



BLENHEIM GARDENS RESIDENT MANAGEMENT ORGANISATION LIMITED

Resident(s)
Blenheim Gardens Estate
SW2

November 2020

Dear Resident(s)

COVID-19 (Coronavirus) – service delivery update

You have no doubt heard the news that much of Europe, including the UK is facing a coronavirus pandemic second wave.

It is vital that everyone follows the advice to stay at home, except for specific exceptions. These are:

- For education, including schools and universities.
- For work, if you cannot work from home,
- For exercise and recreation outdoors, with your household or on your own with one person from another household,
- For medical reasons, appointments and to escape injury or harm,
- To shop for food and essentials,
- or to provide care for vulnerable people, or as a volunteer,

The government has decided that all non-essential shops, leisure, entertainment venues, pubs, bars, restaurants must close, though takeaway and delivery services will be available.

Single adult households can still form exclusive support bubbles with one other household, and children will still be able to move between homes if their parents are separated.

If you are clinically vulnerable, or over the age of 60, you should be especially careful to follow the rules and minimise your contacts with others. The full guidance is available at <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

These new measures will reduce the growth rate of the virus, which will:

- prevent the NHS from being overwhelmed

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

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- ensure schools, colleges and universities can stay open
- ensure that as many people as possible can continue to work

We take the health of our employees and residents extremely seriously as well as the need to continue to service our residents at this difficult time. As you would expect we are taking this matter extremely seriously.

Our overriding aim is to continue to support our residents, without jeopardising the health and safety of our employees and contractors.

As a responsible management agent, Blenheim Gardens RMO is following the advice of the UK Government and so we will be making changes to the way we deliver our services.

The RMO office

The RMO office will be **closed** to all visitors from Monday 9th November until at least the 2nd December 2020. This may change in line with Government Guidance.

The RMO will continue to provide a telephone service on 020 7926 0158 during working hours.

Members of the team will also still be contactable via e-mail, but we are encouraging residents to use the RMO's general email address to direct service requests to. Please email:

Blenheimgardens@lambeth.gov.uk

Employees of the RMO maybe working remotely during this period as well as in the office, on a rota basis.

We ask that you remain patient during this difficult period.

The RMO operates an emergency helpline on **07903 824 072**

Appointments and home visits have been cancelled.

If you require a meeting with member of the team and have access to Microsoft Team, we will be able to arrange a meeting with you.

Vulnerable residents

The RMO appreciated that many of our residents are vulnerable and will require support during this period. The RMO has put in place a welfare check system, whereby we will be telephoning our elderly, sick and or disabled residents routinely to check on their welfare and to ascertain if they need any advice and or practical support during this period. Please ensure you check on your neighbours during this period, whilst remaining safe. If you have any concerns regarding your neighbour, please contact us.

If you wish to volunteer and support the RMOs welfare check program, please contact us.

Emergency repairs for Council tenants

During this period, the RMO will be providing an emergency repairs service **ONLY** and the repairs that we will attend to are listed below.

If the repair is not on the list, it will not be attended too but will be recorded and planned in for when it is safe to do so.

- An uncontrollable leak (burst pipe etc.)
- You have been a victim of crime and your property needs securing
- Blockage to a toilet where you only have one toilet in the property.
- A gas leak (National Grid emergency helpline 0800 111 999)
- Completing of annual gas service
- A complete loss of power

From 4 pm, please contact TW Drainage on Freephone **0800 121 6122** for any emergency repair listed above only. TW drainage continue to operate a 24/7 service.

If any boiler related repairs, please continue to report directly to Smith and Byford on **0800 091 2140**. Smith and Byford continue to operate a 24/7 service.

If you are a homeowner and wish to access our emergency repairs service during this period, please contact us.

The RMO has continued with its screening program for attending to repairs and working in residents' homes, so please let us know urgently if:

- you or anyone else, currently living in your property, suffering from Cold/Flu' like symptoms
- you or anyone else, currently living in your property, self-isolating
- you or anyone else, currently living in your property, suffering from/been diagnosed with 'Coronavirus'

The RMO has developed new guidelines for undertaking repairs and the main aspects for residents to consider are:

- social distance (at least 2 metres) when the operative is working in your home
- ensure the property is well ventilated by opening doors and windows
- remember good hygiene including washing surfaces regularly including washing your hands at least 6 times a day
- wash down the work area before and after attendance
- please avoid watching over the operative when they are on site and report if you or any member of your household has any Covid-19 symptoms **BEFORE** the appointment.
- covid-19 symptoms are:
 - A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different than normal.

Most people with coronavirus have at least 1 of these symptoms

If anyone in your household has any of Covid-19 symptoms you should:

- Self-isolate at home for 14 days
- Book a coronavirus test for the symptomatic person as soon as possible (within 3 days of symptoms starting ideally, within 5 days at most).

If you are not sure what to do or are worried about you or your child's symptoms use the NHS 111 online coronavirus service at <https://111.nhs.uk/covid-19/> or by calling 111.

Useful links:

- www.nhs.uk/coronavirus
- www.lambeth.gov.uk/coronavirus

Lambeth Housing Standard Internal Works

We are pleased to confirm that an agreement has been reached with Lambeth Council to complete the outstanding Lambeth Housing Standard works. The works however will just focus on statutory requirements regarding fire doors, electrics, and plumbing. These works will continue throughout this period.

Estate Parking

The 24/7 parking restrictions will remain in place. Please ensure your vehicle is always displaying a valid parking permit.

Door entry system to blocks

Discussions on the introduction of a door entry system to each estate block remain on going with the Council.

Clapham and Brixton Hill Better Start Area

Clapham and Brixton Hill Better Start can provide advice to families of young children aged 0-4 in Lambeth by telephone and can make referrals on your behalf to other agencies if needed.

If you need help or need to talk to someone please telephone 020 7926 2369 from 9am to 5pm, Monday to Friday or visit www.lambeth.gov.uk/childrens-centre-support

Rent, Council Tax, Garage and Service Charge payments

Rent, Council Tax, Garage and service charge payments remain payable.

Please contact the RMO on 020 7926 0158 to make payment or use the debit and credit card hotline on 020 8290 2086 which is available 24/7 or online <https://www.lambeth.gov.uk/make-a-payment>

Benefits help and advice for all

If you have a change of circumstances, employment and or finances during this period, help and advice is available:

Lambeth housing benefit / council tax - 0345 302 2312.

Universal Credit - 08003285644

DWP - 08007317898 or 08007310469

Centre 70 - enquiries@centre70.org.uk or 020 8670 0070

Citizens Advice - www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/

Or Adviceline: 03444 111 444

Brixton Advice Centre - Brixton Advice Centre 167 Railton Road Brixton London SE24 0LU

Shelter - <https://england.shelter.org.uk/>

Hardship fund

The RMO has put in place a small hardship fund which allows us to offer emergency financial support to the residents in most need. If you are experiencing hardship during this period, please get in touch with us.

Food projects

The RMOs will be coordinating a food distribution service as well as a voucher scheme. More information on these projects will be available once the details are finalised.

Resident activities and events

On-line tuition will still be provided during this period in key subjects such as English, Maths and Science. For more information on our on-line study support program, please get in touch.

The Youth Forum will continue to meet virtually.

Self-isolation

If you need support yourself or are worried about a neighbour, please let us know. Mental health support, safeguarding vulnerable adults and children and supporting people at risk of domestic or sexual abuse is our top priority.

If you need help with isolating (for example food or medicines), or with arranging a test, please contact us at Blenheimgardens@lambeth.gov.uk

Social media updates

The RMO will continue to update our Facebook page and website www.bgrmo.org.uk
Please add us on Facebook at 'Blenheim Gardens RMO' for the latest information.

Private Gardens & Waste

Please be reminded to maintain your private garden and not to allow growth beyond your front and rear boundaries.

If you are intending to undertake works to your private gardens during the lock down period, PLEASE make sure you have made your own arrangements to dispose of any green waste. Green waste is not collected by the RMO or the Council. Dumping on the estate is fly tipping. Fly tipping is a criminal offence.

If you are elderly and/or disabled, and require our help with maintaining your private gardens, please get in touch.

Estate cleaning

The estate cleaning service is not affected at this time and will continue.

We ask that all resident help the cleaning service by:

- Disposing of your waste in the correct manner
- Use the facilities provided
- Have consideration for the caretakers and your neighbours
- Reporting incidents to the RMO on 020 7926 0158

Refuse and bulk collections

The refuse and bulk collections are not affected at this time and will continue.

Pest control service

The RMOs pest control service will continue during this period. If you have a pest issue, please get in touch with us. The pest control service is available to both tenants and leaseholders.

We remind residents not to feed pigeons on the estate since this encourages vermin. We also remind residents to clear up after their dog.

ASB including noise nuisance

We are continuing to receive reports of Anti-Social Behaviour (ASB) including noise, nuisance and large gatherings on the estate as well as the use of fireworks, which are illegal.

Please continue to report any incidents to the RMO during office hours on 020 7926 0158 or to 020 7926 5000 outside office hours. In an emergency dial 999.

Scooters on the estate

The estate is a pedestrianised area, but we are receiving an increasing volume of complaints from residents regarding scooters riding on the estate. Residents are reminded that food delivery scooters are not permitted to ride on the estate at any times so if you order food, be sure to meet the driver as oppose to the driver driving on the estate. As mentioned above, you always remain responsible for all visitors to your address including the delivery driver!

Crime

We are working with Police to reduce crime and anti-social behaviour on the estate; but we need your help.

Please do not accept or tolerate crime and anti-social behaviour on the estate in any form. Do not feel intimidated by others, this is your estate. If you see a crime or witness anti-social behaviour, report it. If you witness any suspicious behaviour, report it; if there are gatherings or noise, report it, we are here to help. What may be something trivial to you, maybe the missing link for us or the Police so please let us know in confidence.

You can continue to report crime online to the Police at <https://www.met.police.uk/ro/report/ocr/how-to-report-a-crime/>

In an emergency always dial 999.

You can also report in confidence to Crimestoppers at <https://crimestoppers-uk.org/> or by telephone to 0800 555 111

The safer neighbourhood police team continue to patrol the estate.

The RMO will continue to provide updates on all the above as the advice changes.

RMO Board

The RMO board is sad to announce the untimely death of our long-standing Chair, Eamon Maguire. Eamon had been a board member for over 10 years, Chair for 9, and was dedicated to improving the services provided to residents on this estate. Eamon also championed issues for others in his role as a trade union representative for Lambeth Council Employee. Eamon died in October following a short illness and will be missed.

In honour of the work undertaken by Eamon, the RMO has donated to Pancreatic Cancer UK.

If you wish to honour Eamon's memory and work, please make a donation to <https://www.pancreaticcancer.org.uk>

Thank you and stay safe by staying home.

Blenheim Gardens RMO
T: 020 7926 0158
F: 020 8678 7021
E: Blenheimgardens@lambeth.gov.uk
W: www.bgrmo.org.uk
Facebook: Blenheim Gardens Rmo

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.