



Blenheim
Gardens
Residents
Management
Organisation

Tenancy fraud



we are watching.....

Tenancy fraud is taken very seriously by Blenheim Gardens RMO staff and by Lambeth Council. Also it is now a criminal offense punishable by a fine or imprisonment. Housing fraud, either getting a home through telling lies about personal circumstances or subletting a property, deprives someone who really needs it from getting a home.

We carry out regular visits to all of our properties to check who is living in them. In addition we investigate cases where we have our own suspicions or where we are alerted by a neighbour. We have recently evicted someone for tenancy fraud and are in the process of taking legal action against another.

If you think your neighbour is subletting their property, let us know.

We will deal with any report confidentially and we will investigate without letting anyone know how we got the information. Remember, tenancy fraud is a crime and we will prosecute.

To report suspected tenancy fraud, please contact the RMO office in confidence.

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/bgrmo

Lambeth call centre - 020 7926 1000

Lambeth Social Services – 020 7926 5555

Out of hours emergency repairs service - 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

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 imoran yii, ni ede Omiran, ejo, e kan wa lagogo 020 7926 0158.

Year End Performance...

Performance for end of year 2016/17					
KPI Description	Lambeth Results	2016/17 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.50%	99.50%	100.00%		Yes
% Rents and arrears collected	95.66%	94%	98.30%		Yes
% Service charges collected	113.20%	100.50%	114.70%		Yes
Average relet Void time	22.9 days	25 days	14 days		Yes
% Gas services completed on time	99.90%	100%	100.00%		Yes
% Repairs completed on time	97.70%	97%	100.00%		Yes

The RMOs performance was steady during the year with the RMO achieving all performance targets as measured by the Council at year end.

The table shows how the RMO has performed against the set targets and how we have performed compared to the Council.

The RMO aims to exceed all set targets during the year.

More information regarding the RMOs performance will be published in the RMOs annual report.

Keep up the good work Team BG!

New phone lines...

Lambeth Council has introduced SKYPE phone lines into the RMO main office.

The system now operates on a group setting whereby your call to the office is bounced on to members of the team if not answered.

The impact of the new telephone system is that we are no longer able to intercept telephone calls and if we are engaged on another call, you will go to a voicemail system.

In this circumstance, please do leave us a voicemail message and we will return your call when we can.

We do apologise for the inconvenience the new phone system is causing some residents.

Celebrating 16 Years of Resident Management

BG Community Fun Day 2017

When: Sun, 16 July 2017 Time: 11am - 4m Where: The Meadow Area, Blenheim Gardens Estate

MUSIC **FOOD & DRINKS** **FACE PAINTING** **BOUNCY CASTLES**

DJ, Live Music, African Drumming, face painters, bouncy castle, activities, games, raffle, prizes and stalls plus much more!

Fun day volunteers wanted...

The Fun Day event will take place on Sunday 16th July from 11 am until 4.00pm. Last year the event was very successful and we are hoping for the same result this year but with increased attendance.

There will be various activities geared to all age groups which includes inflatable games, face painting, DJ and live performance as well as a BBQ, raffle prizes and much much more!

In order to run the event smoothly and effectively, we need more volunteers to help out on the day from set up to the end of day.

If you feel that you could help out on the day, please come to in to the RMO office on telephone 020 7926 0158 or email Blenheimgardens@lambeth.gov.uk by Monday 10th July 2017

The RMO fun day is your event – be part of it.



RMO repairs service...

Did you know that the RMO offers a repair and maintenance service to all estate residents?

Well its true!

If you are a homeowner and require some works done in your home, please consider using the RMOs repairs service.

The benefits of using the RMOs repairs service is:

- Efficient and responsive service
- Qualified personnel
- Local knowledge of property type and associated issues
- Competitive prices
- Accountability
- Fully insured
- No call out fee
- Income is reinvested on the estate
- Free quotation

Some examples of costs are below:

- Hourly handyman, plumber / carpentry rate £25.00
- Day rate £130.00
- Landlord Gas test £65.00
- Landlord electric's test £80.00
- Connect gas cooker £80.00
- Supply and fit front garden tap to a house £45.00
- Supply and change bathroom light bulb £10.00

- Supply and fit a toilet seat £30.00 or if we fit your own supplied toilet seat £20.00
- Supply and fit 1 x internal door including door furniture £100.00
- Clear kitchen sink blockage in house £40.00
- Supply and fit Yale lock barrel to front door £25.00
- Supply and fit Chubb lock to front door £47.00
- Ease and Adjust internal door £15.00
- Supply and fit internal handle £15.00
- Supply and fit toilet privy latch £25.00
- Renew waste trap under kitchen sink £35.00
- Plumb in washing machine to existing service supplies £25.00
- Plumb in washing machine – price available on request
- New garden fence / wall – price available on request
- Replace metal cold water storage tank in plastic £400.00



Other quotation on request.

All prices exclude VAT

The RMO will also undertake repairs that are the tenants responsibility for our directly managed properties.

Other costs are available on request. Please contact David Ellis, Housing Assistant, on 020 7926 0159 for a quotation.

How long will repairs take?

Emergency Repairs - 24 Hours
Urgent Repairs - 3 Days
Priority Repairs - 7 Days
Routine Repairs - 28 Days

The Centre for Community Learning and Engagement at Morley College has extensive experience of working with different partners throughout Lambeth.

We like to be responsive to the needs and interests of people in our communities so we run courses ranging from arts and crafts to Zumba, digital technology to photography and sewing to volunteering as well as maths, English and ESOL.



Here's what some of our students have said:

We had fantastic tutors who had an amazing impact on our self-confidence. I was really inspired by team work.

Our tutor was friendly, helpful and approachable. It was the best computer class ever.

I love how my tutor made me feel so motivated and confident.

Our teacher makes sure we understand before we move on, she's perfect! Also, she gives us lots of ideas for future jobs.

We are delighted to be working in partnership with Blenheim Gardens RMO and we are looking forward to bringing exciting new learning experiences to you and your community.

The RMO is responsible for repairing and maintaining

- External doors and door frames, damp, rot and woodworm, drains and gutters
- Window frames, window catches and safety devices, glazing to communal areas, glazing to your home where the repair was caused by a defect
- Water gas and electricity supplies to your home, all council owned pipes and waste pipes
- Baths, basins, sinks, toilets, cisterns, kitchen cupboards and work surfaces
- Water leaks
- Gas fittings and appliances such as central heating, water heaters, boilers
- Electrical wiring including sockets and switches provided by us
- Communal areas such as pathways, estate roads, hallways, communal stairs and lighting, balconies and waste chambers
- External decorations and decorations to communal parts
- Boiler / central heating repairs
- Boiler renewals
- Roof repairs
- Estate lighting
- Grounds maintenance in communal areas

You are responsible for

- Decorating the inside of your home and minor internal repairs.
- Blocked sinks, basins and baths
- Replacing blown fuses and resetting trip switches
- Replacing light bulbs
- Internal and external door handles, locks, catches and keys
- Phone wires and sockets
- Repair any changes or improvements that you carried out, for instance if you fitted your own kitchen.
- Toilet seat
- Letter flap
- Getting yourself in the property when you have locked yourself out
- Maintaining trees, bushes and the fence in your private gardens
- Washing machine / dishwasher connections
- Dripping taps
- Plugs and chains
- Glass replacement
- Internal doors
- Holes in walls
- Kitchen units
- Flooring
- Skirting
- Fixtures and fittings
- Cracked plaster
- Damage caused to your property
- Utilities

The Council is responsible for

- The structure e.g. walls, roofs, joists and beams
- Management of asbestos – including removal of
- Capital works including - New roofs, skylights, kitchens, bathrooms, complete electrical rewire and new windows
- External decorations and decorations to communal parts
- Disablement repairs (wetrooms etc)
- Tree maintenance

IMPORTANT THINGS YOU MUST NOT DO!

There are works to your home that you must not carry out yourself:

- You must not carry out works to the electricity supply or wiring.
- You must not carry out works to your home's gas or heating system
- You must not change or otherwise alter your front entrance door as these may be fire safety doors
- Remove internal walls without the consent of building control and the RMO
- Erect a shed or shelter without our permission
- Paint external walls / tiles
- Increase the height of fences

Blenheim Gardens Estate Cleaning Survey – The Results!

Blenheim Gardens would like to thank everyone who completed the estate cleaning survey that was featured in the April 2017 newsletter.

A total of 24 surveys were returned to the estate office with the majority agreeing that the cleaning services provided are good with excellent features.

The priority over the coming months will be to maintain our high standards, focusing more on the stairwells and block cleaning.

We understand that the blocks can be one of the worst areas on the estate to clean however Blenheim Gardens will be working with Pinnacle PSG to perform a deep clean of all estate blocks. work started in June 2017.

The winner of the £50.00 voucher for completing and returning the survey is Mr Hamias of Glanville Road. Thank you all for your feedback.

The RMO is in the process of recruiting for a new Estate Caretaker.



This

Want to get involved?

You could make a real difference by getting involved with us. You'll be able to influence decisions which affect you, your home and your local community.

There's the opportunity to meet new people and learn new skills along the way! Even if you can only spare a little time, we'd still love to hear from you!

If you'd like to get involved, contact the RMO office on 020 7926 0158 or email Blenheimgardens@lambeth.gov.uk



Paying your rent...

Did you know there are sanctions for tenants who are in arrears with their rent?

- If you are in arrears of more than one week's rent, you will not be permitted to apply for a store shed, garage or parking permit.
- If you already have a garage or a store shed, we will serve a Notice to Quit (NTQ) and re-possess these amenities.
- The RMO does not think it is reasonable for you to have these amenities and be in arrears with your rent.
- If you are authorised for a transfer and you have more than one week's rent arrears, your authorisation may be cancelled, this is in line with the Councils current Allocation Policy.
- The rent is due in advance on Monday of each week.
- The rent may be paid periodically, including monthly, provided this is paid in advance and provided no arrears are accrued.
- The RMO offers structured help and advice to resident who experiencing difficulties with paying their rent (or service charges). Please contact the estate office.



CONNECT
#The Summer CampP
24 July to 19 August 2017
Age 8 to 16

Art/Craft Workshop
ICE-skating
Energy Dancing Workshop
Ten-Pin Bowling
GO-Karting
Oxygen Free Jumping
Chill/Boot Camp
GO-Cinema/Games
Paint-Balling
+ More

Register NOW!! @ by Texting #iConnect to 07326 129 854
All Activities will take place at/from:
Blenheim Gardens Community Hub (BGO-0), 28 Prague Place SW2 8ED
Roussel Park Community Centre, Hyperion House, Upper Tube Hill SW2 9HF
Only 15 Places available at Each Venue (first-come-first-served & 2 per household)

Dealing with Anti-Social Behaviour

We know there has been a rise in anti-social behaviour on the estate in recent months.

The anti-social behaviour includes drug dealing and sex workers using the stairwells (Blenheim Gardens and Glanville Road blocks in particular)

We also know some of the drug dealers and their 'rats' (drug runners) live on the estate. In particular we are monitoring a number of properties in Prague Place, Ramilles Close and Glanville Road that are involved in such activities.

But do perpetrators know that the RMO / Police know who they are?

Not all of them do. Some are being subjected to court proceedings so are fully aware that we know. Some have been interviewed whereas others are subject to ongoing covert operations.

What do the tenancy / lease conditions say about such behaviour?

21.1

You must not use your Property, or permit it to be used, for an illegal purpose or activity.

21.2

You must not carry out any illegal activity in the Locality i.e. on the estate.

What is being done?

We have already identified a number of the people involved and we are working closely with the police to identify more and to gather more evidence.

Once we do we will be looking to take firm legal action against the people involved. The consequence is that their homes will be repossessed or they will be banned from entering the estate.

What can residents do?

Remember Blenheim Gardens is your estate and is resident managed. You are in control of local issues and you have been empowered to resolve them with the support of the RMO. You don't need to tolerate such behaviour and raise your children in an environment where such behaviour is evident or accepted.

If you wish for such behaviour to continue, then do nothing.

If however you want to go outside your front door and not see sex workers sitting on the steps or have faeces and condoms on the stairwells, or drug user jacking up on the walkways and/or drug runners riding their way through the estate as if they are above the law, then do something about it and report it.

All information will be received in confidence. If the RMO office is closed, report it to the Police. It is criminal behaviour and needs to be stopped. The RMO always acts on all information received.

The choice however, is yours.

Fly-tipping & Bulky Waste Collection

The Problem: Waste left lying around Blenheim Gardens Estate, especially at weekends, is one of the most difficult problems for the estate team to tackle. Although sometimes this waste is dumped by people who don't live here, the vast majority of fly-tipping is done by estate residents who perhaps don't have the space to store their waste or who don't know how to dispose of it 'officially'.

This article offers information about how you can dispose of bulky waste without leaving it under the stairs of estate buildings or other areas where it makes the estate look unattractive and messy!

What you can do:

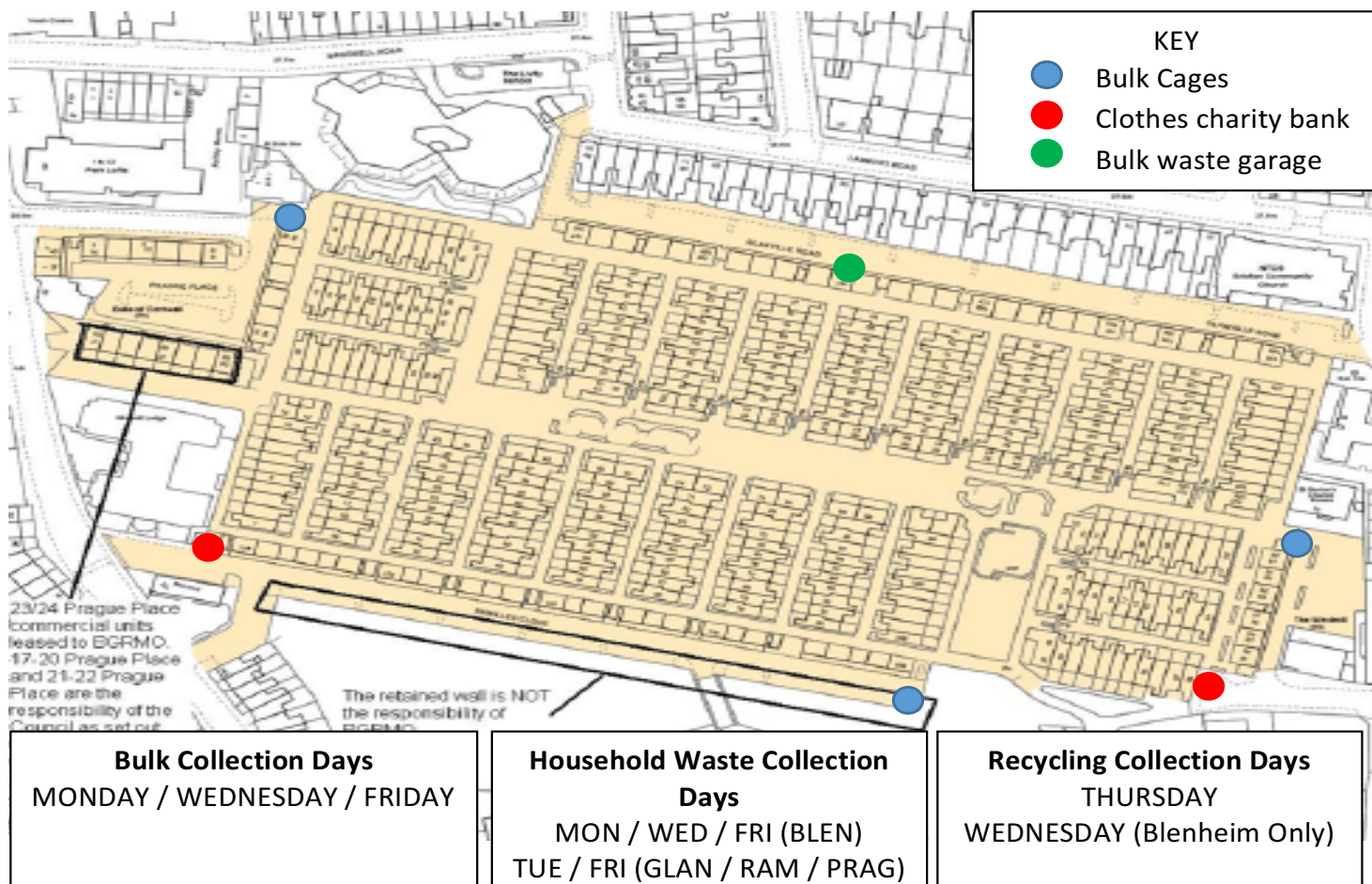
1. Place waste outside the night before or the morning of bulky waste collection. Large items of waste are collected from Blenheim Gardens Estate three times a week, in the afternoons of Mondays, Wednesdays and Fridays. The best way you can help keep our estate looking tidy and attractive is to store your waste inside your flat, house or garden until either the night before or the morning of the next bulky waste collection. Put large items out for collection on Sunday, Tuesday and Thursday nights – or on the morning of collection! Collections of bulky waste take place each Monday, Wednesday and Friday.

2. Can't store your large waste items until collection? Then you have 4 choices! You can dispose of your bulky waste in garage number 38 in Glanville Road. This garage has recently been allocated for bulky waste collection and is open during the week and on Saturdays and Sundays. (Please do not place black bin bags in this garage – use the existing refuse facilities for standard waste.) Alternatively, you can take your items to one of the 3 bulk collection cages. These are located under the stairwell in Prague Place, in the Blenheim Gardens car park and in Ramilles Close, opposite the disabled ramp. You can collect the keys to the 3 cages from the RMO office (020 7926 0158 or 0159). Please see the map for the location of all four of these official bulky waste collection locations.

3. Do you have old clothes, sheets or other textiles to get rid of? There are charity clothes banks in Blenheim Gardens and Ramilles Close. These are also marked on the map.

If we all try harder to avoid fly-tipping our waste, especially at the weekends, we will have a more attractive environment to live in! If you can't store large waste items until the collection please use the official bulky waste storage locations.

Remember: bulky waste is collected by waste lorries 3 times a week: Monday, Wednesday and Friday.



Guy's and St Thomas' NHS
NHS Foundation Trust

Strength and Balance Classes For Falls Prevention

Have you had a fall or nearly fallen?
Are you worried about falling?

Research shows specialist strength and balance exercise can help you avoid a fall.

To discuss your concerns, or for more information about free classes for Lambeth and Southwark residents call our Strength and Balance helpline.

020 3049 5424

We also welcome calls from friends or family.



Dates for your diary...

RMO general meeting

Thursday 13th July at 7 pm

RMO fun day

Sunday 16th July 2017 – 11 – 4 pm – the meadow area

Cream Tea in East Sussex

Weds 19th July - meet outside King Acre church at 10.30am - £5.00

*Mature residents coffee morning

Each Monday from 11 – 1 pm

*Management committee meeting

The first Wednesday of the Month between 7 - 9

*Finance subcommittee meeting

The first Monday of the Month between 1 – 2 pm

*RMO Annual General Meeting

Tuesday 24th October 2017 from 7 pm

*Free Summer Camp for young residents

24th July – 18th Aug 2017

**Harvest Festival – Sunday 17th Sept – 1 -5 pm

**Halloween storytelling – Sunday 29th October 2-5 pm

**Santa at Brixton Windmill – Sunday 17th December – 2- 5 pm

Note:

*Activities will take place in the Community Hub, 23 Prague Place, SW2

** Activities will take place in the Windmill Gardens



Holmewood Nursery School and
Tree House Children's Centre

66 Upper Tulse Hill
SW2 2RW



SEPTEMBER 2017

Places available for 2, 3 and 4 year olds

Register Today:

- Telephone: 0208 674 2186
- Email: admin@holmewoodnurseryschool.org.uk
- Come into the school between 8.30am- 4.30pm
- Download an application at www.holmewoodnurseryschool.org.uk

No catchment area exists - All applications welcome



Blenheim Gardens RMO address, contacts and opening hours

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

Opening times

Monday 9.00 – 16.30

Tuesday 9.00 – 16.30

Wednesday 8.30 – 14.00 (office closed in the afternoon for staff training etc)

Thursday 9.00 – 17.00

Friday 9.00 – 17.00

Blenheim Gardens RMO, in Partnership with Morley College, is bringing **FREE education classes to you!**

The RMO has selected a number of courses below for consideration by residents. If you are interested in any of the courses, please complete and return the form to the RMO office

Name:	
Address:	
Telephone:	
Email address:	

There is a requirement of at least 8 residents per course. The courses are for Lambeth residents aged 19 and over, who are not working or are on a low income. No previous qualifications or experience required.

Please return your completed questionnaire no later than Fri 28th July 2017
The courses will be hosted in the Community Hub, 23 Prague Place, SW2

Course Name	Are you interested? (please tick)	Time Preferred AM/PM/EVE
Money Matters		
Literacy Skills for Vocational Subjects		
Administration and Reception Skills		
Customer Service Skills		
Introduction to British Sign Language (BSL)		
Job Search Skills		
Introduction to Setting up your own Business		
Understand your Child Better		
Positive Parenting - Raising Happy Families		
Help! I've Got a Teenager		
Arts and Crafts for Families		
Retired? You Have the Skills - Make them Pay!		
Volunteering Training		

Please see rear of leaflet for course details. Other courses are available, please contact the RMO for further details.

Mission Statement: "Building a greener, safer and a more prosperous future with the community we serve"

24 Prague Place, Blenheim Gardens Estate, London SW2 5ED

Phone: 020 7926 0158 Fax: 020 8678 7021 Email: blenheimgardens@lambeth.gov.uk Web: www.bgrmo.org.uk

Registered as an Industrial & Provident Society Registration Number 29030R; VAT Number: 773 9166 89



Money Matters	Literacy Skills for Vocational Subjects	Job Search Skills
This class will develop students' confidence and skills to look after their cash. From managing budgets to checking bills and from understanding interest rates to sales discounts, this course will develop students' money management.	The course focuses on improving students' literacy skills, as relevant for different vocational subjects.	This course (or series of workshops) is designed for people who are returning to work and would like to be more confident with job search and interview skills. Students will have the opportunity to identify their skills and knowledge, discuss different ways of finding jobs and practise interview techniques.
Customer Service Skills	Introduction to British Sign Language (BSL)	
By the end of the course, the students will understand the importance of good customer service, improve their verbal and non-verbal communication skills and understand the impact of good personal presentation.	A non-accredited British Sign Language course aimed to provide students with an introduction to BSL and give a taste of what it is like to learn British Sign Language and communicate with Deaf people.	Positive Parenting - Raising Happy Families
Introduction to Setting up your own Business	Understand your Child Better	The course is designed to support parents in understanding the effects of a range of drugs and alcohol, give them confidence to discuss substance misuse with their children and identify the reasons that may prompt young people to begin misusing drugs/alcohol.
Students will be introduced to the key stages of setting up a business. The course will include assessing capacity to run a business, planning a business proposal and considering ways of generating income.	This 6-week course provides an opportunity for parents to practise parenting tools and techniques in an informal group with other parents. The course is designed to enhance their existing skills and encourage a balance between nurturing and discipline.	Retired? You Have the Skills - Make them Pay!
Help! I've Got a Teenager	Arts and Crafts for Families	The course is designed for people who are no longer working but still have much to contribute. They will learn about different opportunities within the community such as volunteering, befriending and peer mentoring.
The course aims to enhance the skills and confidence of parents of teenagers to communicate effectively, understand emotional changes during adolescence, help young people cope with peer pressure and support them towards independence.	This is a family learning course aimed to introduce parents to a range of craft activities that they can do with their children to help them develop their skills and to be creative together.	Volunteering Training
	Administration and Reception Skills	This course is designed for people who would like to explore if volunteering is a suitable option for them. What does volunteering entail?
	The course aims to improve students' overall confidence and equip them with the skills needed for working in an office setting. It will include sessions on team work, reception duties, filing, communication and telephone skills.	