

## Introducing a ‘Formstream’ weed control system..

Blenheim Gardens RMO is pleased to confirm that we have renegotiated and extended its contract with the Greenteam to provide a ‘formstream’ weed control system on this estate from July 2019.

Foamstream is the most cost effective, versatile, and environmentally safe solution for controlling unwanted vegetation including weeds, moss and algae on all surfaces, in all weather, all year round. It requires only 2-3 treatments annually and the results are visible instantly.

As part of the agreement, the RMO have negotiated terms which allows for this system to applied in all RMO managed houses front gardens to help residents with weed control. If you would like to opt into this service, please contact the RMO office. The service will be provided **free of charge**. Homeowners are also able to opt in to this service for as little at £6 per application (plus VAT), please contact the RMO for more details.



## LHS works - update...

The Lambeth Housing Standard works, including the rectification program, is now complete.

The LHS works included new electrical rewire, new kitchens and bathrooms. The original project was completed in 2013, but due to endemic issues with the quality of works completed, a rectification program was introduced in 2017 and this took a further 2 years to resolve.

The RMO is consulting residents on the completed works, so please be reminded to return your completion survey – thank you

## 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:** Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l’ágogo 020 7926 0158.

# The Blenheim BULLETIN

JULY 2019



## Feasibility Study Update



## NFTMO Good Governance Kite Mark outcome

"I am delighted to advise that following our assessment and report we can now confirm you have successfully met the criteria to be awarded the NFTMO Kitemark for Good Governance covering the period 2019-2021. A huge congratulations to you all for your achievement and for your continued hard work. It was a pleasure to meet you all again and once again many congratulations from us all."

All the best  
Nick Reynolds  
Chair NFTMO

*Thanks Nick!*



# Crime & anti-social behaviour

## UPDATE

The RMO has applied a number of legal remedies to crime and anti-social behaviour being experienced on this estate in recent months.

First, we have obtained a suspended possession order against the tenant of a property in Ramilles Close where large quantities of drugs, cash and weapons were recovered.

Secondly, we also were granted an injunction against the tenant's son; who is now banned by court order from coming onto the estate for a period of 2 years. The injunction has a power of arrest attached.

Thirdly, we are seeking a suspended possession order against a property in Glanville Road where again large quantities of drugs, cash, a 'rambo style' knife and a firearm was recovered.

Fourthly, we have got another injunction banning a resident's son from the estate. The resident lives in the Glanville Road block. The son is banned from the estate for 2 years for drug supply and we are taking committal proceedings against the son for contempt of Court.

Lastly, we have obtained an injunction against a homeowner in Ramilles Close for causing persistent noise nuisance to his neighbours over a prolonged period of time.

Furthermore, the RMO has identified a number of properties which we believe are involved in criminal activities. These addresses will be dealt with shortly.

**Our message is clear, residents who partake in acts of anti-social behaviour will be found out and to them we send this warning: We are committed to taking action against you and/or the members of your family! Your home is at risk.**

## Leaseholder Insurance claims:

### In The Event of a Claim...

During normal office hours – telephone NIG on 0800 051 0233.  
Outside normal office hours – telephone the loss adjuster Davies on 0844 856 2395.

Confirm you are a leaseholder of The London Borough of Lambeth and that cover is via Arthur J. Gallagher Insurance Brokers Limited. In an emergency, you should take any immediate action which you need in order to protect your property from further damage, such as switching off the gas, electricity and water.

If you have a complaint regarding the insurance provided:  
Contact: Arthur J. Gallagher Insurance Brokers Limited, 27-30 Railway Street, Chelmsford, Essex, CM1 1QS. Telephone: +44(0)1245 341200.

## CCTV consultation – the results!

**Residents have overwhelmingly voted 'YES' and in favour of introducing additional CCTV on the estate. The project will be funded from the RMOs surplus fund. Thank you to residents who responded to the consultation.**

# RMO fun day 2019



**The RMO fun day will be hosted on Saturday 6th July between 11 – 4 pm**  
This is a community event provided to rejoice the benefits of tenant management. Activities, food, sweets and refreshments will be provided throughout the day, 'free of charge' Food will be served between 1 pm until 4 pm only  
We hope you enjoy the day

### Who should I contact?

If you notice any persons on the block stairwell using drugs, selling drugs and or having sex, please report to the Police immediately by dialling 999. The Police are best placed to deal with this criminal behaviour than the RMO is.

Please provide the RMO with the Police reference number and we will liaise with the Police. If you notice that such people are frequenting a particular address on the estate, please let the RMO know immediately on **0207 926 0158**.

### How do I report non-emergency crimes?

If you want to report a minor crime, such as a stolen mobile phone, you should go to your nearest police station to report it, or telephone Brixton police by dialling 101.

You should call 101 to report crime and other concerns that do not require an emergency response. For example, if:

- Your car has been stolen
- Your property has been damaged
- You suspect drug use or dealing in your neighbourhood

Or to:

- Give the Police information about crime in your area
- Speak to the Police about a general enquiry

### How do I report crime anonymously?

If you want to report a crime, but you do not want to be identified to the police, call Crimestoppers on 0800 555 111.

Crimestoppers will ask questions about the crime you have information on but will never ask questions about you. If you are at all concerned your call could be traced, reassure yourself by dialling 141 before 0800 555 111, which blocks your phone number. Or use a phone box – it's free. Because Crimestoppers is an 0800 number, calls are free from a landline and don't show up on a BT or cable phone bill.

Alternatively, you can report a crime anonymously with Crimestoppers on line at <https://crimestoppers-uk.org/give-information>

### What if I am a victim of crime?

There are people and groups who can help if you have been the victim of a crime. They can help you when you report a crime, when you go to court and after a trial.

Victim Support offer free help and support to victims of crime including:

- Emotional support - for example, coping with the after-effects of crime
- Practical help like getting locks changed or help filling in forms for insurance and compensation
- Advice on dealing with the police
- Help finding a counsellor

You can contact Victim Support even if the crime happened a long time ago or you haven't reported it to the police.

You can phone Victim Support on 08 08 16 89 111

### How do I report fraud?

You can report a fraud to Action Fraud any time by telephoning 0300 123 2040.



| Performance for end of financial year 2018/19 |                 |                |            |                 |                       |
|-----------------------------------------------|-----------------|----------------|------------|-----------------|-----------------------|
| KPI Description                               | Lambeth Results | 2018/19 Target | TMO Result | TMO Target Met? | Outperformed Lambeth? |
| % Rent Collected in year                      | 99.80%          | 99.00%         | 99.80%     | Yes             | Yes                   |
| % Rents and arrears collected                 | 94.90%          | 96%            | 98.10%     | Yes             | Yes                   |
| % Service charges collected                   | 116.07%         | 105.00%        | 115.49%    | Yes             | No                    |
| Average relet Void time                       | 36.1 days       | 25 days        | 11 days    | Yes             | Yes                   |
| % Gas services completed on time              | 98.60%          | 100%           | 100.00%    | Yes             | Yes                   |
| % Repairs completed on time                   | 88.80%          | 97%            | 98.80%     | Yes             | Yes                   |

## Out of hours emergency repairs – all change

The RMO has changed it’s out of hours emergency contractor for repairs. Our emergency repairs service will be covered by TW Drainage.

**If you have an emergency repair out of hours please telephone TW Drainage on Freephone 0800 121 6122**

The out of hour’s service will provide 365 days (366 in a leap year) cover in the event of an emergency.

TW Drainage will attend within a maximum of 4 hours of a repair call being reported.

The emergency repairs service will be based on the principles of **‘make safe, secure, or isolate’ only**.

### What is an emergency repair?

Not all repairs are categorised as an ‘emergency’. The following repairs however, will be attended to out of hours:

- A Total loss of power (light or/and circuit) inside the de-welling
- A uncontrollable leak inside the de-welling
- A blocked toilet where there is only one toilet in the property
- Back surging sink in a flat only, toilet or main drain
- A leaking roof
- Board up a broken window
- A locked out tenant who is either elderly, Infirm, disabled, people with special needs, serious illness, and or with children under 5 years. If a forced entry is made; only one lock (the Yale lock) is to be changed.
- To secure a property following an event – burglary, police executing warrant etc
- Any gas related repairs need to be reported to the RMOs gas contractor, Smith and Byford on **0800 091 2140**, who also provide a 24/7 service on behalf of the RMO.

### What repairs are you responsible for?

- Lost keys to your property, pram shed and or garage
- Door latches and fittings in your home
- Cupboards and cupboard handles and hinges
- Letter and milk box
- Sink plugs and chains, toilet chains, toilet seats and tap washers
- Small faults and cracks in plaster

- Minor damaged floor tiles, where they are the fault of the resident
- Any internal doors or glass
- Wallpaper and paint inside your home
- Blocked sinks and drains caused by misuse
- Blocked sinks in a house

### Will I be recharged?

The out of hour’s service will be provided **free of charge** however you will be recharged in the following circumstances:

- Forcing entry in to your home after you have lost your keys
- Not providing access when you contact the emergency out of hours service
- Contacting the emergency out of hours service for any repairs that are your responsibility (as above)
- You are a homeowner



Estate Drain clearance being done by TW Drainage

## Do you want permission to alter your home or garden?

You must get our written permission before you put up a shed, porch, fence or any similar structure in your garden. If we give you permission, you must then maintain and look after the structure.

To get our permission, you will need to:

- Make a written request
- Include a description of the work, with drawings of the proposed design.

You will be required to dismantle any changes you have made without our permission.

### Decoration:

You can only decorate the outside of your property with our written permission. When asking for permission you must give us a plan of how you wish to decorate and with what.

### Alterations:

You must not make **any** alteration to the property such as remove any internal walls or take out any other part of the building this is in breach of any planning or building control regulation, whether you have sought and obtained our permission or not.

If you do carry out any improvements or changes to your property or add any fixtures or fittings without our permission, or in breach of any planning or building control regulations, we may require you to put back the property to its original condition, or we may do this and charge you the cost of doing so and of rectifying any damage that may have been caused to the property or the building in which it stands.

We will not be responsible for any damage that is caused whilst removing anything you have installed without permission.

Please ask us before you undertake any works, telephone the RMO on 0207 926 0158

## surestop<sup>®</sup> a water stopper!

The RMO is receiving an ever increasing amount of calls from residents regarding no running water in their property. As part of the LHS works, Lambeth Council installed a ‘sure stop’ in each property that had kitchen or bathroom works.

If the switch is turned off (or knocked), it will stop all water flowing in the property. Please ensure you locate where the sure stop is in your property and then ensure it is exposed at all times.

If we attend to a property that has turned off the sure stop, we may recharge you a call out fee.



## Cleaning survey – the results!

Blenheim Gardens RMO undertook a Estate Cleaning Survey to ask residents for feedback about the cleaning service provided.

In total 64 surveys were returned from residents. The most surveys being returned from the Glanville Road area. A significant improvement on 2017 when only 24 surveys were returned. Generally, feedback seemed positive as over 95% of respondents were satisfied or higher with the service being provided. The attitude of the caretakers received the best response, with 95% of participants rating the caretakers attitudes as ‘Good or Excellent’. The feedback showed that residents are most concerned with the communal and block areas of the estate. Sadly, just 3 residents in the Blenheim Gardens area returned their survey. Thank you to residents who did returned the survey. The survey winner is Mr Yadgar from Glanville Road.





# Dates for your diary...

- Each Monday – mature residents coffee morning between 11 and 1 pm
- First Wednesday of the month – RMO Governance board meeting from 7 pm
- Youth forum – 2nd Thursday of each month from 5.30 pm
- RMO annual fun day – Saturday 6th July 2019 from 11 until 4 pm
- Annual General Meeting - Tuesday 24th September at 7 pm (the AGM is followed by a general meeting)
- Play and stay from 12 – 3 pm each Saturday (term time only)
- Study support - each Monday and Tuesday from 5 pm
- Football training – each Saturday from 9.30 am to 11.00 am
- Summer Camp - 23rd July

Please contact the RMO for more details on the above activities or visit our Facebook page – Blenheim Gardens RMO

# Garages and pram sheds to rent

We have a number of pram sheds and garages on the estate for hire – please contact Sarah Uwajeh, Estate Officer, on 020 7926 0158 for more details. Preference will be given to estate residents.

# Kitchen garden and expansion of growing areas



'Dear Blenheim Gardens RMO

## Pocket Parks Plus: Letter of expectation for successful community applicants

The Ministry of Housing, Communities and Local Government (the Department) is pleased to confirm that you have been successful in your Pocket Parks Plus application and is issuing a grant of £33,550 to London Borough of Lambeth under powers set out in section 31 of the Local Government Act 2003 to support the work set out in your application for the Pocket Parks Plus programme.'

## What are the RMOs plans for the funding?

Blenheim Gardens RMO, in Partnership with Progress UK, is planning a number of garden projects this year.

We are planning to expand our estate growing areas further and to support this, the Council has delegated the management of the triangle area situated outside the Windmill Gardens to the RMO. This area will enable more residents to grow more fresh produce.

We are also planning to introduce a 'Kitchen Garden'. The kitchen garden will be situated between Blenheim Gardens and Ramilles Close, (known locally as 'the meadow') near the existing community garden.

The RMO feels a secured kitchen garden would be an excellent addition to the estate to host community food-led events, but we want your views. The kitchen garden will house herbs and quick cut vegetables for use in the kitchen, as well as a cobb oven & BBQ.

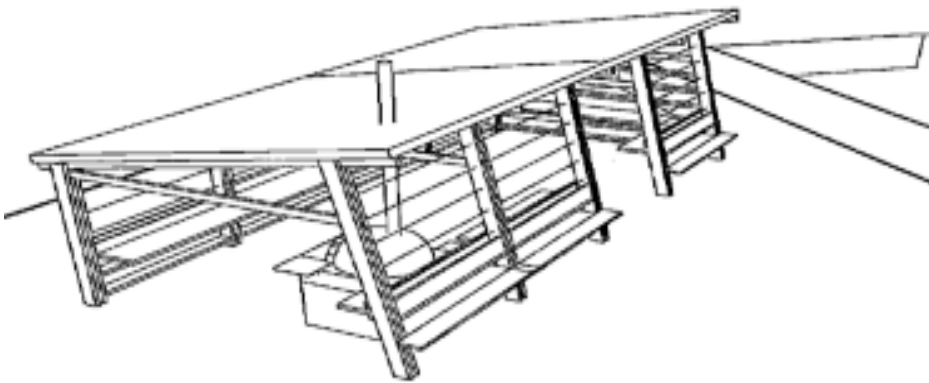


Illustration of a 'kitchen garden'

## Want to know more?

Telephone BGRMO on 020 7926 0158 or email [Blenheimgardens@lambeth.gov.uk](mailto:Blenheimgardens@lambeth.gov.uk)

## Want to help with managing the area?

Telephone BGRMO on 020 7926 0158 or email [Blenheimgardens@lambeth.gov.uk](mailto:Blenheimgardens@lambeth.gov.uk)

## Want a bed to gown in?

Telephone BGRMO on 020 7926 0158 or email [Blenheimgardens@lambeth.gov.uk](mailto:Blenheimgardens@lambeth.gov.uk)

# BLENHEIM GARDENS RMO ACTIVITIES 2019/20

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

|                                                                                                                                                                                                                     |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>STUDY SUPPORT</b><br>AGE 6 to 12<br><b>EXTRA TUITION</b><br>English<br>Maths<br>science<br><b>WHEN:</b> Mondays & Tuesdays<br><b>Where:</b> BG Community Hub<br><b>Time:</b> 5.00pm to 7.00pm                    | <b>FOOTBALL TRAINING</b><br>AGE 7 to 16<br><b>Community Football Training Sessions</b><br>4-ALL (Boys + Girls)<br><b>WHEN:</b> Every Saturday<br><b>Where:</b> Windmill Gardens SW2<br><b>Time:</b> 9.30am to 11.30am                | <b>SUMMER BOOT-CAMP</b><br>AGE 9 to 16<br><b>Various Activities + Volunteering</b><br>For age 16++<br><b>WHEN:</b> Monday to Friday<br>From July to August<br><b>Time:</b> 9.00am to 3.30pm                                              |
| <b>YOUTH FORUM</b><br>AGE 11 to 16<br><b>Have Your Say Youths Action Focus Group</b><br><b>WHEN:</b> 2nd Thurs each MONTH<br><b>Where:</b> BG Community Hub<br><b>Time:</b> 5.00pm to 7.00pm                        | <b>PLAY SCHEME</b><br>AGE 5 to 9<br><b>Children's Stay and Play</b><br>20 Places,<br>BG Residents Only<br><b>WHEN:</b> Saturdays<br><b>Where:</b> BG Community Hub<br><b>Time:</b> 12.00pm to 3.00pm                                 | <b>HALF-TERM ACTIVITIES</b><br>AGE 9 to 16<br><b>Half Team Play, Fit &amp; Feast Activities</b><br>October 2019<br>February, May 2020<br><b>WHEN:</b> Saturday 25 August<br><b>Where:</b> To Be Confirm<br><b>Time:</b> 8.30am to 6.30pm |
| <b>COMMUNITY FUN DAY</b><br>06 July 2019<br>ALL<br><b>A day of FOOD, FUN &amp; GAMES</b><br>For all age groups<br><b>WHEN:</b> Saturday, 06 July<br><b>Where:</b> The Meadow Area<br><b>Time:</b> 11.00am to 4.00pm | <b>SEA SIDE TRIP</b><br>24 August 2019<br>BG Residents Only<br><b>A day out to the sea side for the Family</b><br>40 Places Only<br><b>WHEN:</b> Saturday, 24 August<br><b>Where:</b> To Be Confirm<br><b>Time:</b> 8.30am to 6.30pm | <b>THEATRE TRIP</b><br>ALL AGES<br><b>A Night to Enjoy the Spirit of Pantomime</b><br>40 Places<br>BG Residents Only<br><b>WHEN:</b> December 2019<br><b>Where:</b> To Be Confirm<br><b>Time:</b> 6.00pm to 11.00pm                      |

FOR MORE INFO CONTACT: Blenheim Gardens RMO 020 7926 0158  
The BG Community Hub is situated at 23 Prague Place, SW2 5ED