

The Blenheim BULLETIN

July 2013



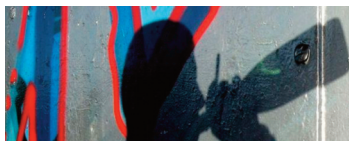
The Friends of the Windmill Gardens Festival would like to express its sincere thanks to attendees to the Windmill Festival on Saturday 22nd June. The events was sponsored by Blenheim Gardens RMO.



**Blenheim
Gardens
Residents
Management
Organisation**

Crime and Anti Social Behaviour perception survey - results

The RMO would like to thank the 38 residents who responded to our crime and ASB perception survey.



The 'big problems' noted by respondents were:

- ⊙ Noise
- ⊙ Groups gathering
- ⊙ Nuisance from scooters
- ⊙ People using drugs or alcohol / drug dealing
- ⊙ Sex workers

Other specific concerns highlighted included:

- ⊙ Ball games use by children
 - ⊙ Dog mess
 - ⊙ Littering and fly-tipping
- 17 Respondents reported that the above activities have increased over the previous 3

months (March to May) and 9 respondents felt less safe on the estate during the same period.

In response to the above concerns, residents would like to see the following actions being taken:

- ⊙ Increased CCTV coverage
- ⊙ Action taken against perpetrators
- ⊙ More estate policing
- ⊙ Estate wardens on the estate over weekends

Details for the survey will be used to inform the RMO's strategic approach to Crime and ASB on the estate.

Charities and individuals on certain benefits can get a no-nonsense refurbished computer...

- **Desktop computers** from £99.00
- **Laptop computers** from £149.00

The computers are cheaper if you are on the following benefits:

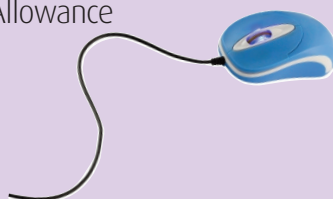
You must be a registered UK charity or receive at least one of the following benefits to qualify for the cheaper price.

- Housing Benefit
- Income Support
- Jobseeker's allowance
- Pension credit
- Disability Living Allowance
- Attendance Allowance / Constant Attendance Allowance
- Carer's Allowance
- Incapacity Benefit / Employment and Support Allowance
- Disability element of Working Tax Credit

Interested?

Visit: www.getonlineathome.org

Tel: 0800 090 1297



THANK YOU!

The RMO board would like to say a big 'thank you' to the estate residents who allowed representatives from Michael Dyson Associates into their homes to complete a stock condition survey. Michael Dyson surveyors achieved a phenomenal 95% access rate for our Council managed properties. The survey included the internal structure and fixtures such as walls, ceilings, floors, doors, heating appliances, kitchens and bathrooms as well as the external fabric. The information collected will be used to help the RMO to plan, prioritise and budget for any necessary repairs and improvements in the coming years. The Information will also be used to look at various ownership options for the estate in future.

Coming soon...The Windmill One O' Clock Club

The RMO is pleased to inform residents that the One O'clock Club situated in the Windmill Park is to be reopened in mid July. The lease to this building has been granted to Holmewood Nursery to provide three children sessions each week. BGRMO's Estate Director, Danny Howcroft, is a member of the Governance board.

The centre had recently appointed a centre manager named Sandra Sparrow. Sandra is very familiar with this estate having worked with many families in her former capacity as out reach worker for the nursery.

Further information regarding the formal opening date will be distributed to residents soon.

Are you ready for 4G

Dear Councillor Peck,

Preparing local residents for the arrival of 4G at 800 MHz in London

We are writing to all viewers in areas where reception problems might occur if the television signal received through the aerial is poor. We are also initiating a broad awareness raising campaign to inform people of the potential issue and that we are here to help. Our tests suggest that fewer households than previously estimated are likely to see any disruption to their Freeview service.

The vast majority of people that we write to will almost certainly not see television interference. However we want viewers who do see disruption to Freeview when it previously provided a good service to know whom to contact, whilst facilitating the speedy deployment of 4G services at 800 MHz.

If any of your constituents see problems with their Freeview over the coming months, we would be grateful if you could ask them to contact us on www.at800.tv, 0333 31 31 800 (national local call rate, included in landline and mobile free minutes packages) or 0808 13 13 800 (free from landlines).

For viewers where the potential for disruption is greater, we will provide a free at800 filter before the 4G at 800 MHz network is activated. This can be connected to the TV aerial cable should disruption, such as pixelation, loss of sound or channels, occur. While we expect the majority of people will be able to fit the filter themselves, we will provide additional support to the elderly or those with a disability via a home visit service.

Television received via cable or satellite is not expected to be affected. Only new 4G services at 800 MHz have the potential to cause problems with Freeview; existing 4G services from EE operate at 1800 MHz and do not disrupt television.

Yours sincerely,

Ben Roome
Director of Communications
at800
07827 300 203
ben.roome@at800.tv

Responsible Pet Ownership

Being a responsible pet owner is not just about feeding your pet properly and taking it to the vet if it's sick or injured. It's also about making sure it wears a collar and ID tag, is micro-chipped - with your contact details kept up to date -and is vaccinated annually. Responsible pet ownership is also about caring where your pet is when they are out, if it is properly supervised and being cleared up after.

A number of estate residents have raised concerns regarding pet ownership on this estate and below is the list of concerns raised:

- Dogs being walked by a minor
- Dogs on the estate without a lead
- Dogs fouling in communal walkway or on the greenery
- Dogs barking at night
- Dogs fighting
- Cats not being neutered Residents homing an excessive number of pets
- Residents not seeking the RMO permission to keep a pet

All the above are genuine concerns and are of course breaches of the property tenancy conditions and (where granted) the conditions to keep a pet.

The RMO takes the welfare of pets and responsible ownership very seriously and as part of the tenancy and lease audits, will be ensuring that the owners have been granted our consent to keep a pet. If you are keeping a pet without our prior consent, you are advised to contact the estate office immediately. The RMO may grant you permission to retain the pet. If however, the owner of the pet is not a responsible owner and is found to be causing any of the nuisances listed above, we will take action to ensure the Pet is removed.

Further information on responsible pet ownership can be found at www.battersea.org.uk/advice or by telephoning Battersea dogs and cats home on 020 7622 3626



Gas servicing and repairs

Residents are reminded to ensure their annual gas inspection is completed as soon as possible. All gas appliances in the property need to be serviced annually to ensure they are working as intended and are safe to use. The RMO's gas service standard also includes the servicing / installation of smoke and carbon monoxide alarms as well as a cooker chain if the property requires one.

Please contact Smith and Byford on FREEPHONE 0800 091 2140 to arrange for your annual inspection to be completed. If you are experiencing problems with the heating and/or hot water system in your home, please contact Smith and Byford direct. You do not need to wait until the RMO estate office is open.

Blenheim homeowners may also take advantage of the RMOs competitive procurement practices by using the RMO gas service and maintenance contactor Smith and Byford for all your gas appliance needs. For example, Smith and Byford will service your gas appliance for £50.00 plus VAT; or you may wish to benefit from our 3 star service arrangement which includes an annual gas inspection, repairs and labour (including replacement parts* and labour) for a one off annual fee of £125.00 plus VAT. You will also benefit from a FREEPHONE number and a 24 hour, 7 days a week, 365 days of the year response.

(* terms and conditions apply)



Rubbish, Rubbish and more Rubbish...



All residents are again reminded to place their household waste in the bin chutes and bins provided. Please do not place your waste in any other locations such as outside the bin chamber doors, by the bin chute hoppers, on the communal landings and/or in the recycling bins (unless of course the items are actually recyclable!).

Your caretaking team spends a considerable proportion of the working week clearing up after inconsiderate residents and visitors to the estate. This is time that could be better spent on improving the estate cleaning standard for us all.

The RMO cannot deal with this issue on its own and so we appeal to all residents to stop tolerating this behaviour and to report it to us, in confidence.

The caretakers have now been tasked with examining rubbish bags left in the above manner to see if we can link the bags to an address. If a bag is disposed of in the above manner and can be linked to an address, the RMO will treat the rubbish as a fly-tip and will initiate legal action accordingly.

Making a building insurance claim

A leaseholder can make a claim against their leasehold building insurance policy by calling the insurers, NIG directly on the claims helpline on **tel: 0800 051 0233** (normal office hours) providing their name, leasehold property address and policy number (which is 5884011).

For emergencies outside normal office hours

tel: 0844 856 2395

All claims must be made within 90 days of the damage occurring. Failure to notify the insurers within 90 days from date of occurrence will invalidate your claim on the grounds of late notification.

Mutual Exchange

Following the success of the last round of Mutual Exchange/Advice Surgeries held earlier this year, the Council is planning on holding further such events during the course of the next couple of months. Nearly 500 tenants attended the 16 sessions organised early in 2013 and on the back of these Lambeth Living have already been able to set up 10 moves - with a further 11 in the pipeline - as well as obtain interest from another 220 tenants affected by the size criteria who have now registered for a move under the Mutual Exchange Scheme.

Therefore in order to try and find as many suitable matches as possible between these 220 tenants and overcrowded families, and encourage further interest, the Council are planning on holding further workshops:

**Estate Based Mutual Exchange/
Advice Surgeries Central Area
Tuesday 30th July, 2.00 - 5.00pm at:
Notre Dame Community Hall 1 Worsop Drive SW4 9QU.**

As well as the Swap Shops, the council will be holding a further Mutual Exchange/Advice Surgery with the aim of not only using these sessions to find suitable matches but also enable residents to seek advice on other options such as taking in lodgers, receiving debt counseling and considering employment/apprenticeship opportunities.

Home owner's forum

The RMO will be hosting a homeowners forum on Tuesday October 29th in The Community Hub, 23 Prague Place, Blenheim Gardens Estate, SW2 5ED, between 5.30 – 6.30 pm. All homeowners welcome.



Governance board meeting at 7 pm

- Weds 3rd July
- Weds 7th August –
(finance training – open to all estate residents)
- Weds 4th Sept

Finance sub meeting at midday

- Weds 31st July
- Weds 28th Aug
- Weds 25th Sept

General and Annual General Meeting at 7 pm

- Tuesday 29th Oct

All of the above will be hosted in the Community Hub, 23 Prague Place.

Walkabout Wednesday

The next estate walkabout will be hosted on Wednesday 17th July 2013 at 2 pm. Please meet at the RMO office.

An estate walkabout is when residents join the RMOs Housing Assistant, David Ellis, on the estate to discuss such issues as estate cleaning, gardening, ASB and any service improvements residents want to see.

Repairs corner

Know what to flush...



When the right things go down the loo (the 3 P's – pee, poo and toilet paper) they're flushed away and start a journey along underground sewer pipes to a treatment plant where the waste is taken out and the water is cleaned and returned to rivers and the sea.

However, when things are flushed that should be binned, they stick together and block the sewer, causing all the foul-smelling waste to flow back and flood into homes and gardens.

...and what to bin



The best way to avoid this is to follow some simple loo rules:

- Only flush the three P's – pee, poo & toilet paper
- Everything else goes in the bin (even wipes that claim to be flushable)

Top tips

- The thing is, it's so easy to prevent blockages, here's some tips:
- Have a bin in the bathroom, so nobody's tempted to flush
- Never put food scraps, fat or oil down the sink or loo
- Wipes, cotton wool, buds, sanitary products and nappies belong in the bin
- Remember only to flush the three P's – pee, poo & toilet paper

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

Twí: Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.

Yoruba: Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjò, ẹ kàn wà l'ágogo 020 7926 0158.

Please get in touch! If you need any advice, please call 020 7926 0158. Monday to Friday.