



BLenheim GARDENS RESIDENT MANAGEMENT ORGANISATION LIMITED

Resident(s)
Blenheim Gardens Estate
SW2

January 2021

Dear Resident(s)

COVID-19 (Coronavirus) – service delivery update Jan 2021

A Happy New Year to you all.

You have no doubt heard the news that much of Europe is facing a coronavirus pandemic. The advice from the UK Government is for people to stay at home, to focus on personal hygiene, to self-isolate if you are showing any Covid-19 symptoms and to avoid unnecessary travel as well as contact with others.

We take the health of our employees, contractors, 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 latest lockdown seriously.

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

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 to you.

RMO office:

The RMO office is closed to all visitors until further notice.

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

Members of the team will 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:

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

Registered as an Industrial & Provident Society Registration Number 29030R; VAT Number: 773 9166 89



Blenheimgardens@lambeth.gov.uk

Employees of the RMO maybe working remotely during this period however some will also be working in the office daily.

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

Appointments to the office, unless urgent, and home visits, unless to undertake emergency repairs, have been cancelled.

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.

Our food distribution service will continue from the community Hub.

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)
- Completion of annual gas service
- A boiler and or central heating repair
- A complete loss of power

Fire safety works, such as new and upgrading existing fire doors will continue as planned.

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 24/7/365 service.

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

The RMO has introduced a 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'

Estate Parking arrangements:

The estate parking regulations will continue to ensure parking is preserved for estate residents only. Please ensure your vehicle is always displaying a valid parking permit. You can continue to obtain permits from us by telephoning and providing the appropriate fee and any documents requested. There is no need for you to attend to the RMO to request or collect a permit. Permits will be delivered to you.

Rent and service charge payments:

Rent 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.

Resident activities and events:

Many of our resident involvement activities have been cancelled until further notice. On-line study support will be provided as per existing arrangements. We appreciate that with schools being closed residents may need help with providing educational support to their children. If you do require help with home schooling, please get in touch.

Online meeting:

The RMO can offer residents meetings with a RMO employee online either by Zoom or Microsoft Teams. If you would like to book a meeting with member of the team, please get in touch.

Welfare benefits

If you have a change of employment / finances during this period, please contact housing benefit / council tax department on 0345 302 2312.

Other useful telephone numbers:

Universal Credit telephone 08003285644

DWP telephone 08007317898 or 08007310469

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 waste facilities provided
- Have consideration for the caretakers and your neighbours
- Reporting incidents such as 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.

Additional information:

For more information on coronavirus visit; <https://www.nhs.uk/conditions/coronavirus-covid-19/>

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

Please get in touch if you have any questions.

Stay safe by staying home.

Yours faithfully,

Mr Danny Howcroft
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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 wo pe 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.