



Blenheim
Gardens
Residents
Management
Organisation

BGRMO secures £14,700 of funding from the National Grid!

Blenheim Gardens RMO will soon be implementing a Estate Community Energy Project. The project will focus on providing residents and the local community with core support in relation to:

- Food
- Fuel poverty
- Debt Management
- Employment advice

This project is in addition to the support services already available. The project will operate from the Community Hub. We thank The National Grid for its grant.

nationalgrid

New Voting requirements – did you know?



From 4 May 2023, you'll need to show photo ID when voting in person in some UK elections or referendums.

You'll need it to vote in:

- UK Parliament by-elections
- Local elections in England (including councils, mayors, the Greater London Authority and parishes)
- Recall of MP petitions in England, Scotland and Wales
- Police and Crime Commissioner elections in England and Wales
- Neighbourhood planning referendums and Business Improvement District referendums in England
- Local authority referendums in England (including Council Tax increase referendums)


Lambeth

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

Performance for Feb 2023

KPI Description	Lambeth Results	2022/23 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	99.00%	99.50%	99.50%	YES	YES
% Rents and arrears collected	100.67%	96%	99.85%	YES	NO
% Service charges collected	115.26%	105.00%	131.00%	YES	YES
Average relet Void time	33 days	30 days	15 days	YES	YES
% Gas services completed on time	98.65%	100%	100.00%	YES	YES
% Repairs completed on time	55.00%	90%	97.00%	YES	YES

Service charge accounts

During March, the RMO distributed its estimated account, to home owners. If you have any queries on the estimated account, please get in touch. Service charge payments are due on the 1st of each month. The final service charge accounts will be sent to homeowners in September.

The estate now benefits from optical fibre broadband!

For more information please visit
www.hyperoptic.com/
 Customer service 0333 2422 399.

Rent increase from 1st April 2023

Rents for 2023/24 are capped at 7% by Government and this is the maximum being applied by Lambeth Council.

The impact is below:

Impact - Capped 7% Increase					Lambeth
Bedrooms	% of dwelling stock	Ave weekly rent 2022/23	Ave weekly rent 2023/24	Average Increase	
Studio	3.7%	£84.99	£90.41	£5.42	
1 Bed	27.7%	£98.78	£105.51	£6.75	
2 Bed	35.2%	£112.73	£120.48	£7.78	
3 Bed	26.3%	£131.15	£139.99	£8.84	
4 Bed	5.7%	£150.23	£160.02	£9.79	
5 Bed	1.0%	£164.38	£175.09	£10.73	
Over 5 Bed	0.4%	£173.72	£185.88	£12.16	

Garage & Pram Shed rental charges are to remain the same.

The RMO is also freezing the costs of residents and visitors permits for the year, but these will be reviewed in 2024.

CONSERVATION AREA UPDATE...

The RMO has submitted its proposal to Lambeth Council for the estate to become a designated conservation area.

There is considerable local support for designation not only from estate residents but also wider organisations such as the Brixton Society, and Friends of Windmill gardens who also recognise the importance of the estate design and history.

The estate is now recognised by the Council in planning applications as 'a non-designated heritage asset', which is a significant step in the full designation process.

We will provide residents with further updates on this project in the coming months – thanks for your support!



ICONIC STEPS SPRING COURSES

FOR LAMBETH UNEMPLOYED RESIDENTS 19-35

DOCUMENTARY PRODUCTION
 APRIL 17-21

MUSIC VIDEO PRODUCTION
 APRIL 24-28

EDITING MINDFULLY
 MAY 22-26

COMMERCIAL PRODUCTION
 JUNE 12-16

FOR MORE INFO CONTACT

kate@iconicsteps.co.uk 07923 206770

SIGN UP



ICONIC STEPS
ELIGIBILITY CRITERIA: RESIDENTS, UNEMPLOYED, 19-35

SUPPORTED BY
 MAYOR OF LONDON

Lambeth

More external funding... secured...



Blenheim Gardens RMO has been successful in securing some additional funding to support our services to residents:

"Tesco Community Grants - Blenheim Gardens RMO - Thank you for your application to the Tesco Community Grants programme and I am pleased to tell you that Blenheim Gardens RMO have received an award of £1,000.00."

This funding will be used to support our young person boot camp program.

Energy saving tips -

Quick and easy no cost actions...at a glance...

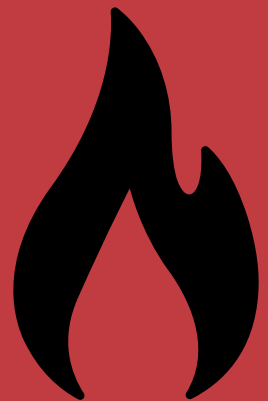
- Turning your boiler flow temperature down to 60°C could save you up to £100 a year
- Turning down radiators in rooms you aren't using or use less could save you up to £70 a year
- Turning appliances off at the socket could save you up to £70 a year
- Washing clothes at a lower temperature could save you up to £40 a year
- Using your tumble dryer less could save you £70 a year

If you require support on improving energy efficiency and / or reducing energy bills, please contact:

- Government advice for improving energy efficiency <https://www.gov.uk/improve-energy-efficiency> or telephone 0800 444 202
- Energy Advice London <https://energyadvice.london/> or telephone 0808 196 8260
- The Citizens Advice Consumer helpline number is 0808 223 1133 – callers select energy from menu option. The web link is <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

FIRE SAFETY ADVICE

- Residents are reminded to ensure their fire doors are shut when not in use, in our directly managed properties, this is the front door and generally the kitchen doors.
- Residents or their guests should not tamper with self-closing devices on fire doors, if one is fitted.
- Residents should report any fault in, or damage to, fire doors immediately to the RMO on 020 7926 0158 or email to blenheimgardens@lambeth.gov.uk.
- Residents should check the smoke alarms work by testing it weekly – if there is a fault, please contact the RMO on 020 7926 0158 or email to blenheimgardens@lambeth.gov.uk.
- Residents to ensure there is a clear passage **throughout the property so you can leave safely and the fire service can easily access** in the event of an emergency.
- Residents to ensure the rear balcony is clear of all obstructions, at all times.
- Residents are to dispose of their waste in the correct manner and **not to** dump flammable items at the bottom of the stairs, since these are exit and entrance points into the flats.
- Residents are reminded that the estate operates a **'STAY PUT'** policy.



A **'STAY PUT'** policy involves the following approach to be taken:

- When a fire occurs within a flat or house, the occupants alert others and make their way out of the building or walkway and summon the fire service by dialling 999.
- If a fire starts in the common parts, anyone in these areas makes their way out of the building and summons the fire service by dialling 999.
- All other residents not directly affected by the fire are expected to **'STAY PUT'** and remain in their home unless directed to leave by the fire service.

Refuse, Recycling & Bulk – your questions answered...

Lambeth Council manage the refuse and recycling services on this estate. BGRMO manage the bulk collection service.

We have developed the below questions to help you dispose of your waste in the correct manner and to prevent you receiving a £400 fine for disposing of your waste incorrectly

What days are waste bins collected?

The refuse is collected on Mon, Weds, Fri for the Blenheim Gardens area but collected on Mon & Fri for the rest of the estate.

When is the recycling collected?

Each Thursday

When is the bulk collected?

Each Mon, Weds and Fri (except on bank holidays)

Can I place my waste on the steps to the hopper or on top of the bins or at the side of the bins?

No. All waste needs to be disposed of in the correct manner and this means placing refuse in the refuse bins and recycling in the recycling bins. If these are full, use another bin & do not leave on the floor, on top of the bins or to the side of the bin **since this is classified as fly tipping and commands a £400 fine.**

Can I dispose of building materials on the estate?

No. Residents need to make their own arrangements for the removal of building materials. If materials are left on the estate, **this is classified as fly tipping and commands a £400 fine.**

I have a mattress I need to dispose of, what do I do?

You can make arrangements with the independent waste disposal companies to collect from you. Mattresses are not to be left out since they are flammable. If you dump a mattress on the estate, **this is classified as fly tipping and commands a £400 fine.**

If you are disabled and or elderly, you are permitted to utilise the RMOs bulk collection service but the mattress needs to be stored in our bulk storage garage in Glanville Road until there is a collection. The key for this facility is available from the RMO office.

How do I dispose of bulky items such as a wardrobe?

The RMO provides dedicated cages and a garage for bulk

furniture. Please contact the RMO on 020 7926 0158 for more details on this service.

I have some furniture that is too good for the tip, what can I do?

The RMO offers a furniture recycling service, please contact us on 020 7926 0158 for more details. The RMO also supports the **'get rid of and donate'** scheme from the community hub, 23 Prague Place, SW2 5ED each Weds. This is a free service. Telephone 07944 102 112 for more details.

What do I do if I notice people dumping?

Contact the RMO on 020 7926 0158 or email blenheimgardens@lambeth.gov.uk in confidence and report it. The RMO spends £000's each year on waste management and so this is money we are not able to spend on estate improvements, events or repairs. All residents are paying for the rubbish to be cleared so do not accept this behaviour.



Gas servicing at Blenheim Gardens by Smith & Byford...



Congratulation to a Ramilles Close resident, who won this year's annual prize draw of £50 of Love to Shop vouchers. For your chance to win next year, be sure to complete a customer satisfaction form and allow our engineer access on the first visit.

Should you experience problems 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!

Are you covered?

BGRMO is **not** responsible for your home contents and belongings, this is **your responsibility**. You should protect your home contents and belongings, things like, clothes, furniture, TV's, carpets even your jewellery.

Lambeth Council however, have teamed up with 'Thistle Tenant Risks and Allianz Insurance plc' to offer our tenants and leaseholders the chance to insure their home contents and belongings through the Crystal Insurance Scheme.

What does the insurance policy cover?

The Crystal Insurance Scheme covers your home contents against, fire, theft, flood, water damage and much more. Limits and exclusions apply, a full policy wording is available on request.

Key benefits of our home contents cover offer:

- All tenants and leaseholders are eligible to apply
- Low Sums insured – so you aren't paying for cover you don't need
- You can pay fortnightly or monthly by cash at a payzone or post office, monthly by direct debit or annually by cheque, debit/credit card
- There's no Excess to pay if you make a claim
- No minimum security requirements (you don't need special door or window locks)

Optional extensions are available for an additional premium, such as:

- Personal possessions (cover for items away from the home)
- Wheelchairs and Mobility Scooters
- Hearing Aids are covered
- Structure cover for sheds and greenhouses

Where do I find out more?

Telephone Crystal Insurance Scheme on 0345 450 7286 or visit www.crystal-insurance.co.uk.

Money and debt advice needed?

Debt and poverty drain hope from people's lives, but there is ample help available to you during these most challenging of times. The RMO can arrange a specialist referral for all types of circumstances including:

Housing

Possession & eviction
Homelessness
Landlord and Tenant issues

Benefits

Check and advise on your entitlements
Challenging decisions

Debt

Strategies for debt
Reducing / challenging debts
Repayment negotiations
Applying for insolvency

Income Maximisation

Budgeting and Money Management Advice
Job club
Employment support

General legal advice

Consumer

Family,
Disputes,
One off employment,
General legal
Court matters

Student finance

Information on grants, budgeting & savings
Student finance options

Utilities

Managing or decreasing your utilities debt
Helping switch suppliers
Applying for discounts / grants
Fuel Voucher
Grants toward the costs of fuel

Food

Foodbank referrals

Finances

Hardship fund

If you are impacted on by any of the above, please get in touch on 0207 926 0158 or email blenheimgardens@lambeth.gov.uk

This service is provided by BGRMO using funding obtained from the National Grid Community Grant.

nationalgrid

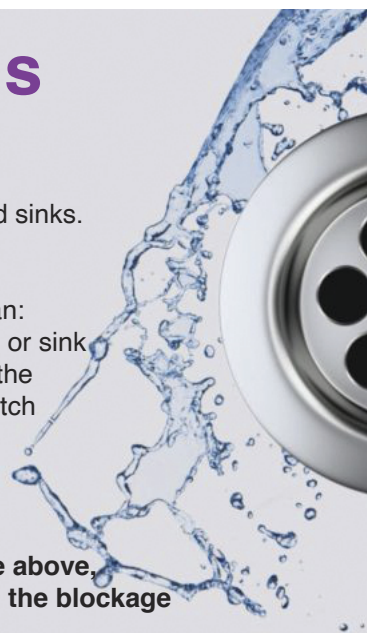
Keep your drains running free...

We regularly get called to blocked drains and sinks. Many of these blockages can be avoided.

To help keep your drains running free you can:

- Not place fats and / or oils down the drain or sink
- Make sure food waste does not go down the drain or sink by using a sink drainer to catch food debris
- Make sure you never flush sanitary items, wet wipes and or nappies down the toilet

If a blockage is found to be caused by the above, you will be recharged the cost of clearing the blockage



Reduce condensation at a glance

If you are experiencing damp and mould in your property, please report it to the RMO office.

What is mould & damp?

Mould is a microscopic fungus that grows in damp places. Mould spores are found everywhere, and are released in their thousands into the atmosphere.

Signs of mould at home include fuzzy black, white or green patches on the walls, and a damp and musty smell.

Mould and damp in houses is more dangerous when temperatures drop in the winter.

What causes mould & damp?

The causes of mould and damp can be complex and so the response to it may need to be varied.

Mould and damp can be caused from a leak in the property, insufficient insulation, insufficient heat distribution, lack of ventilation or ventilation not working correctly.

Mould and damp can also be caused from drying clothes in side, not opening windows, not using the heating system, placing furniture against walls, restricting air flow and or being overcrowded. There is generally no 'silver bullet' available to eradicate damp and mould.

What is condensation?

Condensation is the leading cause of mould in homes across the UK. It most commonly occurs in parts of the home where there are high moisture levels - in bathrooms, kitchens, and around windows.

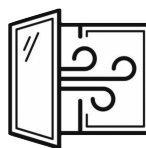
When the temperature falls to a level known as the dew point, water vapour in the air forms into water droplets. If water vapour comes into contact with a surface in the home that's below the dew point, such as an uninsulated external wall or a cold window, then water droplets will form.

If left untreated, the surface can become damp and create the conditions for mould to grow.

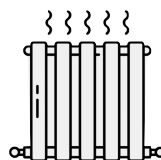
What can I do to reduce condensation in my home?



Reduce the amount of moisture produced in the first place by keeping lids on pans when cooking, drying clothes outside when possible, run the cold water for baths first then add the hot water to reduce water vapour and, if you use a tumble dryer, making sure it's vented to the outside or is a condensing type.



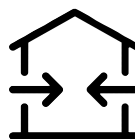
Ventilate so the moist air leaves the property – always use the extractor fan when you're cooking, showering or bathing, leave any window vents open, and don't block off any vents.



Make sure air can circulate by leaving gaps between furniture and the wall.

Use your central heating in the cold weather

Report repairs to the RMO office



Don't overcrowd rooms with personal belongings, since this will impact on the air circulation in the property

How do I report damp & mould?

You can report damp and mould using the following means:

T: 020 7926 0158 or 0159
E: Blenheimgardens@lambeth.gov.uk
W: www.bgrmo.org.uk

In person at the RMO office situated at 24 Prague Place, SW2 5ED



If you send pictures to mobile number **0790 382 4072** this will enable us to review the issue quickly and take any necessary action.

What is the RMO doing about mould & damp?

The RMO is challenging the national misconception that there is a single cause to this issue and that the cause is always 'lifestyle' related. Lifestyle can indeed be a factor in the development of mould and damp, but there may also be other causes.

The RMO's role is to assess the causation of the issue being experienced and to help remedy it. Simply blaming a particular lifestyle is a 'lazy approach' which is unlikely to address the issue; we want to address the issue.

The RMO has reviewed its internal processes to prioritise reports of damp and mould to us. All such reports will be inspected by a member of the office team, usually David Ellis, Estate Services Team Leader, or in more complex cases, Danny Howcroft, Estate Director. The inspection will be undertaken within 3 working days of being reported. We will also develop an action plan with the resident on what actions all parties will do to address the issue. The action plan is reviewed weekly.



Scan Me To Register



EASTER BREEZE 2023

THE EASTER Holiday BootCamp

From, Monday, 03rd to Friday, 14th April (10am to 4pm)
8 Days of PURE Activities, Fun Learning & Food BootCamp

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

● The Bicycle Workshop Maintenance & Riding

● A Healthy Lunch Every Day

Partners



We Have Limited Places For Young People with SEND

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 or GO To: <http://cefi.org.uk/our-sharp-offer>

For More Enquiries, contact: Or Christian on 07706 179 851 or email community7@CEFL.org.uk



Unity Matters CIC



Dads and influential males (AIM)

Chat & That!!

Come and join us at
Roupeil Park Community Centre
Hyperian House
SW2 1HY

Meet other dads, talk about the joys and tribulations of parenting and other stuff!

Starting Tuesday 28th February

5.30-7.30 for 6 weeks

Each week we will provide light refreshments and a warm space to chat. Guest speakers can be invited suggestions welcome.



Please call Angela Russell for more information

Email: unitymatterscic@gmail.com Tel: 07508 074921



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

Diversity and accessibility

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: Ti ẹ ba fẹ ìmoràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.