



**Blenheim
Gardens
Residents
Management
Organisation**

STAR SURVEY RESULTS...

M·E·L Research was commissioned to undertake a Survey of Tenants and Residents (STAR) for Lambeth Living, on behalf of Lambeth Council. The method of approach consisted of selecting a random, stratified sample frame of 6,500 Lambeth Living residents, and a census of 5,057 Lambeth TMO residents with the aim of achieving 3,210 responses. This approach was designed to produce a sample of responses of sufficient size to allow robust analysis of the results by tenure (i.e. tenant or leaseholder) and for the combined TMO stock. There was a 32% response rate overall.

From the responses received from the 11 TMOs in the borough, Blenheim Gardens RMO were ranked 2nd! Overall, TMOs out performed Lambeth Living in all service areas.

Blenheim Gardens RMO would like to thank the estate residents who participated in the survey. The full report is available from reception.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Grand Total	% satisfied	Rank	Stock	% response
ANGELL TOWN EMB	21	53	16	24	26	140	52.86%	11	619	22.6%
BLENHEIM GARDENS RMO	77	63	7	7	5	159	88.05%	2	377	42.2%
CEDARS RMC	46	44	6	5	5	106	84.91%	3	383	27.7%
COTTINGTON CLOSE RMC	35	32	4	4	5	80	83.75%	4	247	32.4%
COWLEY EMB	37	89	20	21	25	192	65.63%	7	559	34.3%
HOLLAND RISE RMC	22	16	2	1	2	43	88.37%	1	103	41.7%
LOUGHBOROUGH EMB	72	170	57	36	38	373	64.88%	8	1231	30.3%
PACCA RMO	23	35	8	15	22	103	56.31%	10	286	36.0%
ROUPELL PARK RMC	43	80	17	18	14	172	71.51%	6	620	27.7%
WALTHAM RMO	19	32	10	7	12	80	63.75%	9	238	33.6%
WELLINGTON MILLS RMO	25	27	6	6	5	69	75.36%	5	138	50.0%



Friends of Windmill Gardens (FoWG)

Do you know... there is a Windmill on your doorstep?! It is almost 200 years old and is open to visitors during the summer months

Also known as Ashby Mill, Brixton Windmill is located in Windmill Gardens, **“... a haven of peace! You’d never guess you’re only yards away from the A23”** says a young mother watching her children in the playground, just beside the Brixton Mural, newly painted by the local community.



Windmill Gardens is the small and beautiful green space, that hosts Brixton’s historic Windmill

And the Parks Group makes sure to maintain the park for all to enjoy. Planned activities include: ***planting wheat and spring bulbs, preparing the wild meadow flower area for seeding, and weeding the Medicinal Herb Garden...***

and that’s only in the next few weeks. Interested...?

Please get in touch with: **The Parks Group** at the email below.



Photos Nick Weedon

Can you spare a few moments for Windmill Gardens?

Do you enjoy working with people...? Want to be trained as a guide? Are you an amateur baker...? A story teller...?

Do you like singing...? DIY-ing...? Got computer skills...? Who can tell how far your hobby can take you? So if you’re looking for a way of escaping your TV and computer games or even another way of putting Brixton on the map, try volunteering with FoWG.

In 2016, Brixton Windmill will be 200 years old... and it needs you. Hope to see you there!

Please get in touch at

info@brixtonwindmill.org.uk



We look forward to hearing from you...



**KICK START 2014 WITH A FUN,
FAT BURNING ZUMBA CLASS!!**

**EVERY THURSDAY 7:45- 8:45 PM
(FIRST CLASS BACK 6TH JANUARY)**

@ CLAPHAM YOUTH CENTRE

61 LYHAM ROAD

**COME AND DANCE AWAY THE POUNDS
TO LATIN INSPIRED BEATS!!**

**SIMPLY TURN UP READY TO WORK OUT,
OR CALL 07957 155 007 FOR DETAILS**

Mutual Exchange

The RMO is one of the highest coordinators of mutual exchanges in Lambeth and we are keen to ensure that residents who wish to stay on the estate are assisted by the RMO to do so.

If you are over crowded or under occupying your home but wish to stay on the estate, please contact the RMO on 020 7926 0158 to be included on our exchange register.

If you are under occupying and in receipt of Housing benefit, you may be entitled to claim additional housing benefit whilst you are seeking a move.

For more information on this please contact the welfare project team.

Munim Farid

Welfare Solutions Team

T: 020 7926 0262

E: mfarid@lambethliving.org.uk

Did you know that BGRMO will reimburse estate residents with children under the age of 15 years living with them the cost of 2 hours child care so that you are able to attend RMO meetings?

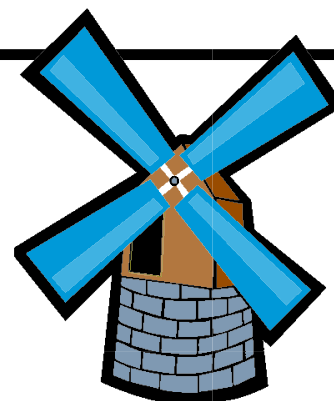
Well it is true! You can claim up to £20.00 on receipt of a letter or invoice covering the cost of child care to attend the RMOs meetings. This allowance is payable when the child care is being provided by a non - estate resident, an agency or registered child minder.

Community Hub Hire

The RMO offers the use of the community hub situated at 23 Prague Place, Blenheim Gardens Estate, SW2 5ED for private hire.

To book the venue, please telephone 020 7926 0158

The full letting conditions and rates of hire are available on www.bgrmo.org.uk



Employment and Training Support at The Windmill Centre Windmill Gardens, Off Blenheim Gardens Brixton Hill

**1:1 Employment and Training for parents of children
under 5 years old.**

Childcare available to support your child/children

- **Help finding employment**
- **CV support**
- **Form filling**
- **Training Support**
- **Volunteering opportunities**

**Come along for a 1:1 session with Hubert
Humphrey, Employment and Training Advisor
Thursdays 10am-12pm (*from 23rd January
2014*)**



'Build-it' in Partnership with Blenheim Gardens RMO

Build-it is an inspiring partnership programme bringing together young people and trade mentors to help build, repair and refurbish community spaces. On Blenheim Gardens Estate this has already included painting and decorating the Community Chapel, the Community Hub and working alongside employers of the Estate to carry out works to empty properties.

The project is about enabling the learning and sharing of vocational skills, and promoting greater mutual understanding and respect, between generations within a local community.

Launched in June 2013 Build-it is a multi-partner programme led by London Youth, from an idea co-created by the charity and Cospa. The Big Lottery Fund awarded London Youth £1.7m to deliver the Build-it programme in partnership with Cospa, with the support of Lambeth Council and Lambeth College, for two years.

Build-it will give 1,500 young people from Lambeth the chance to learn skills and access training, work experience and real employment opportunities within the regeneration of their local communities. Build-it uses opportunities in construction to work with some of the young people who are most disengaged from education and the labour market. The programme offers them one to one support from a locally based delivery team, which includes skilled older trade mentors drawn from the local community.

The idea for the project was tested in a pilot project in Brixton in 2012, and was featured in the first episode of Channel 4's documentary series, '*The Secret Millions*', in which young people worked with architect George Clarke to bring an empty house back into use. The work undertaken on this estate was also captured on ITV News Wednesday 22nd January 2014.

If you are aged between 16 – 25 years and would like to be part of the 'Build it' team please contact **Julia Walker on 07946541621**

If you are a Blenheim Gardens Estate resident you are welcome to join us in undertaking works on the estate or if you have a skill and/or trade you would like to offer the project, please get in contact. The project is always looking for mentors to support the young people.





Pet Ownership

Dog owners are reminded that they require the RMOs permission to keep a pet before it is obtained. Generally the RMO will only refuse permission in certain circumstances.

A pet permission form is available from the RMO office.

RMO Dog Ownership Charter

Residents with dogs are reminded that the RMO operates the following dog ownership charter on this estate

- **The ownership of a pet requires the written permission of RMO and permission will also be required for any subsequent pets**
- **The dog owner will be aware that the RMO's permission to keep a pet can be withdrawn at anytime and legal action initiated to remove the dog if permission has not been provided and/or the dog is causing a nuisance**
- **Dog permission will not be granted to residents in flats or where the dog does not have exclusive access to a garden**
- **The dog should be insured and micro chipped**
- **The dog owner will be a responsible adult**
- **The dog walker will be a responsible adult**
- **The dog owner will ensure the dog is kept on a lead at all times and will not allow the dog to run free on the estate**
- **The dog owner will ensure the dog does not use any grassed or flowerbed area on the estate**
- **The dog owner will ensure the dog does not cause a nuisance to other residents or visitors to the estate (barking, fighting etc.)**
- **The dog owner will not allow the dog to foul anywhere on the estate, including inside your home. In case of accidental fouling, the owner will pick after the dog and place in the bins provided**
- **The dog owner will be responsible for ensuring all the above conditions are maintained at all times**

Blenheim Gardens RMO encourages responsible pet ownership.

Lambeth Living URH NEWSLETTER

No 1



February 2014

Above all it's about people.

Lambeth Living URH has appointed **Wates Living Space** to carry out improvement works to the tenanted properties within Blenheim Gardens Estate. Our scope of works may include replacement of your Kitchen, bathroom and wiring.

We have already started to undertake our initial conditional surveys and we will complete the first property before the end of January. Look out on the estate notice boards for details of our open house coffee morning. If for any reason you have not replied to our survey requests letter then please call our office on either number below to arrange an appointment:

**020 8678 9265 or
Freephone Number: 0800-028-4008**

If we are unable to survey we are unable to carry out works and you may be omitted from the programme. It's been a long time coming, call us now for an appointment!

If you have any concerns about the works to your home we shall be happy to meet with you and discuss these. Give us a call or drop into our office in The Old Caretakers Hut, Prague Place.

Meet the Wates Living Space Team:

Project Manager – Andrew Grant
andrew.grant@wates.co.uk

Your Site Manager is:
Paul Cramer



Contact Number: **020 8678 9265**

Your Resident Liaison Office who is your main point of contact is:

Steven Read



Contact number: **07788 140 577**

Beware of bogus callers who will attempt to gain entrance to properties by claiming to be involved in the work.

All our operatives have ID cards; if you are worried call us in the office.

Above all it's about people.

**OUTINGS FOR OLDER RESIDENTS WORKING WITH
BLENHEIM GARDENS ESTATE, KING'S ACRE 'POP-IN CLUB'
And the CLAPHAM YOUTH CENTRE**

WEDNESDAY, 26th February. 1.30pm. Dine In at the 'Pop In Club'. Two course meal and drink for £3. Book your place in advance with Roberta by calling in to the 'Pop In club'. Details below*.

WEDNESDAY, 19th March. Meet outside King's Acre Church at 11am. **Shopping Trip.** Travel by minibus. Cost £2 Home about 4pm. See booking details below*.

WEDNESDAY, 23rd April. Visit to Morden Hall Garden Centre and Park. Meet at 11am outside King's Acre Church. Home by 4.30pm. Travel by minibus. Visit the old Snuff Mill, now used as an education centre. Opportunity to visit the Garden Centre and purchase your plants. Cost: £2. See booking details below*.



WEDNESDAY, 14th May. Visit Crystal Palace Park. Meet at 11am outside King's Acre Church. Home about 4pm. Travel by minibus. Cost £2. See booking details below*.

WEDNESDAY, 18th June. Day trip to Brighton

Cost £5 to include minibus transport. Meet at 9am outside King's Acre Church and return about 6pm. See booking details below*.

WEDNESDAY, 9th July, at 2pm. Cream tea in the garden (7 Bedford Terrace). No charge. See booking details below*.



* 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 2-4pm on a Wednesday afternoon and pay your money to Roberta at the 'Pop in Club' and enjoy a cup of tea and cake.

Other regular activities held at the youth club are:

Keep Fit for older people - Mondays, 2 to 3pm at £2.50 per session.

Learn Computers for older people -

Fridays, 12noon to 2pm at £3 per session with light lunch.



What is the Warm Home Discount Scheme?

If you are on a low income, you may qualify for the Warm Home Discount Scheme. This gives a rebate to pensioners on low incomes and some other customers on low incomes. The rebate is £135 on your electricity bill for winter 2013 -2014. The Warm Home Discount Scheme will run each winter until 2014/15.

Who qualifies for a Warm Home Discount?

In 2013-2014 if you are a pensioner on 20 July 2013, you can qualify for a warm home discount if you are either:

- under 75 and only get the Guarantee Credit part of Pension Credit – not the Savings Credit part
- 75 or over and get the Guarantee Credit part of Pension Credit - even if you also get the Savings Credit part.
- Your name or your partner's name must be on your electricity bill, and your energy company must be taking part in the Warm Home Discount scheme.

More information on energy suppliers taking part in the Warm Home Discount Scheme at www.gov.uk

If you are on a low income

If you are on a low income, it will be up to your supplier to decide whether you can get the Warm Home Discount. You may be eligible if you're on a low income and you have a disability or long-term illness, or children. The actual criteria used will vary depending on your supplier. Each supplier has their own rules about who else can get the discount. You should check with your supplier to see if you can get it.

How to claim a Warm Home Discount

- If you are a pensioner eligible for the Warm Home Discount, the Department for Work and Pensions will try to make sure you get this discount automatically. If you are missed out, you can ask for the discount directly from your supplier.
- If you are on a low income, you will need to contact your energy supplier for details of whether you are eligible. If you believe you are eligible, you will then need to apply directly to your supplier.

More information on applying to your energy supplier for the Warm Home Discount at www.gov.uk or ring the Warm Home Discount Scheme helpline on 0845 603 9439, Monday to Friday, 8.30am to 4.30pm.

The Home Heat Helpline

The Home Heat Helpline is a service for vulnerable customers struggling to pay their bills. It is funded by the energy suppliers, and provides information on grants, payment schemes and benefits that may be available as well as basic advice about energy efficiency.

Telephone: 0800 336699 (freephone)



**DATES
FOR YOUR
DIARY**

General Meeting at 7 pm

• Tuesday 25th February 2014

Each Monday **mature persons knitting club** in the Community Hub between 2- 4 pm

Each Wednesday **mature persons coffee morning** in the Community Hub between 10 – 12 pm

RM0 board meeting are hosted on the first weds of the month. Part A is open to all residents.

Finance meeting - hosted on the last Weds of the Month between 12 - 1 pm

All of the above meetings will take place in the Community Hub, 23 Prague Place, SW2

**New Media Centre - Renton Close Community Centre, Renton Close Estate, Brixton Hill SW2 1EY.
Each Saturday 12 - 3**

Rent increase for 2014/15

Lambeth Council have agreed a 4.9% rent increase from April 2014.

The Council will be writing to all tenants in the coming weeks to notify you of this change.

There will also be increases for garage rental and for residents and visitors parking permits.

Blenheim Gardens RMO is not intending to increase parking permit charges on the estate this year. Residents on this estate save £26.00 per permit, per year, compared to permit charges on a Lambeth Living managed Estate.

Pests Controlled

Blenheim Gardens RMO has appointed 'PESTSTOKIL' to undertake a Pest Control service on the estate from 1st April 2014. The contract covers a 2 year period and unlike the existing arrangement will include at least one compulsory visit to each Council and leasehold property as well as quarterly inspections to all communal areas on the estate. The inspections will be taking place between April - June so please watch out for your appointment letter.

The new service will also provide for private (sold) houses on the estate but only on a ad hoc, reactive and rechargeable basis.

If you have a pest issue please continue to contact Lambeth Pest Control service on 020 7926 8860 or 6000 until 31st March 2014.

The RMO is confident that the new contract will improve this service area to residents.

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 imoràn yií, ní èdè Òmíràn, ejò, e kàn wà l'ágogo 020 7926 0158.