



BLENHEIM GARDENS RESIDENT MANAGEMENT ORGANISATION LIMITED

Resident(s)
Blenheim Gardens Estate
SW2

March 2021

Dear Resident(s)

COVID-19 (Coronavirus) – Service Delivery Update

Blenheim Gardens RMO continues to take the health of our employees, contractors, and residents extremely seriously. We are balancing the pandemic with our obligation to provide a service to residents at this difficult time.

As a responsible management agent, Blenheim Gardens RMO is following the advice of the UK Government and are writing to inform residents of changes to the way we are delivering our services in the coming period.

RMO office:

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

However, you may book an appointment to visit the estate office between 11:00AM and 2:00PM each Monday, Wednesday, and Friday. All appointments need to be pre-booked and will be allocated subject to a screening process being undertaken.

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

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

Blenheimgardens@lambeth.gov.uk

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

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



The RMO operates an 'emergency' helpline on **07903 824 072** – please do not use this number to arrange repairs or to make payments, its is for emergencies only.

The RMO is intending to open the RMO office full time from **Monday 12th April 2021**, subject to the government guidance issued near that time.

Repairs Service for Council tenants:

During this period, the RMO will continue to undertake a repairs service and if you have a repair request, please contact us.

From 4 pm, our out of hours repairs service to council tenants is delivered by TW Drainage (TWD). TWD can be contacted on Freephone **0800 121 6122** for reporting any emergency repairs. You do not need to wait until the office is open.

For any boiler or hot water related repairs, you can report these directly to Smith and Byford on **0800 091 2140**. Smith and Byford continue to operate a 24/7/365 service and you do not have to wait until the estate office is open.

The RMO has introduced a screening programme for all visitors to the office and when we visit you at home. 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 the RMO office 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.

Online appointments:

The RMO is offering residents an online appointment system by either by Zoom or Microsoft Teams. If you would like to book a meeting with any 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

Lambeth auto payment 0208 290 2086

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 any 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.

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.

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 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.