



Blenheim Gardens

Residents
Management
Organisation

19/20
ANNUAL REPORT

Chair's Welcome

'I, Eamon Maguire, as chair of the RMO would like to thank my fellow board members and the RMO employees for the good work they have undertaken during the year.

We have had a year that has presented many challenges and celebrations to us all. The challenges have been dealing with the anti-social behaviour issues which had been impacting on the quality of life of residents this year, as well as trying to negotiate an agreement to complete the defunct Lambeth Housing Standard works to a satisfactory standard and of course responding to the Covid-19 pandemic, which will continue to impact on our lives for many years to come.

The celebrations have been reaching the 19 year milestone of being a tenant management organisation in Lambeth; continuing to be one of the top performing and stable Resident Managed organisations in the borough and achieving a successful continuation ballot with a clear mandate provided by residents to manage the estate for a further 5 years; which we are happy to do – thank you for investing your confidence in us.

The board's view is that the RMO responded fantastically well to the pandemic and supported residents in the most practical and innovated means possible. At one point the RMO was providing over 300 crates of food each week to residents for which our sincere thanks and gratitude goes to the RMOs Estate Director, Danny Howcroft, and his team for coordinating and delivering the RMOs response to Covid-19 on behalf of the board.

The RMO board are always seeking new members to provide fresh ideas and impetus on governing the estate and we would welcome your involvement at a level that suits you. I urge as many of you as possible to become involved in managing your estate and your services in the coming year; without your involvement the RMO will simply cease to exist.

I hope you enjoy reading our annual report.

Eamon
Blenheim Gardens RMO Chair



Blenheim Gardens
Residents Management Organisation

RMO Board Members

The following served on the Management Committee during the 2019/2020 year:-

Executive Members: Eamon Maguire (Chair)
Gina Filose (Vice Chair)
Maud Simmance (Treasurer)
Anne Jones (Secretary)

Board Members: Julie Cambridge
Maureen Champion
Martin Cherry
Erin Gill
Sally Hill
Maralyn Maiouche
Barry Rowland
Diana Thompson

Co-Optees: Liam Crorken
Geresom Obinna
Colleen Scott
Pat Prendergast

The RMO operates a finance subcommittee to scrutinise the RMOs finances and financial practices.

Members of the finance sub-committee at year end were:

Maud Simmance
Maralyn Maiouche
Diana Thompson
Anne Jones
Geresom Obinna

We thank all board members and finance sub committee members for dedicating their time to improve the services offered to residents.

About us...

Blenheim Gardens RMO

Our vision is for a resident-led enterprise recognised as a centre of excellence, working together, with a shared commitment, to provide good, modern housing and excellent housing services.

Blenheim Gardens RMO supports a diverse, vibrant and successful community by delivering services that focus on the real needs and aspirations of our residents.

Our mission statement:

*To build a greener, safer and
a more prosperous future
with the community we serve'*

Our vision:

Our vision states what we are aiming to achieve and why we exist as an RMO. Our values state the things that are important to us and how we intend to work for our service users, members and the local community. Our objectives set out what we intend to achieve in the period ahead. The Vision, Values and Objectives have been developed by the RMO Board with input from Resident Focus Groups.

BGRMO will work for the residents of Blenheim Gardens Estate to improve the quality of life for all. We will achieve this by:

- Providing the best housing service possible for all our residents
- Eliminating community and financial exclusion
- Making Blenheim Gardens a safer and more secure place to live
- Improving our housing stock and environment for all residents
- Communicating, consulting and involving all members of our community in our decision making
- Increasing the level of resident involvement
- Working in partnership with other community groups to improve the area surrounding Blenheim Gardens Estate
- Undertaking projects and initiatives that will benefit our community
- Becoming more independent from Lambeth Council
- Building a sustainable and cohesive community

About us...

Our values:

Blenheim Gardens RMO is a community managed organisation. Our values form an essential part of our approach. These values underpin our actions and decision making.

BGRMO has developed the following values in order to reflect our commitment to resident participation and to provide value for money services.

We will:

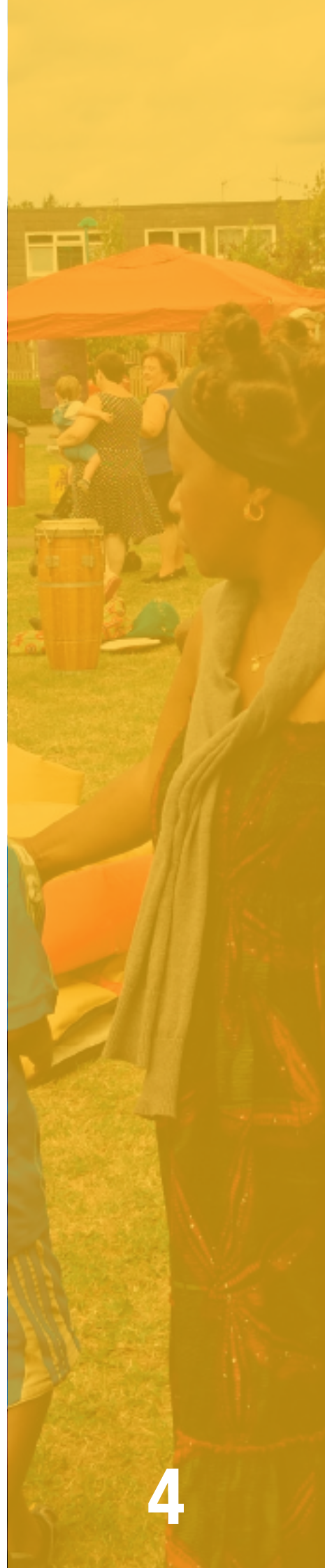
- Endeavour to put our residents first
- Provide services reflective of local needs and priorities
- Respect our community and care about people
- Celebrate the diversity of our community and will strive to ensure we represent and serve all residents in a fair and equitable manner
- Recognise the contribution of our residents as central to all that we do
- Champion Resident Participation and Community Empowerment and encourage our residents to have the confidence and imagination to create solutions
- Value our residents' opinions
- Actively improve the quality of life for all residents
- Invest in the development of our organisation and its workforce
- Promote partnership by working with community organisations

Staff Values:

The RMO staff have developed a set of values that inform the work of employees to support our corporate aims. The staff values are:

- We want to understand the needs of our residents and are always supportive and helpful
- We create relationships built on trust by listening and 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

Please let us know if you feel we are not meeting our vision, values and objectives.



Our Services

The RMO operates within the Modular Management Agreement (2005), and signed the current Management Agreement in April 2012. We provide a wide range of housing services but not all services are provided by us.

Services BGRMO provide

- Rent collection and arrears management
- Repairs and maintenance including repairs to disablement adaptations
- Short cycle void management
- Gas Servicing
- Lettings within Lambeth Council's allocations policy
- Tenancy compliance
- Management of tenancy breaches
- Leasehold Management including management of lease and transfer breaches
- Stage 1 Complaints
- Nuisance & anti-social behaviour management from residents who live on the estate
- Estate cleaning and caretaking
- Management, maintenance and letting of garages and pram sheds
- Grounds maintenance
- Service charge calculation, collection and arrears management
- Maintenance of estate roads
- Parking control
- Pest control service
- Identifying estate improvements
- Housing Benefit and Council Tax verification
- CCTV service
- Responsive repairs under £5K
- Responsive repairs and maintenance to the estate
- Estate lighting repairs
- Bulk removal
- Resident involvement activities including an annual fun day, a study support group and school vacation camps
- Consent for non-structural works to sold properties
- Garage door repairs / replacement
- Graffiti removal
- Produce annual accounts
- Electing board members

Services LBL provide

- IT systems
- Major and Structural Repairs including replacements
- Painting of external and common parts
- Fire Safety Works including completing Fire Risk Assessments
- Right to Buy administration
- Housing Benefit and Council Tax assessments
- Community care assessments
- Tree management
- Setting rent charges
- Asbestos Removal
- Repairs over £5K
- Long cycle voids costing more than £5k
- Refuse and recycling services
- Allocations of empty properties
- Stage 2 Complaints
- Anti-social behaviour from non-residents

Why not become a RMO shareholder?

Just 10p not only provides a life long share to the RMO but also voting rights at general meetings. For details on purchasing a share, please contact the RMO office.



Blenheim Gardens
Residents Management Organisation



IMAGES FROM BLenheim GARDENS EVENTS





SPRING-OUT THE BOOTCAMP

WHEN? Tues 28 - Fri. 31 MAY

WHERE? Windmill Garden SW2 5EU

WHO? BOYZ & GIRLZ (Age 7 - 16)

TIME: 10am - 3.30pm

FOR MORE INFO & REGISTER, CONTACT: Christian Johnson - 07706 179 851
 Andrew Callum, Blenheim Gardens RMO 0207 926 0158 OR Eva Christmas, Roupell Park RMO 0207 926 0214



**To build a
greener,
safer and
a more
prosperous
future
with the
community
we serve'**

A background image showing children playing in a garden. In the foreground, a young girl with pigtails and a white t-shirt with a cat face and the word 'CUTE' is visible. Other children are playing in the background near a wooden fence and a house.

Review of Activities 2019-2020:

Blenheim Gardens Estate consists of 440 mixed tenure properties, 378 of which are tenanted, leaseholds or freeholds subject to service charges, the remainder of which are owned freehold without service charge obligations.

The year has been a challenging one for Blenheim Gardens RMO however the Governance Board feels there has been significant progress made preparing the RMO for the future and maintaining the delivery of high quality customer focused services.

The year has been focused on the many issues associated with the Lambeth Housing Standard works completed on the estate by Wates and Mears but project managed by the Council. Much of the works completed is substandard and presents a real liability to residents and the RMO in future years. This matter remains on going at year end as does negotiations on what external work such as new roofs etc will be undertaken in the future.

During the course of the year, the RMO provided a wide ranging resident involvement program and was successful in obtaining £2,000 from Tesco to support our summer camp, which provides educational and recreational activities all summer long. Plus £33,000 from the Housing Ministry for a new garden & BBQ area.

Some of the objectives achieved during the 2019-20 financial year included:

- Continuing to renew garage doors with high security, low maintenance type
- Continuing with the boiler renewal program
- Increasing nominations to the RMO Governance Board
- Providing apprenticeship opportunities
- Extending our resident involvement program
- Undertaking feasibility studies, following agreement from members on using the RMO's surplus fund
- Re-procuring the gas maintenance and service contact at a reduced cost
- Providing support to residents who moved over to Universal Credits
- Achieving all but one of our Key Performance Indicators, as measured by the Council, at year end
- Progressing with the feasibility studies, following agreement from members on using the RMO's surplus fund, which included opening the stairwells in each estate block, upgrading and expanding the estate lighting project
- Undertaking a mini estate painting project
- Achieving an end of year surplus position after meeting the costs of estate improvements
- Undertaking feasibility studies, following agreement from members on using the RMO's surplus fund
- Re-procuring the gas maintenance and service contact at a reduced cost
- Supporting local groups such as the Clapham Youth Centre, the Holmewood play and stay group, Friends of the Windmill Gardens, Progress UK and CEFL & Lyncx
- Obtaining the NFTMO Good Governance kitemark for the fourth time, a national record
- Supporting the Friend of the Windmill Gardens group until they could occupy the educational centre developed by the council
- Obtaining awards from the National Federation of TMO (NFTMO) for our delivery of services and innovation
- Maintaining essential estate services and support of residents during the Covid-19 lockdown with the implementation of disinfection and enhanced cleaning standards, and facilitation of food distribution and other support services to residents.

Blenheim Gardens RMO remains one of the top quartile performing organisations in Lambeth. The RMO achieved all but one of its performance targets at year end and obtained good reviews from the Council, who are responsible for monitoring the RMO.

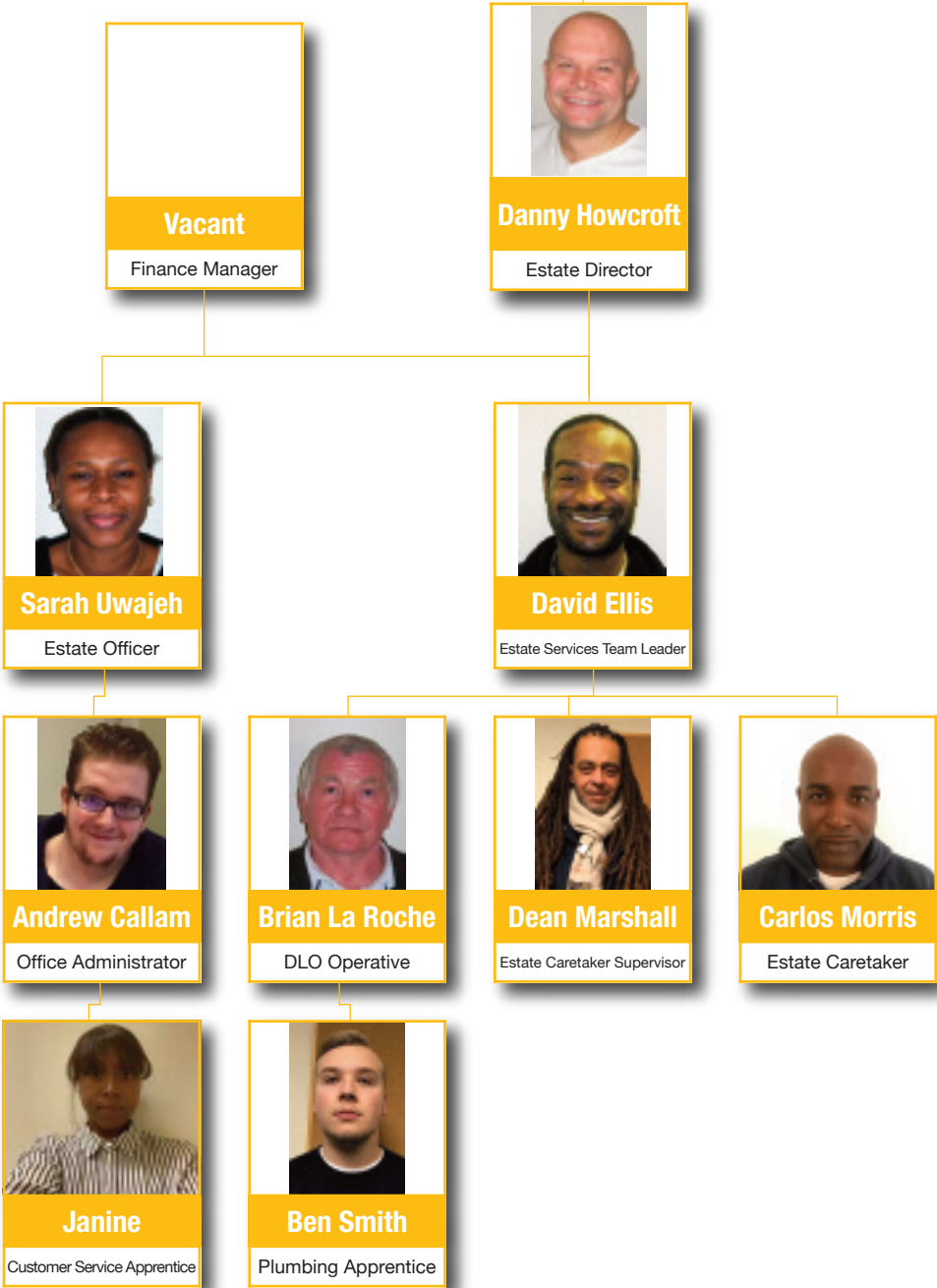
Meet the RMO Team 2020-2021

The RMO, at year end, employed 7 members of staff. The RMO also offered 3 apprenticeship opportunities, who are employed by a specialist broker.

At year end our apprentices were Rosie, Customer Services Officer, Ben, Heating and Plumbing engineer and Charlie, facilities management. Post year end, Rosie has left the RMO following the successful completion of her apprenticeship, and Charlie has left the RMO by mutual consent.

The Estate Director reports to the RMO board and is accountable for all service delivery on behalf of the board as well as managing the RMOs relationship with the local authority, Lambeth Council.

Board Members



Our Housing Management performance – this is how we do it...

Performance for end of March 2020					
KPI Description	Lambeth Results	2019/20 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.20%	99.30%	104.50%	YES	YES
% Rents and arrears collected	94.21%	95%	99.30%	YES	YES
% Service charges collected	TBC	105.00%	96.93%	NO	N/A
Average relet Void time	45.11 days	25 days	11.7 days	YES	YES
% Gas services completed on time	N/A	100%	100.00%	YES	YES
% Repairs completed on time	77.00%	92%	97.40%	YES	YES

Rent Collection and Arrear's

Within the year, the RMO's performance on its in-year rent collection indicator increased progressively. By the end of December, the RMO were ranked 5th, however, by year end, they were ranked 1st. The same can be said of our performance on the BV66a indicator. By December, we were ranked second and by year end, we were ranked, 1st.

Service Charge Collection

Although we did not meet our target on the service charge collection indicator, our out-turn was ranked second in comparison to other TMOs. By the end of the year, three leaseholders had monies owing on their 2019/20 day to day service charge invoice, which is the lowest of all TMOs. On the 2018/19 actuals, there were six accounts owing which is the second lowest.

Repairs Completed on time

We had consistently exceeded the target on the percentage of repairs completed within the target time and ended the year at 97.4% which is 5.4% above the target.

Satisfaction with repairs

In 2019-20, the RMO completed 923 repairs. A satisfaction survey was given to tenants for each repair completed. 351 were returned, which gives a response rate of 38%. From the 38% returned, the RMO recorded a satisfaction level of 100%.

Gas Servicing

Blenheim Gardens RMO completed all its gas servicing within 12 months of the

previous service. As a result, the RMO met the target on this indicator.

Short cycle voids

In 2019-20, the RMO let six properties within the year (third highest). The average turnaround time for all six was 11.7 days which was within the target by 13.3 days.

Complaints and Members enquiries

During 2019-20, the RMO received 13 complaints and 3 members enquiries. All were responded to within the target time, helping the RMO to achieve a 100% out-turn, which exceeded the target by 10%.

Complaints of Anti-Social Behaviour (ASB)

The RMO received some 200 cases of ASB on the estate which was linked to mainly drug dealing, using and sex workers. The perpetrators of the behaviour largely were not residents of the estate. Properties that were linked to the ASB on the estate had action taken against them which resulted in a number of possession orders being granted and injunctions being obtained from the court.

Pram shed inspections

We completed 105 pram shed inspections to ensure no flammable materials were being stored

Garage inspections

We completed 210 garage inspections to ensure no flammable materials were being stored

Tenancy checks

In 2019-20, the RMO completed 62 tenancy checks, which equates to 22%. As a result, the RMO exceeded the target by 12%. In comparison to other TMOs' performance on this indicator, Blenheim Gardens RMO were ranked 4th, noting some TMOs who are ranked higher than BGRMO have less properties to manage and or provide less services.

Governance

By the end of March 2020, there were no officer positions vacant on the RMO board for more than three months and no vacant Board positions vacant for three months. The RMO met both of those two governance indicators.

Board training

During 2019/20, the RMO board undertook the following training

- GDPR (General Data Protection Regulation)
- TMO's and Employment – Responsibilities of the Management Committee

Also...

- One board member attended the National Federation of TMO annual Conference in Brighton
- One board member attended Mental Health First aid Training
- One board member attended 2019 – tenants manifesto – for the future of housing conference
- One board member attended business planning training

Estate Inspections

The RMO completed 12 estate inspections in the year (one a month) and in doing so met the target.

Finances and estate improvements

By the end of March 2020, the RMO has £1,133,538 in its reserves. The RMO has a Business Plan setting out the intention on how they will spend from its surplus funds. In 2019/20 this saw the RMO improving the lighting on the estate and putting up more CCTV cameras contributing towards its goal of enhancing security on the estate. The RMO is looking to continue delivering its business plan in 2020/21 which includes the relocation of a ramp leading to the garages/parking areas as its current location attracts anti-social behaviour and

the installation of a door entry system to its blocks.

Fire Risk Assessments

The RMO have completed all of the deficiencies assigned to them and that there are currently no outstanding actions for the RMO

Internal Audit

The Council completed its Internal Audit in 2018-19. The RMO completed all of its recommendations within the target date.

End of year comments from Lambeth Council...

"With the exception of the RMO's performance on the service charge indicator, 2019-20 was a very good year for the RMO. The RMO will need to look at how they can meet their target on service charges during 20-21. Community engagement continues to be a strong feature benefiting residents and the Board remain strong and focussed and delivering on the Business Plan. Thank you!"

Resident involvement

The RMO also funded the following residents involvement activities during the year

- RMO fun day
- Study support programme
- Football training
- Youth forum development
- Summer camp for ages 8 -18 years
- Little camp for ages 5 – 8 years
- Stay and play Saturday group
- Easter activity program
- Half term activities
- BG – trip to the seaside
- BG panto tickets
- BBQ event to open the new kitchen garden complete with BBQ area
- A mature residents Christmas lunch
- Christmas hampers to mature and disabled residents
- Mature residents coffee morning

Awards:

During the year the RMO was awarded the following accreditations:

- Innovation in service delivery awarded by the National Federation of TMOs
- Effective partnership working awarded by the National Federation of TMOs
- Good Governance kitemark awarded by the National Federation of TMOs



"Blenheim Gardens RMO Successfully secured a grant from the housing ministry for £33,500 and this grant was used to provide additional growing areas and a communal BBQ area"

Future developments

During the 2020-21 financial year the RMO will endeavour to:

- Achieve an end of year surplus position after meeting the costs of estate improvements
- Review our bulk waste service
- Further developing a surplus and reserves policy and identifying residents priorities for estate improvements,
- Commencing negotiations with the council for block entry phone systems and additional CCTV
- Ensure the completion of the Lambeth Housing Standard works to an acceptable standard to reduce risk to the RMO and residents in the future
- Continue to discuss the possibility of taking on additional responsibilities from the Council
- Continue with the estate painting programme
- Continue with a boiler renewal programme
- Continue to supporting local groups such as the Clapham Youth Centre, the Holmewood play and stay group, Friends of the Windmill Gardens, Progress and CEFL & Lyncx
- Continue to support residents impacted by Covid-19
- Continue to offer apprenticeship opportunities
- Review business opportunities beyond the estate
- Continue to reshape service provisions to meet future local needs of the communities we serve
- Continue to offer assistance, advice and support to other RMOs in its role as a NFTMO Guide TMO
- Negotiate future capital works for the estate including the introduction of a door entry system to our estate
- Continue to increase membership to the RMO and Governance Board member nominations
- Achieve all the RMO's Key Performance Indicator
- Achieve a successful outcome in the five yearly continuation ballot

Survey Monkey - it's here!

Blenheim Gardens RMO has been using Survey Monkey to collect responses from various stakeholders and to gain feedback on the services we provide.

We are consistent on trying to adapt and better our services to be more helpful to those who make contact with us; we do this by using the feedback you have given.

Over the past year we have used the online survey as it reduces environmental waste and increases the speed of response from residents.

We currently receive around a 20% response rate and we are keen to improve this as it will improve the validity of our data.

During the pandemic, it's important we reduce contact as much as we can and by using the online survey monkey rather than paper decreases the cross contamination from multiple people in sending and returning information.

Thank you to all those who have taken the time to complete our Survey Monkey, your feedback is appreciated. If you receive a survey from us, please complete and return since your views really matter to us.

Finance Report

How was your money spent? At a glance...

Yearly Income

2018/19
£864,308

2019/20
£880,421

Employment Costs

2018/19
£363,855

2019/20
£360,949

Direct Estate Expenses

2018/19
£453,052

2019/20
£557,974

Office Administration Expenses

2018/19
£141,840

2019/20
£112,880

Committee & Communication

2018/19
£43,351

2019/20
£43,712

Pension Deficit

2018/19
£309,000

2019/20
£206,000

The results:

The surplus for the year after taxation was £18,860 (2019 - £89,660) before actuarial gains on the pension scheme of £137,000 (2019 - loss £59,000), net transfers into the Surplus Fund of £3,119 (2019 - transfer in £2,156) and the Surplus Fund carried forward was £1,100,724 (2018 - £941,745).

Blenheim Gardens RMO address and contacts

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

Useful telephone numbers

RMO office - 020 7926 0158

Smith and Byford – gas servicing and repairs –
0800 091 2140 – 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

Out of hours repair service - 0800 121 6122

Housing benefit & Council Tax - 034 5302 2312
or email benefitsinfo@lambeth.gov.uk

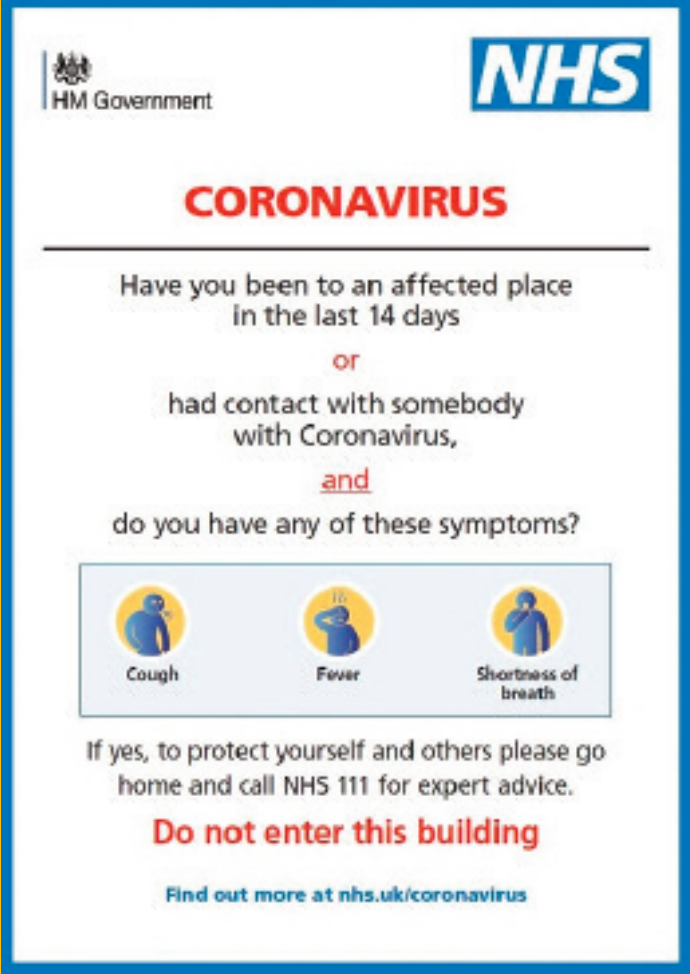
Benefit advice - Every Pound Counts - 020 7926
5555 or email everypoundcounts@lambeth.gov.uk

Age UK - 0800 169 6565

Women's Aid - 0808 2000 247

Non-emergency Police service - 101

All estate emergencies - 07903 824 072



The poster is from the NHS and HM Government. It features the NHS logo in the top right corner. The title 'CORONAVIRUS' is in large red letters. Below it, the text asks: 'Have you been to an affected place in the last 14 days or had contact with somebody with Coronavirus, and do you have any of these symptoms?'. There are three icons in a row: a person coughing (labeled 'Cough'), a person with a fever (labeled 'Fever'), and a person with shortness of breath (labeled 'Shortness of breath'). Below the icons, it says: 'If yes, to protect yourself and others please go home and call NHS 111 for expert advice.' followed by 'Do not enter this building' in red. At the bottom, it says 'Find out more at nhs.uk/coronavirus'.

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 noutra 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.

