



Blenheim
Gardens
Residents
Management
Organisation

Merry Christmas

Blenheim Gardens RMO employees and board members would like to wish all residents a Merry Christmas and a prosperous 2020

RMO festive opening times



13.12.19 – Staff Christmas lunch – close from 1.30 pm

24th Dec open 9 am - close at 2pm

27th Dec – open as usual

30th Dec – open as usual

31st Dec – open 9 am - close at 2pm

31st Dec – open 9 am - close at 2pm

Please note the office will not close for lunch when the office opening hours are reduced.

The out of hours service will commence after these hours – please contact TWDrainage on 0800 121 6122

Useful telephone 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

Benefit advice - Every Pound Counts –
0800 254 0298 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

CHRISTMAS and NEW YEAR

RUBBISH and RECYCLING COLLECTIONS

**YOUR COLLECTION DAYS
ARE CHANGING OVER
THE FESTIVE PERIOD.**

You can still put your rubbish and recycling in the bins at any time. Please don't leave any rubbish on the floor or around the bins.

FESTIVE RECYCLING FACT

Card packaging used at Christmas could cover Big Ben almost 260,000 times!

Large items to dispose of?

Any items in good working condition can be donated to charities.



Normal Collection Day	Amended collection day
Monday 23 December	No change
Tuesday 24 December	No change
Wednesday 25 December	Thursday 26 December
Thursday 26 December	Friday 27 December
Friday 27 December	Saturday 28 December
Saturday 28 December	Sunday 29 December
Monday 30 December	No change
Tuesday 31 December	No change
Wednesday 1 January	Thursday 2 January
Thursday 2 January	Friday 3 January
Friday 3 January	Saturday 4 January
Saturday 4 January	Sunday 5 January
Normal collections will resume on Monday 6 January 2020	

Safety device

If your safety device (smoke and or carbon monoxide) keeps bleeping, it is likely the battery needs changing. You will need a V9 battery. The RMO can provide and fit a new battery at the cost of £5.00 per device. For more information, please contact the RMO office.



Estate Parking

Residents are reminded that the RMO operates an estate permit parking scheme. It is the vehicle owners responsibility to ensure their vehicle is displaying a valid parking permit at all times. There is no allocated parking offered on this estate and parking is not guaranteed. Disabled parking bays are to be used by residents who have a disabled parking badge. Residents in any form of arrears (rent, service charge, garage, pram shed, rechargeable repairs for example) will not be issued with an estate parking permit. Residents who go in to arrears after a parking permit has been issued, will have the parking permit revoked.

SANTA AT THE WINDMILL

BGRMO and Friends of the Windmill Gardens, will be delivering Santa at the Windmill Children's party on

Sunday December 15th between

2-5pm with Father Christmas in his grotto in the windmill, craft workshops and face painting etc.

This event is FREE to Blenheim Gardens Estate Families. If you would like to attend this event, please register your interest with the RMO office since this will prevent you paying an entrance fee.



Parking over the festive period

Parking over the festive period

The RMO has cancelled parking restrictions on this estate from Monday 23rd December 2019 until Monday 6th Jan 2020.

What aloada rubbish...

Residents are reminded to dispose of their household waste in the correct manner and place refuse bags in the refuse bins provided.

The RMO also provides a number of cages for bulk furniture as well as a garage in Glanville Road (38). Please be reminded that the estate is not to be used as a dumping ground and if you are undertaking building works, you are required to make your own arrangements to remove your own waste and not to use the estate facilities for this purpose – this is fly-tipping and is a criminal offence. Please do not dump waste at the bottom of block stairs, since these are fire exits. The bulk is collected each Monday, Wednesday and Friday.



Welcome aboard!

Elected Board Members

Following the RMOs Annual General Meeting, the following residents are serving on the board members for 2019 - 2020

Executive members:

Eamon Maguire, Chair
Gina Filose, Vice Chair
Maud Simmance, Treasurer
Anne Jones, Secretary

Board members:

Julie Cambridge
Maureen Champion
Sally Champion
Martin Cherry
Sally Hill
Marilyn Mauouche
Barry Rowland
Diana Thompson
Erin Gill

Co-optees:

Geresom Obinna
Pat Prendergast
Colleen Scott
Liam Crocken

The RMO also operates a Finance Sub Committee and the following residents serve on this:

Derek Bailey (non-elected member)
Anne Jones
Marilyn Mauouche
Geresom Ngole Obinna
Pat Prendergast
Maud Simmance
Diana Thompson

Performance for end of October 2019

KPI Description	Lambeth Results	2019/20 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	100.10%	99.30%	101.20%	YES	YES
% Rents and arrears collected	95.09%	95%	99.11%	YES	YES
% Service charges collected	TBA	105.00%	147.24%	YES	YES
Average relet Void time	24.7 days	25 days	9.8 days	YES	YES
% Gas services completed on time	TBA	100%	100.00%	YES	YES
% Repairs completed on time	TBA	92%	100.00%	YES	YES

Leaseholder insurance claims...

In The Event of a Claim During normal office hours – telephone your Insurer NIG on 0800 051 0233.

Outside normal office hours – telephone the loss adjuster, Davies on 0844 856 2395. Confirm you are a leaseholder of the London Borough of Lambeth and that cover is via Arthur J. Gallagher Insurance Brokers Limited and they will be able to advise and assist you. In an emergency, you should take any immediate action which you need in order to protect your property from further damage, such as switching off the gas, electricity and water.

Complaints

It is always the intention to provide a first class standard of service. However it is appreciated that occasionally things do go wrong. If you have any questions or concerns about your insurance you should contact:

Arthur J. Gallagher Insurance Brokers Limited,
27-30 Railway Street, Chelmsford, Essex,
CM1 1QS. Telephone: +44(0)1245 341200.

Identity of Insurer:
U K Insurance Limited trading as NIG

Policy Number:
18/RSL/5884011

Need a repair diagnosed but don't have the time to get to the office?

Then why not send us a video of the issue? We will then diagnose and arrange a suitable appointment to get the identified repair completed, without the need to have a pre-inspection meaning you will get the repair completed quicker. Send your video to 07903 894 072. Don't forget to include your address!

Rent setting proposal

Lambeth Council are intending to increase rents from the 1st April 2020 by 2.7%. This is the first time rents have been increased in 4 years.

Services charges increase

Overall in 2020/21 there is an increase in the common service charges of £1.90 per week, largely as a result of some undercharging in 2019/20.

Garage and shed charges remain unchanged

Garden kitchen is now open!



Ministry of Housing, Communities & Local Government

With funding from the Ministry of Housing, Blenheim Gardens RMO has built a Garden Kitchen with a BBQ on the meadow area between Ramilles Close and Blenheim Gardens.

The garden kitchen will be used to host community events. If you would like to use the area, please contact the RMO office.

The garden kitchen was formally opened on Friday 25th October by Cllr Adrian Garden.





Ever thought about time banking?

A time bank is a new and exciting way for people to come together to help others and help themselves at the same time. Participants 'deposit' their time in the bank by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves. Time banks measure and value all the different kinds of help and skills we can offer each other. In a time bank, everyone becomes both a giver and a receiver. Everyone's time is valued equally: One hour = 1 time credit. Participants can spend their time credits on the skills and support of other participants when they need a helping hand. People help each other out with everything from making phone calls to sharing meals and giving lifts to the shops – anything that brings them together. As such Time Banking has an economic benefit as well as improving well-being and building social networks. To find out more about Time4Lambeth and activities around Lambeth please contact, Funmi Olowe on Mobile: 07789 705 777 or Email: time4lambeth@pgtimebank.org

Feasibility study update...

Following consultation with residents, the RMO has been working on implementing some of the estate improvements requested. Below is the current position:

- We have opened the staircases to each estate block
- We have commissioned TBrown to undertake our estate/block upgrade and expansion project
- The CCTV project will commence on the completion of the estate lighting project
- We have submitted a business case to the Council for funding to introduce a controlled door entry system to each estate block
- The board are considering a proposal to relocate the disabled ramp in Ramilles Close to a more central location
- We have developed an options paper for the introduction of estate fencing and gating and will be seeking to progress this in the New Year. We thank residents who attended the steering groups to discuss this matter in more detail.

If you wish to discuss any of the above projects, please contact us.

Lambeth has rolled out a text messaging service for homeowners and tenants.



Customers are now able to text us to find out their invoice or account balance as well as the weekly rent charge for tenants. To use the service, homeowners can text BAL and their nine digit INVOICE NUMBER to 07800006116 and tenants can text BAL and their nine digit ACCOUNT NUMBER to 07800006116. The service has been advertised on our twitter page, rent account statements and has been posted on our website.

Christmas Hampers

The Faith Chapel Church will again be donating hampers to the RMO for distribution. The hampers will be dispatched during w/c 16th December
Thank you!



Stop!

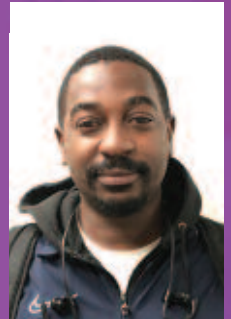


Residents are reminded that dogs (and cats!) are not permitted to use any of the grassed areas on the estate. These areas are for resident's use only. If you wish for your pet to use a grassed area, then please use the windmill gardens. Please also be reminded to clear up after your pet. Please be a responsible pet owner. The RMO will take action against any resident who allows their pet to use the estate garden areas.

Your hired!

BGRMO welcome's Alex.

Alex has joined the RMO estate caretaking team as an apprentice caretaker
We wish Alex the best in his new role -
Welcome aboard Alex!



Niramon of Glanville Road
Krzysztof of Ramilles Close
Jemima of Prague Place

The above residents won £50.00 of high street vouchers for returning a RMO service satisfaction survey.

If you wish to be entered into a prize draw, please return the survey's we send to you. Your responses are used to improve our services to you.

I was just thinking about all those presents and gifts we often get, that we don't really need and if truth be told, we don't actually want either. So I thought to myself, if I was to give a gift to any one of you, what would it be. I'd tend to think of something that would be useful, practical almost.

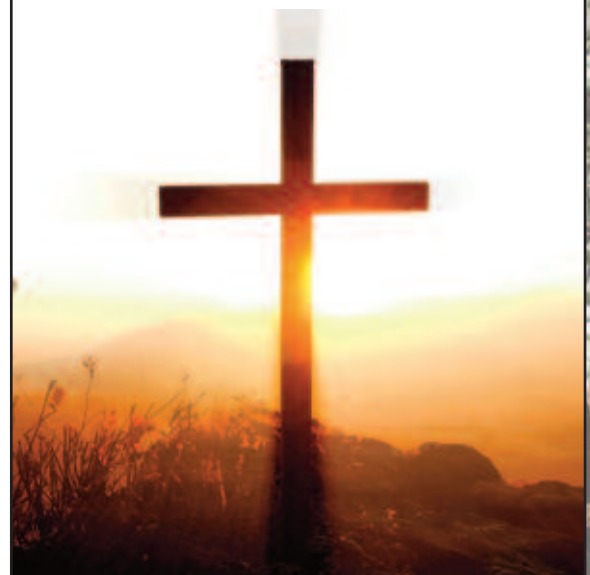
So my question to you is, how can Faith Chapel be of service to you? In other words, what can we do for you? Let us know by dropping us a line and popping it in the mail box just outside the church.

Wishing you all a very Merry Christmas and a Happy New Year from all of us in Faith Chapel, the Church next to the Hub.

Free 'PANTO' Tickets – The RMO is offering Council tenants free panto tickets – please see enclosed flyer for more information.

Mature residents Christmas Lunch

The RMO will be again hosting an mature residents Christmas lunch in the Community Hub—please watch out for your special invite!



Half - term activities

In partnership with Roupell Park and CEF & Lyncx, we delivered October half term activities for young residents. The week ended with the planting of the new flower beds in Blenheim Gardens and the opening of the kitchen garden. For more information on activities provided by the RMO, please contact us.



Saturday Club - closed

Sadly, due to a lack of participants, the RMO Saturday club has been disbanded. We thank the residents who initiated this project. The RMO encourages residents to suggest events and activities that will benefit the estate. If you have any ideas and or suggestions, please get in touch.

INVESTORS IN PEOPLE
We invest in people Standard



RESPECT Give respect Get respect



Blenheim Gardens RMO address and contacts

Blenheim Gardens RMO

24 Prague Place
Blenheim Gardens Estate
Brixton
SW2 5ED

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

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

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 ìmóràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.