



TREE HOUSE CHILDREN'S CENTRE @ Holme- wood Nursery School & Windmill 10cc

All sessions are free but donations welcomed

Please bring along a piece of fruit to share

Tuesday

Time 1:30-3.00pm

Tree House Children's Centre

66 Upper Tulse Hill
London SW2 2RW
020 8674 3440

Baby Book Crawl

For new born & crawlers

Wednesday

Time 9:30-11.30am

Tree House Children's Centre

66 Upper Tulse Hill
London SW2 2RW
020 8674 3440

Stay & Play

For under 5s

Friday

Time 9:30-10:30am

Tree House Children's Centre

66 Upper Tulse Hill
London SW2 2RW
020 8674 3440

Wriggle & Rhyme

For under 5s

At The Windmill

Blenheim Gardens
London SW2 5BZ
020 8671 5587

Wednesday

Time 1-3pm

Mud Matters

Thursday

Time 9.30-11.30am

Chatterbox

Time 1-3pm

Stay & Play

For under 5s

Blenheim Gardens RMO address and contacts

Blenheim Gardens RMO

24 Prague Place
Blenheim Gardens Estate
Brixton
SW2 5ED

Main contacts:

Office: 020 7926 0158
Repairs: 020 7926 0159
Rent, service charge and tenancy:
020 7926 0161
Fax: 0208 678 7021
Estate Emergencies: 0790 382 4072

Email:

blenheimgardens@lambeth.gov.uk
W: www.bgrmo.org.uk
Twitter: @DannyBgrmo1
Facebook: Blenheim Gardens RMO
Skype: Blenheimgardens1



Blenheim
Gardens
Residents
Management
Organisation

Season's Greetings

‘Blenheim Gardens RMO board members and employees would like to wish all estate residents a very Merry Christmas and a Prosperous 2018’

Christmas Tree Rehome

Following the completion of the Children's Christmas party being hosted in the Windmill Gardens on Sunday 17th December 2017, there will be 4 real Christmas tree's seeking a new home. If you are interesting in homing a tree following the event, please contact the RMO office on 020 7926 0158. The tree will be provided free of charge.

Useful telephone numbers

RMO office - 020 7926 0158 or 020 7926 0159

Smith and Byford – gas servicing and repairs - 020 8722 3436 – please 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/bgmo

Lambeth call centre - 020 7926 1000

Lambeth Social Services – 020 7926 5555

Out of hours emergency repairs - 020 8646 9100

Estate Gas works – 0800 031 6653

Housing benefit - 034 5302 2312 or email benefitsinfo@lambeth.gov.uk

Benefit advice - Every Pound Counts - 020 7926 5555 or email everypoundcounts@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

Festive Opening Hours

Friday 15th Dec

close at 1 pm for staff Christmas celebration

Friday 22nd Dec close at 3 pm

Weds 27th Dec close at 4 pm

Thurs 28th Dec close at 4 pm

Fri 29th Dec close at 3 pm

Monday 1st closed – bank holiday

Tuesday 2nd Jan – open as usual

Refuge and recycling collection over the Christmas Period will be 1 day later than usual for 2 weeks.

WASTE DISPOSAL

Residents are reminded not to leave household waste on the communal walkway or on the steps leading to the refuse hoppers. Refuse bags left in the communal areas will attract vermin to the estate.



Please ensure members of your household dispose of their waste in the correct manner.

If you need help or advice in disposing of your household waste, please contact the RMO office. We would rather help you dispose of your waste correctly than have it dumped on the estate.

Blenheim Gardens RMO RECOGNISED AS AN INVESTOR IN PEOPLE (again!)

Blenheim Gardens RMO has been awarded accreditation against the Investors in People Standard, demonstrating their commitment to high performance through good people management. Investors in People is the international standard for people management, defining what it takes to lead, support and manage people effectively to achieve sustainable results. Underpinning the Standard is the Investors in People framework, reflecting the latest workplace trends, essential skills and effective structures required to outperform in any industry. Investors in People enables organisations to benchmark against the best in the business on an international scale.



Paul Devoy, Head of Investors in People, said:

"We'd like to congratulate Blenheim Gardens RMO, Investors in People accreditation is the sign of a great employer, an outperforming place to work and a clear commitment to success. Blenheim Gardens RMO should be extremely proud of their achievement."

Commenting on the award, Mr Eamon Maguire, Chair of Blenheim Gardens RMO, said:

"The RMO board are delighted to have achieved the investors in People standard again; this demonstrates the RMOs commitment to investing in our employees and the services we provide for the benefit of the community we serve. We have achieved this status since 2005"

For more information about Investors in People please visit www.investorsinpeople.com

About Investors in People

Investors in People is the Standard for people management. The international people management Standard defines what it takes to lead, support and manage people well for sustainable results. With a community of 14,000 organisations across 75 countries, successful accreditation against the Standard is the sign of a great employer, an outperforming place to work and a clear commitment to sustained success.

Congratulations to Jean!

Congratulations to Jean from Prague Place on winning the RMOs repairs prize draw. Jean won £50.00 of vouchers for simply completing and retuning a service satisfaction survey following the completion of a repair in her property. All feedback received is used by the RMO to monitor the service we provide to you, our residents – thank you Jean.



Following the RMOs Annual General Meeting in October, the following residents were elected to the RMO board for 2017 - 2018

Executive members:

- Eamon Maguire, Chair
- Thomas Crouch, Vice Chair
- Anne Jones, Secretary
- Maud Simmance, Treasurer

Board members:

- Maureen Champion
- Sally Champion
- Martin Cherr
- Gina Filose
- Sally Hill
- Geresom Ngole Obinna
- Barry Rowland
- Diana Thompson

Co-optees:

- Greg Furlong
- Erin Gill
- Anton Manickam
- Pat Prendergast
- Colleen Scott

Finance Committee members:

- Derek Bailey (non-elected member)
- Gregg Furlong
- Geresom Ngole Obinna
- Pat Prendergast
- Maud Simmance
- Diana Thompson

Membership to the RMO costs just 10p and this provides shareholders with the opportunity to vote at general meetings and to become a board member. If you are interested in becoming a shareholder, please contact the RMO office.

Gas servicing at Blenheim Gardens by Smith & Byford

Congratulation to Otto of Ramilles Close who won this year's gas annual prize draw of £50 of Love to Shop vouchers. For your chance to win next year, be sure to complete a customer satisfaction survey and allow our engineer access on the first visit.

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

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





Ataddin

The Magical Family Pantomime

**Friday,
08 December 2017**

West End Theatre

SOLD OUT

Tickets: £5.00

**Buy Tickets @
RMO Office**

Delivery By

30 tickets reserved for
Blenheim Families/Residents
first-come-first-served
Transportation Provided

Performance for end of October 2017

KPI Description	Lambeth Results	2017/18 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	100.00%	99.00%	101.50%	Yes	Yes
% Rents and arrears collected	95.80%	96%	98.85%	Yes	Yes
% Service charges collected	116.70%	100.50%	135.50%	Yes	Yes
Average relet Void time	22.2	25 days	7 days	Yes	Yes
% Gas services completed on time	99.40%	100%	100.00%	Yes	Yes
% Repairs completed on time	95.00%	97%	100.00%	Yes	Yes
% committee meeting completed	N/A	95%	100.00%	Yes	N/A
% tenancy checks completed	N/A	10% at year end	21% (25)	Yes	N/A

Garage Inspection

The RMO is concerned about garage usage with the heightened fire safety agenda of the council and central government.

There appears to be a number of garages not being used for their intended purpose and this is posing a number of risks to other residents, particularly those who live above the garages.



The use of garages for storing items is also causing a delay in the RMO clearing blockages in stack pipes serving the properties above. On many occasions, a garage is so full that access to the outlet pipe cannot be achieved to clear the blockage for a number of days which means some residents living above the garage cannot use their sink, bath or toilet until the blockage is cleared and we feel that this is not acceptable.

To reduce these risks, the RMO will be undertaking the following checks:

- On receipt of keys to a garage, the RMO will need to see all the documents relating to the vehicle to be stored. The documents will need to be in the name of the garage licence holder or for a vehicle in the same address.
- 6-8 weeks after we let a garage, a physical inspection will be undertaken by an RMO employee to ensure proper use. Access will need to be requested in accordance with the licence agreement.

From January 2018, the RMO will be writing to all users of the garages on this estate requesting access to undertake an inspection. This process will be ongoing every 6 to 8 months to ensure compliance with the licence conditions.

If no access is provided after 2 attempts, the RMO will serve a 'Notice To Quit' and the garage will be repossessed and the lock will be changed.

The RMO will equally serve a 'Notice To Quit' and the garage repossessed if the garage is not being used for its intended purpose of storing a motorised vehicle and/or a potential fire risk is identified.

Your cooperation in this regard is much appreciated.

Universal Credits – are you ready?

All Lambeth residents on any form of welfare benefit will be moving on to Universal Credits from December 2017. Please ensure you are ready for this change. If you are unsure about how this change will affect you, please contact the RMO.

Once you are in receipt of Universal Credit, please remember to put paying rent as your number 1 priority.

Parking enforcement

The Estate Parking enforcement arrangements will be cancelled over the festive period from 22.12.17 until 03.01.18

A mylambeth account provides you with secure and flexible 24/7 access to your Council accounts and personalised information.

With your mylambeth account you can:

- manage your council tax
- view benefits and landlord accounts online including statements, past payments and notification letters
- manage your council rent or service charges
- view library accounts online including loaned and reserved items, charges and renew existing loaned items
- arrange garden waste collections
- order replacement food waste, recycling or refuse bins.
- order clear recycling sacks (qualifying addresses only).

For more information visit

www.lambeth.gov.uk/sign-in-or-register-for-a-mylambeth-account



SANTA VISITS BRIXTON WINDMILL WITH SOME SPECIAL FRIENDS

With his love of Windmills, Santa is making his annual visit to Brixton Windmill on Sunday 17 December. This year he will be bringing three of his reindeers along with the Elves, his trusted helpers. Santa will be meeting with children in his specially made grotto inside Brixton Windmill and all good children are guaranteed a present from Santa on the day.

Santa's Reindeers will make sure he arrives safely and after a carrot or two after their journey from the North Pole they will be available for pictures with the visitors to the Windmill. Children can have their faces painted before visiting Santa in his grotto, or they can take part in the Grove School DJ workshop with a special event working on some Christmas songs.

'Heart in the Art' will be on hand for the essential Christmas decoration workshop and the children can take their decorations home or hang them on the Christmas trees in Windmill Gardens. There are also workshops organised by Urban Canopy, and everyone can sing along to the festive songs sung by the Pop Up Choir. This event is free of charge for Blenheim Gardens Residents and starts at 2 pm.

The Festival of Light will visit the Windmill this year with the now familiar bikes lit up with Christmas Lights visiting with drummers and stilt walkers. The bikes arrive at the park at 5.45pm. The event is sponsored by Blenheim Gardens Residents Management Organisation, London Community Foundation and Comic Relief.



Mature Resident Hampers

Using some funding from Age UK Lambeth, Blenheim Gardens RMO will be providing 25 winter hampers to estate residents.

We hope you enjoy the hamper.



Bogus callers

At this time of year all residents need to be extra vigilant. Bogus callers (also known as distraction burglars) will try to trick their way into people's homes to steal money and valuables while the householder's attention is elsewhere.

Most callers are genuine and mean you no harm, but bogus callers can often seem very plausible and will try to fool you.

We urge all residents to keep yourself safe and secure your door. If you are ever unsure on the credentials of the caller, do not open the door. If they say they are from the RMO office, call us to confirm before you open the door. If in doubt, keep them out.

Festive Lights Ride 2017

Sun 17 Dec, 4 pm | £5 for adults (includes a set of emergency bike lights)

Fire up your bikes and let Omnibus light the way with a cycle ride to remember! For tickets search Eventbrite for Festive Lights Ride 2017



**FREE
ADMISSION FOR
CHILDREN***

*Children under the
age of 16 must be
accompanied
by an adult

You'll see... LANTERNS, LIGHTS AND ENTERTAINERS
You'll hear... MUSIC, SINGERS AND TRAVELLING SOUNDSCAPES
If you don't have a bike or you have mobility issues and may require an adapted bike please email cycling@lambeth.gov.uk for options.
Meet at: Clapham Old Town. Finish at: Brixton Windmill



Fire safety... up date

Following the tragic fire at Grenfell Tower and a recent estate safety inspection, the dangers of metal security Grilles and Gates over windows, doors and across communal areas has been highlighted.

The council now has a zero tolerance to grilles/gates as it represents a high fire safety risk and contravenes RRFSO 2005 regulations. There are dangers in adding metal security grilles and gates to doors and windows. Grilles and gates cause blockages on the main escape route in a fire, and impede access to more than one property and can restrict access to a fire escape. This includes all type of grilles on the rear balcony area. Apart from tenants, some leaseholders have also installed metal security grilles across their front door. If a fire starts in the block, security grilles will prevent them from leaving the property, and/or the block as quickly as possible.

Advice from the London Fire Brigade (LFB) is to remove any door grille and gates and replace it with another form of security i.e. a fire check, high security door. LFB have reported that metal grilles on doors can double the time it takes for fire-fighters to get into a property and can block emergency exits in the event of a fire. Blenheim Gardens RMO has wrote to all affected properties.

Blenheim Gardens RMO are in discussions with a number of leaseholders regarding updating their front entrance door to a fire safety door. The RMO will notify home owners if their property is affected.

FLY TIPPING, BLOCKING EXITS & ESCAPE ROUTES...

We would also like to reiterate the dangers of fly tipping, blocking exits and escape routes with bikes or household waste, and storing combustibles in your home, garage or pram sheds as well as carrying out unauthorised flat alterations (such as removing walls or leaving holes in them) without the RMOs prior permission. The RMO has introduced bulk storage areas throughout the estate. This includes garage 38 Glanville Road where you need to contact the RMO office for access. Please refrain from dumping waste under the stairwells, since these are fire exits for residents who live in the flat as well as entrance points for the emergency services.

The following items will be removed from communal areas:

- Plants and plant pots
- Bikes
- Mats
- Children toys and play equipment
- Dryers
- Pushchairs and buggies
- Refuse bags
- Children's car seats

All residents living in flats are also reminded that the rear balcony to the property is also a fire exit point and so these are not to be used to store any items whatsoever. Blenheim Gardens RMO is in the process of undertaking inspections of rear balconies.

Garages and pram sheds should not be used to store any flammable items. Such items include paints, furniture, suitcases, oils, mattresses and so on. If you are using your garage and / or pram shed to store belongings please ensure they are not flammable and that full access to the rear walls can be achieved at all times.

Blenheim Gardens RMO is committed to undertaking 100% of garage and pram shed inspections before 31st March 2018.

Garages and pram sheds not using the facility in accordance to the license conditions, will be repossessed. A zero tolerance approach will be implemented.



Introducing the RMOs new apprentices - you're hired!



Ben
Apprentice
Caretaker



Tenisha
Apprentice
Customer Service
Officer

Welcome to BGRMO

Foodbank – a helping up

Blenheim Gardens RMO is an authorised distributor of foodbank vouchers and so we are here to help you and your family over the festive period in times of emergency. Please contact the RMO for more details.



The Youth Forum @ Blenheim

AKA 'BG-Youth-Voice-Collective' is an exciting space for young people at Blenheim Gardens Estate to have their say about activities for young people from the Estate. This is great for young people because the BGRMO Board believe that it is right for our young people to be involved in making decisions about them and the rest of the BG community.

Are you aged 11+? You should come along; bounce your ideas for youth activities with other young people; work with BGRMO and its partners to make it happen. BG-Youth-Voice-Collective meets on every 2nd Thursday of the month.

Find Out More - Contact Andrew Callam @ Blenheim Gardens RMO Office OR
Call: Andrew Callam: 0207 926 0158
or Christian Johnson 07706 179 851



Lambeth Housing Standard – update

The RMO has agreed an approach with Lambeth Council to complete the outstanding works left by Wates. We have agreed a January '18 start and the RMO will play an active part in the project. The works will be subject to an initial survey and the project will be completed by the end of March 2018.

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 toforo mu a tre 020 7926 0158.

Yoruba: Ti e ba fe imoran yii, ni ede Omiran, ejọ, e kan wa l'agogo 020 7926 0158.