



Blenheim
Gardens
Residents
Management
Organisation

Emergency out of hours repairs service – all change

Blenheim Gardens RMO is pleased to announce that KnK building services Ltd will be the RMOs new out of hours / emergency contractor (non- gas related) from 1st April 2015

If residents have an out of hours repair request, please telephone mobile number 0208 646 9100. This service will operate from 5 pm until 8 am Monday to Friday and 24 hours on a Saturday and Sunday.



What is an emergency repair?

- A total loss of power
- A uncontrollable leak
- A block toilet where there is only one in the property
- Back surging of the sink, toilet or main drain
- A leaking roof
- Board up a broken window
- Gain entry for a resident who is elderly, infirm, disabled, terminally ill and or with children under the age of 5 years
- To secure the property following a criminal act

The new contract will ensure that attendance is achieved within 2 hours.

Blenheim Gardens RMO would like to thank residents who provided feedback on the Estate Parking Policy consultation. The closing date for comments was 12.1.15 and the RMO Governance board approved the amended policy on 4th March 2015. A copy of the revised policy is available from the RMO office.



Permit charges from 1st April 2015

The RMO has reviewed its estate permit charges from April and the revised permits charges are as follows:

A residents permit for a council / leaseholder / freeholder who pays a service charges is £10.00 including VAT.

A visitors permit for council / leaseholder / freeholder who pays a service charge is £10.00 including VAT.

A visitors and/or a residents permit for a freeholder who does not pay a service charge is £25.00 plus VAT (£30.00). Subsequent visitors permits (max 2) will also be charged at £25.00 plus VAT.

Daily permits will increase to £1.50 including VAT.

Weekly permits (7 days) will be £7.00 including VAT.

BGRMO

investigating the Options



BGRMO Board Members are looking at the future for Blenheim Gardens. This includes investigating options such as staying with the arrangement we have now with Lambeth as the landlord and BGRMO carrying out the management from the local office on the estate. We are also looking at the options of transfer to a Housing Association, with BGRMO managing the estate, and taking on more responsibility under an arrangement called 'self financing'. There is only one Tenant Management Organisation in the country that has done this, Leathermarket JMB in Southwark. BGRMO Board members went to find out more during February.

Leathermarket JMB is larger than BGRMO, it manages around 1500 homes close to London Bridge. The blocks are not all together on one estate like Blenheim Gardens, but are spread out around the neighbourhood with parks, private blocks and industrial buildings in between.

Leathermarket collect the rent and then pay the Council for:

- The loans the council has on the Leathermarket homes
- Services the Council provides for Leathermarket, such as dealing with Anti Social Behaviour, Tenancy Fraud, buying gas for the communal central heating boilers, taking Legal Action, and monitoring Leathermarket JMB

Leathermarket gets to keep the rest of the money and is responsible for day to day and major repairs, housing management, and running their organisation. The Council sets the rents and all tenants remain Council tenants. Every five years there is a continuation ballot that asks residents whether they want Leathermarket JMB to continue to manage the homes.

The main differences between Leathermarket and BGRMO are:

- Leathermarket are larger – with 1500 homes and 35 staff
- Leathermarket have some more money for the responsibility and the risks of taking on major repairs, but are completely responsible for all repairs
- Leathermarket have been asked by the Council to build some new Council homes with Southwark Council money.

BGRMO Board are looking at the 'pros and cons', and the financial viability of staying with the arrangement we have now with Lambeth, and also what a Housing Association could offer with BGRMO as the manager of the homes. When we have more information we will discuss this with all Blenheim Gardens residents.

The LHS Kitchen and Bathroom upgrade programme on the Blenheim Estate is now completed

The programme is now in the defects Liability Period. Some of the properties may have gone passed the defects liability period but a final inspection by the Contractor and Lambeth Living needs to happen before the properties can be handed over to the TMO for future maintenance. You will soon be receiving a letter from Wates asking you to confirm if you have any concerns with the work that they have carried out.

Wates who have been the contractor that delivered the LHS programme are only responsible for making good any defects that may arise from the works they carried out. Any works outside the LHS works should be directed to the TMO. Wates have been undergoing minor defective works on the estate and if you experience any dissatisfaction with the works that have been done, please contact Henry Otu at Lambeth Living on 020 7926 3988.



The RMO continues to champion the many issues residents bring to our attention regarding the Lambeth Housing Standard works completed on behalf of Lambeth Living by Wate's. The RMO is working tirelessly to ensure the satisfactory completion of all outstanding works and to ensure the works are completed to an acceptable standard.

We recognise that the works undertaken has caused many concerns for many of our residents and we have raised this matter with the Council, Lambeth Living, the local Cllrs and our MP; we have also hosted a visit from the Greater London Authority (Boris Johnson's office) to get the issues finally addressed. In accordance with the Management Agreement the RMO holds with the Council, the RMO served a Repairs Notice on the Council in December 2014 and have provided them with a deadline of 31.03.2015 to ensure all the works on this estate is completed to a satisfactory standard. If the Council fails to meet this deadline, the RMO will undertake the works locally and recharge the Council our costs for doing so. We hope however, this will not be necessary...

Please continue to report any issues with the works completed by Wate's to the RMO and we will ensure these are recorded and forwarded to Lambeth Council, Lambeth Living and Wate's on your behalf.

Thank you

WANTED

Local graffiti artist

Over the weekend of the 7/8th March 2015 graffiti was discovered in the Blenheim Gardens Estate area of the estate.

The RMO is interesting in discovering who the 'artist' is so we can prosecute.

If any residents are able to identify who the possible perpetrators are, please contact the RMO office in confidence on 020 7926 0158 or email blenheimgardens@lambeth.gov.uk

If the information you provide leads to a conviction of the perpetrator, you will receive £250.00 from the RMO.



REWARD

Pram shed rental increase

From 1st April 2015, pram shed rental will be increased from .50 p per week to £1.20 including VAT

The increase is necessary to ensure the long term repairs and maintenance of the pram sheds are not being subsidised from other budget areas.

Invoices for the annual rental will be distributed during April.



The RMO is delighted with the turn out for our Children's Christmas party. We hope you had a much fun as we did!

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

WEDNESDAY, 18th March, 2pm. **HOME-MADE SOUP**, Crusty bread, and table games. Cost £1.50
Meet at the Pop In Club, Kings Acre Church (entrance by gate in Mauleverer Road).



WEDNESDAY, 22nd April. Meet at 11am to visit **GARDEN CENTRE**. Home about 4pm. Cost £2. Travel by minibus



WEDNESDAY, 27th May. Meet at 11am to visit **BATTERSEA PARK** Home about 4.30pm. Cost £2. Travel by minibus



WEDNESDAY, 24th June. Meet at 9am for **DAY TRIP TO BRIGHTON**. Home about 6pm. Cost £5. Travel by minibus



WEDNESDAY, 15th July. **CREAM TEA** in garden of 7 Bedford Terrace (opposite youth club). Meet at 2pm.



WEDNESDAY, 16th September. Meet at 10am to visit **WISLEY GARDENS**. Home about 5.30pm. Cost £12 Travel by minibus.



* 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. All EXCURSIONS meet outside the Church.

Learn Computers for older people

Fridays, 12noon to 2pm at £3 per session with light lunch held in the Clapham Youth Centre.