



Blenheim
Gardens
Residents
Management
Organisation

MERRY CHRISTMAS

Blenheim Garden RMO Board Members and Employees would like to wish all Estate Residents a very Merry Christmas and a Prosperous 2019

Christmas Opening Hours



24.12.18 – 9 am - 3.00 pm

25.12.18 & 26.12.18 - office is closed

27.12.18 & 28.12.18 – 9 am – 3.00 pm

31.12.18 – 9 am - 3.00 pm

**2nd, 3rd & 4th Jan 2019, office is
open as usual**

**Out of hours repair service commences
at 3pm. If you require a urgent repair
telephone KnK on 020 8646 9100**

**The RMO office will provide a skeleton service over
the festive period.**

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 –
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

A POLITE NOTICE

A parking permit will not be issued:

- If you are in rent arrears
- If you are in service charge and or mall invoice arrears
- If you have a valid Notice of Seeking Possession served on your property
- You have breached the terms of a Court Order obtained against your home
- If you have not cleared outstanding court cost
- If you have shed/garage arrears

Pests controlled



Pestokill is the RMOs pest control provider.

The service covers all pests in both tenant and leaseholder properties on the estate.

Pestokill operates a 24/7/365 service and is available on Freephone 0800 2889 911 or online at www.pestokill.co.uk/bgrmo

Pestokill also provides an evening and weekend appointment service. If you have any unwanted pests over the festive period, contact pestokill



Elected Board Members

Following the RMOs Annual General Meeting (AGM) hosted on 18th September 2018, the following residents were elected to serve as board members to the RMO

- Julie Cambridge of Ramilles Close
- Maralyn Maiouche of Glanville Road
- Barry Rowland of Prague Place
- Maureen Champion of Prague Place

Following the AGM, the following members were elected into executive positions within the board

- Eamon Maguire of Ramilles Close, Chair
- Gina Filose of Glanville Road, Vice Chair
- Maud Simmance of Glanville Road, Treasurer
- Anne Jones of Ramilles Close, Secretary

Welcome aboard!

Feasibility Study

The RMO has been tasked with undertaking a feasibility study on the use of your surplus fund.

At the RMOs general meeting, the scope for the feasibility study was extended to include:

- Door entry systems to the estate blocks
- Works to stairwells in blocks to make them more visual

The above are in addition to the previously selected priorities of

- Improved estate lighting
- Increased CCTV
- Erecting gates and fences

The RMO is working with a number of agencies to develop the feasibility report. The report will be presented at a future general meeting in 2019.

Thank you for sharing your views.

Garages to rent

The RMO have a number of vacant garages to let.

- Tenants £19.00 for tenants
- Leaseholders £22.50
- Freeholders or non-Lambeth residents, £36.00

No flammable items are to be stored in a garage. Garages are subject to routine inspections.

If you would like to lease a garage, please contact the estate office on 020 7926 0158

Foodbank - a helping up!

Blenheim Gardens RMO is an authorised distributor of Foodbank vouchers.

We are here to help you and your family over the festive period and in times of emergency. Please contact the RMO for more details



Parking enforcement

The estate parking enforcement arrangements will be cancelled over the festive period from 24.12.18 until 2.1.2019

Tenants and residents are reminded to make paying their rent or service charges their top priority this Christmas.

If you are experiencing difficulties paying your bills, please contact the RMO estate office on 020 7926 0158 or email blenheimgardens@lambeth.gov.uk

Without a roof over your head, where would you put your presents?



Did you know?

Littering out of your car could now land you up to £450 fine? Well its true! Please dispose of your waste in the correct manner or you could be next.

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.**

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



Blenheim Gardens Community Gardens wins Blooming Lambeth Award 2018!

'We're so pleased you won an award - well deserved, as there has been a tremendous amount of work undertaken in your growing space.

One of the first Capital Growth funded projects which started in December 2008, transforming many unused areas of the housing estate into plots for residents who don't have their own gardens to grow their own food. They have a gardening club where they hold regular events to get together to learn and grow food, including children's groups where they learn which foods are in season and harvest them. The garden was built by the local teenagers under guidance from Progress. The estate, which is managed by Blenheim Gardens RMO on behalf of the Council, is seeking to expand its growing area further'



Thank you to our residents who maintain this area and keep up the good work.

Performance for end of October 2018

KPI Description	Lambeth Results	2018/19 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.50%	99.00%	99.70%	Yes	Yes
% Rents and arrears collected	94.80%	96%	98.19%	Yes	Yes
% Service charges collected*	TBA	105.00%	N/A	N/A	N/A
Average relet Void time	32 days	25 days	0 days	Yes	Yes
% Gas services completed on time	99.30%	100%	100.00%	Yes	Yes
% Repairs completed on time	N/A	97%	97.00%	Yes	Yes

* Since October 2017, the TMO Client Team have tried to get accurate data for TMOs on this indicator. LB Lambeth have commissioned Northgate to deliver a project which will enable the Council to produce reports on service charge collection.

DOOR MATS!

The local authority has become very fire conscious following the tragic events in North Kensington. To minimise the risk of trip hazards which in the event of a fire could impact on evacuation, the door well must be clear at all times of any obstructions. A door mat outside a flat is an obstruction, unsafe and is a hazard.

The entrance to the door well in front of the flat are to be kept clear of obstructions all of the time and this includes entrance mats. Residents must not block, obstruct, create or leave any hazard on a landing, communal balcony, corridor and stairwell, refuse chute, access way, fire escape and or any other communal area. Items left in these areas will be removed and disposed of without notice.



Your safety is paramount

Stop software scammers from ripping you off

Computer Software Service Fraud is a big issue for Londoners, fraudsters are flogging fake fixes to PC's, laptops, mobile phones etc costing the average person £890! Find out how to avoid them and stop yourself from becoming a victim of their scams on the Met Police website @ <https://www.met.police.uk/fraud>

Call 111 if you're unsure about a medical issue

The NHS 111 team are available 24 hours a day, seven days a week, and can diagnose a range of illnesses over the phone and offer you tips on how to look after an unwell family member. If you're worried about a medical issue, give them a call.

Fraudsters on the estate

There has been reports of men going around pretending to be from BT or other companies, with the intent to defraud or steal from residents.

Do not open your door to anyone if you are not sure of their identity. If in doubt call the RMO office.

News *from The Friends of Windmill Gardens*

New Education Building at the Windmill

You will soon see the area between the path up to the door of Brixton Windmill and the boundary wall between the park and the waterworks railed off. Logan Construction will be fencing off the site in preparation for digging the foundations for the new education and community centre that Lambeth Council are building in Windmill Gardens. The Friends have been given a start date of 19th November and a completion date of 29th April 2019.

Once the building is completed and a lease signed by FoWG with Lambeth Council the new building will be opened. As well as a fabulous new space for school workshops at the windmill the new building will be available for hire by local community groups. There will also be lots of new volunteering opportunities at the centre so if you have skills in building management, would like to help with a pop up café or support our schools programme do get in touch. Email info@brixtonwindmill.org.uk or download a volunteer form from our website.

Unfortunately the buildings works will cause some disruption to park users. A small area of the children's playground will be included in the building site during the construction period but once the building is complete the area will be returned back to the playground. But Logan Construction are well aware of how important the park is for local residents and particularly for children and dog walkers and have assured us they will keep the disruption to the minimum. FoWG hope that the long-term benefit to BGRMO residents of a great new resource in the park will make it all worthwhile.

Brixton Windmill Festive Bake

As part of our Santa celebrations at Brixton Windmill on 16 December we're running a Festive Bake competition to win a hamper of seasonal goodies!

To enter, just make a festive dish using Brixton Windmill flour and bring it, along with the recipe, to Brixton Windmill on **Sunday 16 December** at 2pm for judging.

There are two categories:

- Adults (14+ years) – non-professional bakers only
- Children (up to 14 years)

A festive hamper will be awarded in each category to the winning bake. Feel free to post photos of your dish on social media, using the hashtag #FOWGfestivebake, and we'll share them! On your marks, get set.... bake!

Contact details: info@brixtonwindmill.org.uk

Please bring your festive bake and a copy of your recipe to Brixton Windmill on Sunday 16 December at 2pm for judging.

SANTA AT THE WINDMILL

Santa will be back in his magical grotto inside Brixton Windmill on **Sunday December 16th** and very happy to see all children who have been good this year. His two helpful elves will be making sure that everyone who comes along is kept entertained while they wait to visit him.

FREE FOR BGRMO RESIDENTS

SANTA at Brixton Windmill

• Sunday 16th December • 2pm-5pm • Windmill Gdns • (off) Brixton Hill • SW2 5EU

• Reindeer • Santa's grotto • Face painting • Christmas decorations and craft workshops • Café • Flour and shop sales

Organised by Friends of Windmill Gardens with financial support from the Big Lottery Fund and Blenheim Gardens RMO. For further information go to: brixtonwindmill.org/whats-on

07587 170 029 | info@brixtonwindmill.org.uk | brixtonwindmill.org | [brixtonwindmill](https://www.facebook.com/brixtonwindmill) | [brixtonwindmill](https://www.instagram.com/brixtonwindmill)

Lambeth Housing Standard up date

The Lambeth housing rectification works are ongoing and are now likely to be completed in the New Year.

The rectification project is associated with works undertaken by Wates on behalf of the Council. The works included a new bathroom, kitchen and rewire.

If you receive a letter from the RMO with an appointment for works to be undertaken, please ensure you provide access or arrange a suitable alternative appointment. If the appointment is missed, you will be removed from the program completely.

If you have any questions regarding the works to be done, please contact the following people in order:

Phil Rogers - Senior Site Manager for Mears - 07834312751
Jack Balson - Technical Inspector - 07860181428
Verrol Harrington - Project Manager - 0207 926 1885 / 07939 367 331
RMO office - 020 7926 0158



The movers and the shakers!



Following the successful completion of her NVQ apprenticeship, Tenisha will soon be leaving Blenheim Gardens RMO.

We wish Tenisha all the bests for the future. Thanks Tenisha.

Following the successful completion of his NVQ apprenticeship, Ben will be progressing to NVQ level 3 but he will be supporting the RMOs repairs service. Good luck in your new role Ben.

The RMO also welcome's Dean from Pinnacles. Dean is supporting the RMO caretaking team. Welcome to BG Dean!

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.

Estate Fire Safety Works

Following a recent fire risk assessment undertaken by the Council, the RMO has redecorated the metal stair cases and railings leading to the end of terrace flats. We have also applied anti-slip paint to the flooring as well as fire safety signage. Our aim is complete these works by the end of the year.



Survey winners! ★

Tanya from Prague Place, collecting £50.00 in vouchers from David Ellis, Estate Services Team Leader, for returning the RMOs estate warden survey.

Please ensure you return the survey's you receive from the RMO to be entered into a prize draw.



All winners received £50.00 of vouchers.

Winners are as follows;

Tanya from Prague Place
Abdi from Ramilles Close
Tracy from Ramilles Close
Rosemary from Glanville Road



Residents are advised that the Warden service ceased following a vote by residents at the AGM.

We thank residents who returned the warden evaluation survey.

Mature residents decorations scheme

Each year the RMO puts money aside to offer our mature residents an opportunity to have a room decorated **free of charge** and this year is no different.

If you are a council tenant and you would like a room of your choice decorated, please contact the RMO.

The scheme is open to residents over 65 years and who **do not** have a able bodied adult living with them.

The scheme is offered on a first come, first served, basis and there is a limited number of places available.

If you are over 65 and you do have an able bodied adult living with you, you may still be able to claim a decorations allowance from us of £100 towards the help of redecorating.

For more information on this scheme, please contact the RMO office.



Connecting family & community.

Use your TV to do much more – with Sparko!

Sparko unlocks a world of opportunity via your existing television. You can access social and support services, video chat with family & friends, and so much more. Age UK Camden and Age UK Lambeth are excited to be piloting Sparko. Only 200 older people will be able to take advantage of this free trial. To see if you are qualified to participate, contact us today. Call Age UK on 020 3858 7166, email us at info@sparko.tv or visit www.sparko.tv to find out more.



A Time for Giving

That's what it's all about. It's that season again. Christmas that is. Comes round so quick. A time for giving but even more so that's what being a Christian is all about, Giving.

Give, you may ask when you haven't even enough for yourself. I get it. I used to think like that.

People going around asking for stuff, expecting me to give, when they don't have a clue if my next meal was guaranteed, not a clue or concern about my needs. Yes I used to think exactly like you.

It is more blessed to give than to receive. Heard that before? I used to think some clever person just made that up, to get as much as they could.

It's actually a verse in the Bible, the book of Acts chapter 20 verse 35.

It got me thinking, if it's really better to give than to get, why do we hold onto so much stuff? Why is it never enough?

It's become a bit of a tradition of ours at Faith Chapel, the church next door to the RMO office and the Hub, to give Christmas hampers to the more mature residents on the Estate we share.

It's just our way of saying we're thinking of you, and not only at Christmas. It's a little easier to make that contact during the festive season than any other time of the year. Let's face it, if I came knocking at your door any other time of the year, would you let me in?

Anyway, we wish all residents of Blenheim Gardens community, a wonderful Christmas season and a fulfilling New year.

Thank you all at the Faith Chapel Church.





Job Opportunity:

- Do you live in Lambeth?
- Do you have a network of local contacts?
- Are you a confident communicator?



Earn up to £120 per week helping local people save money on their energy bills.

Repowering is a Brixton-based social enterprise working to promote renewable energy and reduce fuel poverty.

To apply, and to obtain further details, please contact Jack Dangerfield by calling **020 3674 7519**; or emailing jack.dangerfield@repowering.org.uk

PANTOMIME FOR BLenheim GARDENS



16ft
PRODUCTIONS
Present

POP UP PANTO
By Lee Sutton
Directed by Nicholas Pat

WHEN? FRIDAY, 14th. DEC 2018
WHERE? CLAPHAM YOUTH CENTRE
(The POPUP Theatre)

61 Lyham Rd, Brixton, London SW2 5DH

TIME? 6PM TO 8PM

RESERVE YOUR TICKET (£2 or £5 for Family of 4)
AT Blenheim Gardens RMO Office
24 Prague Place, Blenheim Gardens Estate, SW2 5ED

Registration is NOW OPEN! FIRST-COME-FIRST-SERVED
For More Info: CONTACT:
BGRMO 0207 926 0158 or Christian 07706179851



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

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