



Blenheim
Gardens
Residents
Management
Organisation

MERRY CHRISTMAS

Blenheim Garden RMO Board Members and Employees would like to wish all Estate Residents a very Merry Christmas and a prosperous 2023

RMO Christmas office opening hours



Friday 16th December 2022

Staff Christmas Lunch - office closes 1 pm

Monday 19th – Friday 23rd December 2022

9 am until 4 pm

26th & 27th December 2022

the office is closed

28th, 29th, 30th December 2022

9 am until 3.30 pm

2nd January 2023

the office is closed

Tuesday 3rd January 2023

9am until 4.00 pm

4th, 5th & 6th January 2023

office is open as usual

Out of hours repairs service commences at 4 pm

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 - 01942 262 717
or online at www.pestokill.co.uk/bgrmo

Lambeth call centre - 020 7926 1000

Out of hours emergency repairs service
0800 121 6122

Out of hours emergency electrical service
07891 885 774

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

Age UK - 0800 169 6565

Non- emergency Police service - 101

Parking over the festive period

The RMO has suspended parking enforcement on the estate from Friday 23rd Dec until Tuesday 3rd Jan 23.

Donations required...



The RMO operates a weekly foodbank service. The service operates from the Community Hub.

If you can donate any products to the bank, we will ensure it is put to good use.

If you have any surplus carrier bags or jam jars, we will take these too.

Thanks for your help!

CCTV Project - update



The RMO's CCTV project is now complete. The estate now benefits from 23 (open) camera's and 7 (closed) camera's, positioned in selected locations around the estate.

The RMO is aware of the recent burglaries in garages during October but we are pleased to confirm that 2 of these incidents were captured on camera.

The camera's were not installed when the first incident occurred.

The RMO is now working with Police to identify the perpetrators.

Access to the footage relating to a criminal offence needs to be requested to us via the Police.

Please be assured that your privacy matters to us and so the camera's do not cover private doors and or windows.

Payments over the festive period...

We really appreciate the difficult financial circumstances everyone is facing with the cost of living crisis particularly at this time of year. However, rent, service charges, Council Tax, garages and pram sheds charges need to be paid and maintained at all times.

You can pay these charges by telephoning the RMO office on 020 7926 0158 or visiting us at the estate office.

You can also pay your rent by credit or debit card by calling the 24-hour automated phone service on 020 8290 2086.

You will need your nine-digit rent payment reference number. You can find this at the top of your rent statement or any rent arrears letters we may have sent you.

You can also pay on line at www.lambeth.gov.uk

If you are experiencing difficulties paying your charges, please get in touch with us and we can discuss the options available to you. We are here to help.

The RMO will be providing **FREE panto tickets** again this year – **oh yes we will!** Please contact the estate office for more details. The tickets are for estate residents only and are limited.

Sleeping Beauty, 17th December 2022 at 3.00PM

Mature Residents Christmas lunch

The RMO has reserved 15 places at the Friends on the Windmill Gardens special Christmas Lunch event which is taking place on Tuesday 13th December 2022 at 1 pm.

Please contact the RMO office if you would like to reserve a place. This is a free event to attendees and booking is required. Attendees need to be 55 or over and live on the estate.



The RMO hosted its Annual General Meeting in Sept and the following residents are serving on the RMO Governance Board

Executive members:

Martin Cherry, Chair
Gina Filose, Vice Chair
Maralyn Maiuouche, Treasurer
Deborah Crocken, Secretary

Board members:

Maureen Champion
Geresom Ngole Obinna
Erin Gill
Sally Hill
Yvonne Aforkpah
Suzannah D'abo
Diana Thompson
Eddie Otoy

Co-optees:

Colleen Scott
Chinedum Obi
Michelle Greenfield

We encourage all residents to become involved in the running of the estate. Please contact us for ways you can get involved.



Brixton Windmill
WINTER MARKET

• Sunday 11 December • 12-3.30pm
• Windmill Gardens • SW2 5DA

FREE event • Outdoor stalls, adult & children's craft workshops & more... • Choir
• Visit Santa's Grotto • 1-3pm, donation £4 per child
• Hot food, mulled wine & mince pies
• Windmill shop, flour & gift sales • Café ☕ ♿

Organised by Friends of Windmill Gardens with financial support from Awards for All & Blenheim Gardens RMO
For more information please see: brixtonwindmill.org

020 3651 7042 | info@brixtonwindmill.org | brixtonwindmill.org | [Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#) [LinkedIn](#) [Pinterest](#)

And the winners are...

The Wilamot family of Ramilles Close and Mr William's, of Glanville Road; each received £50.00 of vouchers for returning their repairs and gas service survey's to us – please ensure you return any survey's we send you – this will give you the chance to enter our prize draw.

We use the feedback received to improve our services to you.



Mr William's of Glanville Road



Wilamot Family of Ramilles Close

Performance for end of October 2022

KPI Description	Lambeth Results	2022/23 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	98.60%	99.50%	100.00%	YES	YES
% Service charges collected	120.79%	105.00%	144.00%	YES	YES
Average relet Void time	70 Days	30 days	18 days	YES	YES
% Gas services completed on time	98.05%	100%	100.00%	YES	YES
% Repairs completed on time	78.93%	90%	99.00%	YES	YES

Resident annual satisfaction survey – your views count

Included in this newsletter, is the RMO's annual service satisfaction survey. Please complete and return your completed survey to the RMO office by the deadline date listed on the survey – thank you!

Did you know?

The RMO operates its own hardship fund to support residents during the hardest of times.

Residents are able to claim up to £150.00, depending on circumstances, for such necessities as food, heating, school uniforms, blankets, travel cost, to pay rent or service charges arrears.

The fund operates on a discretionary basis.

For more information on this fund, please contact us. We are here to help.

Canopy – please check yours...

The RMO has installed new canopies above its directly managed properties to protect the front entrance door and surround from the elements.

To support the flow of water from the canopy, a drainage hole has been installed. Residents are reminded to regularly check that this drainage hole is clear of any rubbish or leaves since these can affect its performance.

Thank you!

Good governance kitemark - Well done!



The RMO board has again been accredited with the Good Governance Kitemark following a reassessment from the National Federation of TMOs.

BGRMO were the first TMO in Lambeth to receive this accreditation and now hold the national record for successful reassessments.

DIY... Did you know??



DIY (Do-it-Yourself) handy work should be carried out: Monday to Friday from 8am to 6pm or Saturday from 8am to 1pm. Such work is not permitted on a Sunday, public and bank holidays (except for emergencies only)

If you are undertaking any DIY works or any other type of building works, please notify your neighbours and keep them updated on progress. Working outside the permitted hours will be classified as nuisance and action taken accordingly.

Thanks for your cooperation.

Fire in Ramilles Close – your questions answered..

You will be aware that there was a fire on Sunday, 2nd October in Ramilles Close. The RMO is receiving a number of questions regarding this incident and so we have provided a Q&A on the frequently asked questions.

Was the fire an accident?

Yes. The fire was caused a candle being used in the property.

Was the fire related to a defect in the property?

No. The property in fact withstood the fire well.

Are the occupants okay?

There were 2 occupants in the property at the time of the fire. 1 sadly passed away a few days later. The tenant was not in the property at the time of the incident.

Why were the emergency services unable to gain access to the estate via the barrier gates?

The Police and Ambulance service do not carry Gerda keys with them. Gerda locks are what are installed on our estate gates. The fire service do carry Gerda keys with them.

The reason the gates were not accessed by the fire service is due to the fire hydrants being positioned at the end of the houses and in the communal walkway. Gaining access to the estate would have delayed attendance and access to the estate was not necessary.

Why couldn't the fire hose reach the property?

The attending fire officer selected the incorrect length of hose from fire engine. He then returned and selected the correct length hose which was used to challenge the fire.

It is noteworthy that when a 999 call is placed, the operator dispatches the call to the nearest emergency service vehicle available. This means, as on this occasion, the attending services may not be familiar with the estate and or its layout.

Is there anything I can do to help?

Yes. Prevent the same happening to you by:

- Checking your fire safety device routinely – they save lives
- Report any issues with any fire safety devices to the RMO – we are here to help.
- If you smoke, be very careful to dispose of smoking materials correctly and ensure lighters and matches are out of reach of children.
- Clean and maintain any electrical appliances.
- Ensure you register your appliances so you will be informed if they are recalled.
- Take care when cooking - don't get distracted and avoid cooking when you've been drinking alcohol.
- Avoid charging gadgets such as phones and e-cigarettes overnight
- Don't run appliances such as washing machines and tumble dryers while you are out or asleep.
- Have a night time routine which includes closing internal doors and unplugging electrical items
- Keep all fire exits in the property and outside (balconies) free of all possible obstructions
- If you use candles, ensure these are positioned away from flammable items such as curtains.
- Communicate exit routes to all occupants

Festive events and regular activities at Brixton Windmill



It's a busy time at Brixton Windmill Centre and the Friends of Windmill Gardens have lots planned for the months ahead.

Winter Market and Christmas Lunch

This year our Winter Market event is on Sunday 11 December from 12 noon to 3.30pm. There's lots for local families to do. Father Christmas will be in his grotto inside the windmill for children to receive a small gift (£4 donation). This is always popular and we'll have a magician here to entertain families whilst queuing. We are also running traditional wreath making workshops which can be booked via our website (£10 / £8). The market will be a lovely opportunity to pick up locally made presents and unique windmill gifts. We'll have choirs and festive music as well as mulled wine and mince pies on offer to add to the festive atmosphere.

On Tuesday 13th December, we are organising a Christmas lunch for regular attendees of our Thursday community club and a number of residents from Blenheim Gardens estate. We can't wait to bring everyone together over a traditional lunch which will be cooked for us by Loughborough Junction's Platform Cafe.

Regular Activities

We have a range of weekly activities on offer at the Windmill Centre. Our Thursday morning community club for people aged 55+ is busy every week but we can always welcome new members. Join us for activities such as arts and crafts, chair exercise and cooking. Lunch is provided and it's a great way to meet new people. We are currently looking for volunteers to help with the club too (do contact info@brixtonwindmill.org if you'd like to help). On Wednesdays at 10am we have a new free beginners Tai Chi class at 10am. This is in addition to our Saturday 11.30am Tai Chi which has run for some years and is "pay what you can". On Friday afternoons we are excited to have local organisation Joy of Sound here running a free community dance/tai chi workshop at 2.30pm. This is open to everyone and is a very inclusive workshop. Our pop up cafe is currently open every Thursday afternoon - do pop along for a warming drink and slice of homemade cake!

Our venue

Brixton Windmill centre has become a popular venue for children's parties, meeting hire and wedding receptions. We're always keen to welcome in more local families for celebration events. All the information and contact details are available at www.brixtonwindmill.org

Christmas hampers

The RMO, using donations from the Faith Church, situated in Prague Place, will again be providing Christmas hampers to estate residents this year. The RMO will be distributing the Christmas hampers in December. Watch out for yours!





#WINTER-BREEZE 2022

The BootCamp @CEFLyncx

8 Days of PURE Activities, Fun & Food BootCamp
From, Mon., 19th to Fri., 23rd December & Wed., 28th to Fri., (10am to 3pm)
Age 7 to 16 and also, Volunteering/Work Experience Opportunities For 16 +++++

Arts & Crafts, Music, Dance, Workshop

Multi Sports/Games Boot Camp

Youth Leadership & Opportunity Workshops

Youth Enterprise Development Workshops

A Healthy Lunch Every Day & More

This is a COVID-19 Safety Compliant Camp and it is taking place at the Windmill Gardens (Park), Blenheim Gardens SW2 5DA with LIMITED PLACES allocated on first-come-first-served basis.
Registration is NOW OPEN ONLINE! To Register, Scan QR Code of or EMAIL: #Winter-Breeze2022@COMMUNITY7@CEFL.ORG.UK
For Enquiries, contact Christian on 07706 179 851 or Visit our Website, www.cefl.org.uk/our-4th-offer ; Facebook, CEFLyncx



Brixton Hill LTN – update...

Thank you to everyone who responded to the first phase of the Brixton Hill Low Traffic Neighbourhood (LTN) engagement process which took place between November 2021 and August 2022. This phase of engagement explored the opportunity for a Low Traffic Neighbourhood (LTN) and wider street improvements in Brixton Hill.

The first phase of engagement took a variety of forms including letter drops, walk arounds, pop up events and surveys. We are now collating the feedback received in the first phase of engagement to inform the design of the Low Traffic Neighbourhood and wider improvements for Brixton Hill Low Traffic Neighbourhood. Please keep an eye on <https://brixtonhillltmap.commonplace.is/> for updates on events and next steps.

Lambeth Borough Council is planning a Low Traffic Neighbourhood (LTN) in Brixton Hill to make it safer and easier to walk, wheel, scoot and cycle by stopping cars, vans and other vehicles from using quiet streets as shortcuts. We want to reimagine the neighbourhood to meet the challenges of the future. This means creating an area that is low-traffic, climate resilient and better suited for active travel. It also means transforming car parking to other uses such as green space, shared mobility and/or more community uses. More information regarding Lambeth Council's Low Traffic Neighbourhood programme can be found <https://lambeth.commonplace.is/>

Fancy a £400 fine this Christmas?

Residents are reminded to dispose of their household waste in the correct manner at all times or risk receiving a £400 fine.

Please place your household waste inside the refuse bins provided. For recycling; cardboard boxes must be broken down and placed inside bins, or taken to it to another bin if the bin is full.

If it is your waste, it is your responsibility to dispose of it correctly – FULL STOP!

The RMO has adopted a zero tolerance approach to waste dumping and fly tipping on this estate.



FOWG Community Club



Stock condition inspections by LBL

Savills have been appointed by Lambeth Council to undertake a detailed stock condition survey initially for 13,000 internal surveys plus just under 3,000 block surveys across the borough. The survey is designed to collect data on age and condition of components within the property or building. It is not an intrusive survey. When the stock condition survey is completed, the recorded data will be modelled against the repair's history, that will then produce the investment need across the housing stock, that will lead to a program of investment across the housing portfolio. Please ensure access is provided for the survey to be completed. Should you have any questions regarding this survey, please use the contact details provided on the letter to you.

Christmas wreath workshop



Brixton Windmill Winter Market

- Sunday 11 December, 12.30 to 2pm
- More info and advance booking at brixtonwindmill.org



Learn to make a festive
wreath to take home

Adults £10 | Concessions £8

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 toforo mu a tre 020 7926 0158.

Yoruba: Ti ẹ ba fẹ imoràn yí, ní edè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.

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
Skype: Blenheimgardens1