



Blenheim
Gardens
Residents
Management
Organisation

BGRMO



Why not get involved?

Blenheim Gardens RMO works with all residents to provide an excellent housing management service. We encourage you to get involved in a number of ways.

We seek your involvement by:

- Holding public meetings and listening to your opinions
- Assisting in organising community activities
- Publishing newsletters and annual reports
- Holding estate inspections with residents
- Carrying out improvement and satisfaction surveys
- Consulting you regarding our services
- Providing opportunities to elect resident board members
- Working in partnership with local community projects (e.g. Clapham Youth Centre, CEF Lyncx, Friends of the Windmill Gardens etc) to provide activities for all residents

Board members can be council residents, leaseholders or freeholders on the estate. You do not need any specialist qualification or experience to become a board member. We particularly welcome residents from ethnic minority groups, since at present, residents from these groups are under-represented. Any training required for board members is provided free of charge. If you are interested in getting involved in the RMOs activities, please contact Mr Danny Howcroft, Estate Director, on 020 7926 0158 or email blenheimgardens@lambeth.gov.uk

Estate Parking

Residents are reminded that the RMO apply an estate parking scheme

Residents will need to apply for a parking permit to park on this estate and restrictions do apply.

Residents are reminded that it is your responsibility to ensure a valid permit is displayed during operation times.

To apply for a permit, please contact the RMO office.



Dates for your diary...

RMO board meetings

First weds of each month at 7 pm. Part A of the board meetings are open to all estate residents.

Finance meetings

Last Monday of each month at 1 pm. This meeting is open to all estate residents.

Annual General Meeting

Tuesday 18th September at 7 pm. This meeting is open to all estate residents and will be followed by a general meeting.

Mature residents coffee meeting

Each Monday at 11 am

Youth Forum

Second Thursday of each month at 5 pm. This meeting is open to all estate residents.

The above meetings take place in the community hub, 23 Prague Place, SW2 5ED

Crime & anti-social behaviour

The RMO is aware of crime and anti-social behaviour taking place on the estate and we are working with a number of agencies to address the issues.

Such behaviour includes:

- Drug dealing
- Drug use and drinking
- Sex workers on the block stairwells

These activities are being linked to a number of properties on the estate as well as a property in Lyham Road.



What can you do about the incidents?

The RMO is unable to tackle these issues in isolation of residents and you are advised to contact the Police, anonymously if you wish, to report incidents as and when they happen. There is no value in contacting the RMO after the event or if you are unable to identify an address on the estate or person that lives here. You will need to contact the police directly since the RMO is unable to do so on your behalf. Once you have reported an incident to the Police, please provide us with a copy of the CAD number and we will liaise with the Police.

However, if a person is identified as having a connection on this estate, we are able and we will take action against the tenant or property owner. We can only take action against a 'known person'.

YOU do not need to accept this behaviour and **YOU** are empowered to do something about it. Crime stoppers are available on 0800 555 111. In an emergency always dial 999.

You can also raise the matter with the local Cllrs and your MP.

What are the RMO doing about the issues?

- We are liaising with the Police and other agencies
- We are increasing the CCTV coverage
- We are encouraging residents to report incidents to the Police
- We are introducing an estate warden service to cover when the RMO is closed
- We are committed to taking firm and swift legal action against identified perpetrators

IIP Assessment



Following the IIP Assessment in 2017, one of the recommended action points was to bring clarity to RMO's employee values and link them to behaviours.

The RMO employees have developed the following values to support their job roles.

- We want to understand the needs of our residents and are always supportive and helpful
- We create relationships built on trust by listening and by acting with integrity
- We treat our residents, stakeholders and each other with fairness and respect
- We are united and rely on teamwork to deliver the organisation's goals
- We continuously improve what we do in order to provide a prosperous future for our residents

The RMO will monitor the above values. However, if you feel that any employee is not living our values, please let us know. Thank You.



We are on Facebook !!!

@BlenheimGardensRMO

Add us on Facebook today for recent updates on:

**BGRMO Play scheme
BGRMO Youth forum
Annual general meetings
Discussion groups
Free courses
Free workshops
General estate updates and more...**



Vehicle Charging Ports



Blenheim Gardens RMO is consulting residents regarding the introduction of electric vehicle charging ports on the estate. This matter will be addressed on 18th September 2018 at a general meeting.

The RMO invite your views on the proposal by contacting the RMO office on 020 7926 0158 or email: blenheimgardens@lambeth.gov.uk

Blenheim Gardens RMO lunches a new business plan...

BGRMO would like to thank residents and board members who participated in the development of the RMOs new business plan.

The business plan covers the period from 2018 until 2022

A copy of the Business plan can be found on our website www.bgrmo.org.uk

Performance for end of May 2018

KPI Description	Lambeth Results	2017/18 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.70%	99.00%	99.70%	yes	equal
% Rents and arrears collected	95.10%	96%	98.60%	yes	yes
% Service charges collected	N/A	100.50%	N/A	yes	N/A
Average relet Void time	5.6 days	25 days	N/A	yes	yes
% Gas services completed on time	N/A	100%	100.00%	yes	yes
% Repairs completed on time	N/A	97%	98.00%	yes	yes

Bags of Help - Blenheim Gardens RMO - Summer Camp 2018



Blenheim Gardens RMO is pleased to confirm that our bid to Tesco's bag of help scheme was successful.

The RMO will receive £2000.00 to contribute to our summer camp 2018. The Camp will provide meaningful and constructive activities to local residents during the summer vacation.

Thank you to all the residents who voted for our project.

Blenheim's



Blenheim Gardens RMO is hosting an arts and crafts competition for children aged between 5 and 18. The theme for the competition will be 'Blenheim Gardens and its surrounding community'.

The best pictures will be displayed in the community hub for all residents to see. A deluxe art set or £25 gift voucher will be awarded to the winner!

All artwork should be no larger than an A4 sheet of paper. Please put your name, address and age on the back of your artwork before handing it in at the estate office. The deadline for the competition is 31st August 2018. We wish you luck!

LHS rectification works finally commence...

The RMO is pleased to confirm that the Wates rectification works commenced on Monday 18th June 2018, some 4 years after the originally project was completed.

The RMO remains in discussion with the Council over what works are to be completed to individual properties. We will keep you updated.

Thames Water leak update:

The RMO is pleased to confirm that the Thames Water leak into Ramillies Close has now been resolved. We understand this leak dates back to the 1970's!

Thank you for your patience.

The Windmill 1 O'Clock Club

Holmewood Nursery School & Tree House Children's Centre
Blenheim Gardens 5W2 5BZ



Stay & Play sessions at The Windmill 1 O'Clock Club for families with children under 5 years old
Wednesdays 1.30-3.00 and Thursdays 9.30-11.30 & 1.00-3.00

All sessions are free of charge, but donations welcomed Please bring along a piece of fruit to share

On a Thursday morning we have Chatterbox 9.30-11.30, we have the support of a Speech and Language Therapist who drops in once a month. This is an opportunity to get top tips and ideas about your child's communication skills. For more information please call 020 8674 6060.

Watch this space for dates as we will soon be delivering some yummy Soup and Songs sessions. This is only possible due to the kind donation from the Blenheim Gardens RMO board for donating money to purchase cooking equipment.

If you would like to rent The Windmill 1 O'Clock Club space for children's parties please call Karin on 020 8674 2481 or Holmewood Nursery School on 020 8674 2186 for more information.

Please be aware we still have places available for 2, 3 and 4 year olds including free learning offer at Holmewood Nursery School and Maytree Nursery School.

If you have a child under 5 and would like additional support or advice about accessing local services please call Angela Thomas on 07958149548.



Brixton Hill councillors' surgery each month coming to BGRMO...

Brixton Hill Labour councillors are introducing a second surgery each month to make arrangements more flexible for Brixton Hill residents and business owners to raise issues with us.

The new surgery takes place on the third Thursday of each month except August, from 6.30pm to 7.30pm at Blenheim Gardens Community Hub, 23 Prague Place, Blenheim Gardens Estate. The first surgery will be 6.30pm on 21 June.

This is in addition to the current surgery on the first Saturday of each month (except August), 10am – 11am at the Roupell Park Community Centre by Hyperion House, Upper Tulse Hill.

Learn a new skill with Lambeth Council...

The council has put together the following FREE training opportunities which are available to Lambeth tenants:

- Work Wise employment support – tailored package of accredited training opportunities and work experience, for residents that receive benefits who are ready to enter paid work. Contact the welfare solutions team on 020 7926 6399.
- Beginners ICT
- Beginners Microsoft Excel
- Food Hygiene – Chartered Institute of Housing (CIH) accredited
- Education and Teaching Level 3 Award (formerly PTLLS qualification) - a 12-week daytime programme for residents who support others' learning. Starting this month.

For more information on any of these courses, please contact gettinginvolved@lambeth.gov.uk.



Celebrating 18 Years of



Resident Management

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

BG Community Fun Day 2018

All Residents are welcome

When: Sat, 14th July 2018

Time: 11am - 4pm

Where: The Meadow Area, Blenheim Gardens Estate



RMO launches Estate Warden Service

In response to residents feedback on crime and anti-social behaviour on the estate, the RMO has launched an estate warden service.

The warden service is part of the RMOs wider strategy to improve security on the estate. The wardens will be operating on split work patterns between Sunday and Friday each week and when the RMO office is closed.

The wardens will be operating out of the Community Hub, 23 Prague Place, SW2 5ED when on duty. The wardens will commence duties on Friday 6th July.

The role of the wardens is to:

- Support residents out of hours by offering advice and support
- Undertake estate patrols including of all blocks
- Move on congregators
- Report fly-tippers
- Monitor noise levels
- Monitor parking regulations
- Respond to incidents
- Act as a deterrent for crime and or anti-social behaviour
- Report incidents to either the Police and or RMO office for further investigations or action
- Record incidents with camera's
- Provide witness statements for legal proceedings
- Act as professional witnesses

We are sure you will welcome the wardens to the estate. Remember the wardens are working on your behalf and are here to assist you.

To contact an estate warden when on duty, please telephone 07793 066 883



Data protection – all change...

General Data Protection Regulation (GDPR)



WHAT IS GDPR?

The General Data Protection Regulation (GDPR) was adopted by the EU in April 2016 and will replace the current EU Data Protection Act. The GDPR introduces new obligations to data processors and data controllers from May 2018.

Blenheim Gardens RMO, working in Partnership with Lambeth Council, is committed to protecting your privacy when you use our services.

The Privacy Notice below explains how we use information about you.

If you have any concerns or questions about how we look after your personal information, please contact the RMO on 020 7926 0158 or email blenheimgardens@lambeth.gov.uk

What is personal information?

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and contact details.

Did you know that some of your personal information might be 'special'?

Some information is 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you. This is likely to include anything that can reveal your;

sexuality and sexual health, religious or philosophical beliefs, ethnicity, physical or mental health, trade union membership, political opinion, genetic/biometric data and or criminal history

Why do we need your personal information?

We may need to use some information about you to:

- Deliver services and to support you
- Manage those services we provide to you such as repairs and maintenance, parking and so on
- Train and manage the employment of our workers who deliver those services
- Help investigate any worries or complaints you have about services
- Keep track of spending on services
- Check the quality of services
- To help with research and planning of new services

How the law allows us to use your personal information:

There are a number of legal reasons why we need to collect and use your personal information. Generally, we collect and use personal information in the following ways:

- You, or your legal representative, have given consent.
- Your consent has been provided to enrol on wider estate activities that we provide
- You have entered into a contract with us such as a tenancy, lease or licence agreement
- You are a user of our service such as our estate parking service
- It is necessary to perform our statutory duties
- It is necessary to protect someone in an emergency
- It is required by law
- It is necessary for employment or welfare benefit purposes
- You have made your information publicly available
- It is necessary for legal reasons
- It is necessary for archiving, research, or statistical purposes

The RMO will share your information with:

- The Council and other statutory organisations
- Our partner organisations
- Our contractors
- Other service providers

We only use what we need!

Where we can, we'll only collect and use personal information if we need it to deliver a service or meet a requirement and **we don't sell your personal information to anyone else!**

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 123 1113 (local rate)
Visit www.ico.org.uk or email casework@ico.org.uk

BLenheim GARDENS RMO ACTIVITIES 2018

YOU CAN REGISTER FOR ANY OF THE ACTIVITIES NOW AT THE RMO OFFICE, 24 PRAGUE PLACE SW2 5ED

STUDY SUPPORT AGE 6 to 12 EXTRA TUITION English Maths science WHEN? Mondays & Tuesdays Where? BG Community Hub Time: 5pm to 7pm	FOOTBALL TRAINING AGE 7 to 16 Community Football Training Session WHEN? Saturdays Where? Windmill Gardens Time: 9.30am to 11.30am	SUMMER CAMP AGE 9 to 16 Various Activities WHEN? Monday to Friday From 23 July to 24 August Time: 9.30am to 3.30pm
YOUTH FORUM AGE 11 to 16 Have Your Say Youths in Action WHEN? Second Thursday each MONTH Where? BG Community Hub Time: 5.00pm to 6.30pm	PLAY SCHEME AGE 5 to 9 Children's Time Play and Learn 20 Places Only WHEN? Saturdays Where? BG Community Hub Time: 12pm to 3pm	HALF-TERM ACTIVITIES AGE 9 to 16 Various Activities October 2018 And February 2019 WHEN? Saturday 25 August Where? To Be Confirm Time: 8.30am to 6.30pm
COMMUNITY FUN DAY ALL AGES A day of FOOD, FUN & GAMES For all age group WHEN? Saturday, 14 July Where? The Meadow Area Time: 11.00am to 4.00pm	SEA SIDE TRIP ALL AGES A day out to the sea side for all age group 40 Places Only WHEN? Saturday, 25 August Where? To Be Confirm Time: 8.30am to 6.30pm	THEATRE TRIP ALL AGES A Night to Enjoy the Spirit of Pantomime 40 Places Only for Blenheim Residents WHEN? Friday, 8 December Where? West End Theatre Time: 6.00pm to 11.00pm

FOR MORE INFO CONTACT: Blenheim Gardens RMO 0207 926 0158
The BG Community Hub is situated at 23 Prague Place, SW2 5ED

Pest control service

The RMO is currently undertaking its compulsory annual pest control inspections. 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 contact the RMO office on 020 7926 0158 to arrange an inspection.



The Faith Chapel Church are offering monthly drop-in sessions at the church for students aged 5 - 16, who may need a helping hand with their academics.

The sessions run from 3-5 pm on the last Saturday of the month, during term time only.

The drop-in sessions are free of charge and would benefit school children who may need a one-on-one approach to learning. For more information please contact Abosede on 07951256747

The Faith Chapel Church is situated at 22 Prague Place, SW2.



Help with gardening?

RMO launches its gardening support scheme...

Are you disabled and or a mature resident who requires support with maintaining your garden?

If the answer is 'yes' then help is at hand. Blenheim Gardens RMO has enhanced its grounds maintenance specification with its contractor, the Green Team, to include gardening works in a number of private gardens during the year.

The support is provided free of charge. To qualify for this service you or a member of your household must be over 55 years, be disabled and, do not have a able bodied adult living with you. Places are limited. Please contact the RMO office for more details.

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 yìí, ní èdè Òmíràn, èjò, e kàn wà l'ágogo 020 7926 0158.