



BLENHEIM GARDENS RESIDENT MANAGEMENT ORGANISATION LIMITED

Estate Resident(s)
Blenheim Gardens Estate
SW2

December 2020

Dear Resident(s)

COVID-19 (Coronavirus) – service delivery update over the festive period.

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:

London is placed in Tier 2: High alert. For areas with a higher or rapidly rising level of infections, where some additional restrictions need to be in place. Meaning:

- You must not socialise with anyone you do not live with or who is not in your support bubble in any indoor setting, whether at home or in a public place
- You must not socialise in a group of more than 6 people outside, including in a garden or a public space – this is called the 'rule of 6'
- Businesses and venues can continue to operate, in a COVID-Secure manner, other than those which remain closed by law, such as nightclubs
- Pubs and bars must close, unless operating as restaurants. Hospitality venues can only serve alcohol with substantial meals
- Hospitality businesses and venues selling food and drink for consumption off the premises can continue to do so after 10pm if this is through delivery service, click-and-collect or drive-through

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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- Early closure (11pm) applies to casinos, cinemas, theatres, museums, bowling alleys, amusement arcades, funfairs, theme parks, adventure parks and activities, and bingo halls. Cinemas, theatres, and concert halls can stay open beyond 11pm to conclude performances that start before 10pm
- Places of worship remain open, but you must not socialise with people from outside of your household or support bubble while you are indoors there, unless a legal exemption applies
- Weddings and funerals can go ahead with restrictions on numbers of attendees – 15 people can attend wedding ceremonies and receptions; 30 people can attend funeral ceremonies.
- You must continue to follow tier 2 rules when you travel to a tier 1 area.

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

From Monday 7th December 2020, the office will be opened each Monday, Wednesday, and Friday **by appointment only** between 11 am and 2 pm until Monday 4th January 2021. Except on a bank holiday when the office will be closed. The RMO also offers a telephone service between the core hours of 9 – 5 pm each day, except on a bank holiday. The office will however completely close at 2 pm on Friday 18th, Thursday 24th and Thursday 31st December.

After the 4th January, our office opening hours will be reviewed in line with Government guidance.

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, particularly over the festive period, please contact us.

Emergency repairs for Council tenants

The RMO will continue to undertake repairs as required.

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

Rent, Council Tax, Garage and Service Charge payments

Rent, Council Tax, Garage and service charge payments remain payable over the festive period.

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 the festive 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.

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

Refuse and bulk collections

The refuse and bulk collections are not affected at this time and will continue. Over the Christmas period the below dates have changed slightly, but the refuse and bulk collection services will continue.



CHRISTMAS and NEW YEAR RUBBISH and RECYCLING COLLECTIONS

YOUR COLLECTION DAYS ARE CHANGING OVER THE FESTIVE PERIOD.

You can still put your rubbish and recycling in the bins at any time. Please don't leave any rubbish on the floor or around the bins.

FESTIVE RECYCLING FACT
Card packaging used at Christmas could cover Big Ben almost 260,000 times!

Large items to dispose of?
Any items in good working condition can be donated to charities.

Normal Collection Day	Amended collection day
Monday 23 December	No change
Tuesday 24 December	No change
Wednesday 25 December	Thursday 26 December
Thursday 26 December	Friday 27 December
Friday 27 December	Saturday 28 December
Saturday 28 December	Sunday 29 December
Monday 30 December	No change
Tuesday 31 December	No change
Wednesday 1 January	Thursday 2 January
Thursday 2 January	Friday 3 January
Friday 3 January	Saturday 4 January
Saturday 4 January	Sunday 5 January

Normal collections will resume on Monday 6 January 2020

ASB including noise nuisance

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.

Crime

The RMO were alarmed by the murder of a young man in Ramilles Close on Sunday 22nd November 2020. If any residents have any information, please do contact the police on 101 quoting CAD 5428/22/NOV20. Our condolences have been sent to the family.

The RMO is continuing to work 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.

Elected Board Members

Following the RMOs Annual General Meeting (AGM) hosted on 29th September 2020, the following residents were elected to serve as board members to the RMO

- Gina Filose of Glanville Road
- Maud Simmance of Glanville Road
- Diana Thompson of Prague Place
- Geresom Obinna of Glanville Road

Following the AGM, the following members were elected into executive positions within the board:

- Martin Cherry of Ramilles Close, Chair
- Gina Filose of Glanville Road, Vice Chair
- Maud Simmance of Glanville Road, Treasurer
- Anne Jones of Ramilles Close, Secretary

We thank board members for their dedication to improving the services offered to all residents.

Please Don't Pour Oil or Fat Down Your sink, Drains or soil pipes!

Fats, oils, grease and food waste cause major problems in our drains and sewers. When disposed of down kitchen sinks, toilets or drains (including soil pipe) this waste thickens to form blockages which can lead to flooding and pollution.

The water and sewerage companies in the UK respond to approximately 366,000 sewer blockages every year. The clean-up costs for the water industry run to millions of pounds, costs which are ultimately passed on to customers through wastewater bills.

For fats that solidify, let them do so, then throw them in your regular rubbish bin. Chill grease in the fridge if you need to get it to harden up. For ones that don't go solid, pour them into a sealable bottle, and throw the whole container away with your regular rubbish.

If you have blocked your sink, waste pipes and / or drains by pouring fats or oils down it, you will be recharged by the RMO.

Safety devices

During this period when more residents are staying at home, it is important that you regularly check that your smoke alarms are working. Smoke alarms save lives.

If your smoke alarm is bleeping, it may mean that the battery needs replacing. Generally smoke alarms take a V9 battery. If you require a battery, you can purchase one from the RMO.

If after you have exchanged the battery, the smoke alarm remains bleeping, may need to replace the alarm. Please contact us for further advice on this. Your safety is paramount.

What a load of rubbish...

Residents are reminded to dispose of their household and Christmas waste in the correct manner and place refuse bags in the refuse bins provided, and not on the entrance to the hoppers, on the floor and or on steps...

The RMO also provides several cages for bulk furniture as well as a garage in Glanville Road (38). Please be reminded that the estate is not to be used as a dumping ground and if you are undertaking building works, you are required to make your own arrangements to remove your own waste and not to use the estate facilities for this purpose – this is fly-tipping and is a criminal offence. Please also do not dump waste at the bottom of block stairs since these are fire exits. The bulk is collected each Monday, Wednesday, and Friday.

Pests controlled

Pestokill is the RMOs pest control provider.

The service covers all pests in both tenant and leaseholder properties on the estate. Pestokill operates a 24/7/365 service and are available on Freephone 0800 2889 911 or online at www.pestokill.co.uk/bgrmo

Pestokill also provides an evening and weekend appointment service. If you have any unwanted pests over the festive period, contact pestokill.

Please also be reminded not leave food out over night and to ensure you clean your property regularly to prevent the likelihood of you experiencing a pest control issue.

Heating and or hot water problems?

Should you experience a problem with either your heating and hot water system or wish to have your system serviced, Smith and Byford can be contacted 24-hours a day, seven days a week, on 020 8722 3436 or Freephone 0800 091 2140 so you do not have to wait for the estate office to be open.

If you smell gas:

- Do not turn electrical switches on or off
- Do not use the telephone as this may generate a spark
- Do not smoke or use a naked flame
- Open all doors and windows
- Check all appliances to ascertain if any have been left on in error
- Turn gas off at the meter
- Leave the premises and telephone 0800 111 999
- Contact the estate office on 020 7926 0158, 0159 or 0161 or email blenheimgardens@lambeth.gov.uk

Christmas celebrations...

Sadly, due to Covid-19 the RMO will not be providing the following this year:

- Mature residents Christmas lunch
- Children's Christmas Party
- Panto tickets

We hope we can support the above events in 2021.

And the winners are...

The following residents won the RMO's prize draw for simply returning our satisfaction survey's!

- Marcio from Prague Place
- Pamela from Ramilles Close

Both residents received £50.00 of vouchers, just in time for Christmas!

Foodbank - a helping hand!

Blenheim Gardens RMO is an authorised distributor of Foodbank vouchers. We are here to help you and your family over the festive period and in times of emergency. Please contact the RMO for more details.

Parking enforcement

The estate parking enforcement arrangements will be cancelled over the festive period from 21.12.20 until 4.1.21

Useful telephone numbers:

- RMO office - 020 7926 0158 or 020 7926 0159
- Smith and Byford – gas servicing and repairs 020 8722 3436
- Pestokill – pest control – 0800 2889 911
- Lambeth call centre – 020 7926 1000
- Lambeth Social Services – 020 7926 5555

- Out of hours emergency repairs – 020 8646 9100
- Housing benefit – 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
- Domestic violence helpline – 0808 2000 247
- Childline – 0800 1111
- Non- emergency Police service – 101
- All estate emergencies only– 07903 824 072

Finally, we wish all our residents a very Merry Christmas and prosperous 2021. Thank you for your support throughout the year.

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 yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.



