experienced on the estate.

As well as providing a safer place for you to live, the RMO will provide a reward to any residents who provide information which leads to possession of a property and or a criminal conviction. Any information provided will be treated in confidence. Do not tolerate crime and anti social behaviour on your estate. ACT NOW.



Congratulations to our young resident Liam for his Groundwork Community finalist award!.

Liam is also the Chair of the RMOs youth Forum – well done Liam!



COULD YOU BE **SPENDING LESS ON GAS & ELECTRICITY?**

Have a chat and see how much you could save!

Repowering can help you:

- Find a [cheaper tariff](#) or payment method
- Access [grants and benefits](#) like the £140 Warm Home Discount
 - Sign up to the [Priority Services](#) Register
 - Apply for a [smart meter](#)
 - [Save energy](#) in your home

email: support@repowering.org.uk tel: 0203 674 7519



Ultra Low Emission Zone is coming..

How will the Ultra Low Emission Zone or Low Emission Zone affect you?

- Operating 24/7**
- ULEZ central London from 8 April 2019**
in the same area as the Congestion Charge
- ULEZ extension to inner London from 25 Oct 2021**
up to North and South Circular roads, including existing central London zone (all vehicles)
- LEZ London-wide from 26 Oct 2020**
(buses and other vehicles over 3.5t)
- Greater London Authority Boundary**



For a full list of affected vehicles see tfl.gov.uk/ulez

To help improve air quality, an 'Ultra Low Emission Zone (ULEZ)' will be in place in central London from 8 April 2019. Most vehicles including cars and vans will need to meet new, tighter exhaust emission standards (ULEZ standards) or pay a daily charge to travel within the area of the ULEZ.

From 25 October 2021, the ULEZ area will be expanded to include the inner London area bounded by the North and South Circular Roads, this will impact on residents who commute in Brixton.

The daily charge is £12.50



BLENHEIM GARDENS ESTATE

Youth Voice Collective CALLING

MEETING Every Month

WHEN? 2nd Thursday, Every Month

WHERE? BG COMMUNITY HUB (BGCH)

23 Prague Place, Blenheim Gardens, SW2 5ED

TIME: 5pm to 6.30pm



11 to 19 Years Olds Boys & Girls



FIND OUT MORE @

CONTACT: Andrew Callam @ BLENHEIM GARDENS RMO OFFICE OR

**Call: Andrew Callam: 0207 926 0158
Christian Johnson 07706 179 851**