



Blenheim
Gardens
Residents
Management
Organisation

Special Events and Open Weekends with Friends of Windmill Gardens

Brixton Windmill Open Weekend - 8 & 9 July

We'll be running tours of the windmill between 1pm and 5pm on both afternoons, during this time our shop and cafe will be open. On Saturday 8 July at 1pm there's a bookable guided walk of Brixton Hill - great chance to learn more about the local history of this area. All tours and walks can be booked via www.brixtonwindmill.org.

Free Family Sports and Games Day - Sunday 9 July, 1pm to 5pm

Join us in Windmill Gardens on Sunday 9 July between 1pm and 5pm for a family friendly afternoon of sports, games and activities. We'll offer an inclusive range of activities for all including 5 a side football, volley ball, fun races, games, Tai Chi and Zumba. It's a chance for everyone to get active and try something new in the leafy surroundings of Windmill Gardens park.

All afternoon: Football, Volleyball, Fun Races and Games

2pm: Family Tai Chi class with Anna-Marie

3.30pm: Family Zumba class with Madeleine

Brixton Windmill Open Weekend

- 12 & 13 August

We'll be running tours of the windmill between 1pm and 5pm on both afternoons. On Sunday 9 August at 1pm there's a bookable guided walk of Brixton Hill - a great chance to learn more about the local history of this area.

Art in the Park

- Sunday 13 August, 1pm to 5pm

Come along and express yourself creatively at our annual Art in the Park event at Brixton Windmill. Inspired by the amazing historic windmill and the surrounding park you can draw or paint with supportive and friendly advice on hand if required. You can bring your own paints, or if you are taking up a brush or pencil for the first time we have a supply of drawing boards, pencils and other materials for you to use.

Children and their parents can choose from a variety of workshops. Most activities are free, but donations for materials are always welcome.

All special events can be found on our website here

<https://www.brixtonwindmill.org/all-events/special-events/>

Harvest Festival - Sunday 24 September

A date for your diary - celebrate the wheat harvest with us in Windmill Gardens - live music, food, drinks, craft activities for children and more.

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

Noise nuisance 020 7926 5000

Performance for April 2023					
KPI Description	Lambeth Results	2023/24 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	57.53%	98.50%	104.53%	YES	YES
% Service charges collected	143.97%	105.00%	194.00%	YES	YES
Average relet Void time	N/A	30 days	N/A	N/A	N/A
% Gas services completed on time	98.98%	100%	100.00%	YES	YES
% Repairs completed on time	65.00%	90%	98.30%	YES	YES

Reporting Repairs to us....

Blenheim Gardens RMO is reviewing its repairs and maintenance service offered to Council tenants and is making some changes to how we deliver this service to you, our residents.

We have developed the below questions and answers to explain this new approach to you, however, should you have any further questions, please get in touch.



Why the change is necessary?

Blenheim Gardens RMO already provides a good repairs and maintenance service however, we anticipate that the new approach will help us improve the repairs service we offer further by:

- Empowering residents to become more involved in the repair identification and reporting process.
- Helping us identify vulnerable residents who need extra assistance from social services and or other agencies.
- Enabling us to assess the condition of our stock and help us to identify emerging themes in relation to property type, more accurately.
- Providing a fast and responsive service which meets your expectations.
- Enabling us to group repairs together, increase our purchasing power and ensuring we always have sufficient stock levels to complete identified repairs.
- Reducing the need for repeated visits to the same property.
- Reducing disrepair and residents living in unsatisfactory conditions.
- Providing us a 'snapshot' of outstanding repairs.
- Improving the efficiency of the service and provide an enhanced repairs service.
- Developing localised capital and planned programs for repairs.

What do I need to do?

We are requesting all Council residents complete a self-identification form listing all the required repairs in this property and then to return the form to us.

If there are no repairs required, please also confirm this on the form for our audit purposes before returning it to us.

Once the form is completed, please return to us, or arrange collection by telephoning us 020 7926 0158. Completed forms can also be emailed back to us using email; Blenhimgardens@lambeth.gov.uk. Electronic copies of the form are available on request. If you have mislaid your form, please get in touch for a replacement.

Can I continue to report repairs in the same way as before?

Yes, residents are encouraged to still report repairs to us using the following methods:

In person at or in writing: Blenheim Gardens RMO
24 Prague Place
SW2 5ED

Telephone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: Blenheimgardens@lambeth.gov.uk
Text/WhatsApp to 07903824072

Does this new procedure mean I will now have to wait for my repairs to be completed?

No, we will continue to process repairs as per our existing arrangements whilst the repair responses received are being analysed.

Do I need to list repairs that I have already reported but which are not yet completed?

Yes, please. Although these repairs may already be planned to be completed by us, we wish to make sure we don't miss any. Repairs are planned according to priority.

Is the RMO responsible for all repairs?

No, the RMO is not responsible for all property repairs. Some repairs are the 'tenant's responsibility' such as internal doors, decorating, wall / floor tiles, door handles and so on. However other repairs, such as the roof and structure of the building, is retained by the Council.

What will happen when I return the form to the RMO

The RMO will review each form returned. Any emergency repairs will be investigated immediately, and all other repairs listed will be planned in with you. We aim to group the repairs together and so to reduce the number of visits to you.



The RMO will be hosting its annual fun day on Saturday 5th August 2023 from 11 am until 4 pm – this is a family event and so come along and have some fun!

Estate Painting

The RMO has commenced its annual estate painting program by painting the garages / refuse bin doors as well as each stairwell in Glanville Road.

The garage doors in both Ramilles Close and Blenheim Gardens were completed during the last financial year. We are aiming to paint Prague Place garages and bin stores in 2024/2025 financial year.

We will also be painting all estate barriers throughout the summer.



During June, 2 RMO board members represented the RMO at the NFTMO annual conference in Stratford upon Avon. The conference is the largest tenant led, tenant organised, and tenant focused event in England. The board members attended a number of work shops and seminars on best practices and Blenheim Gardens RMO was again awarded the NFTMO Good Governance kitemark accreditation. We are currently the national record holder for this.

If you are interested in finding out more on who the RMO board are and what they do, please get in touch since we are always seeking to recruit new board members.

Parking

Residents are reminded that parking permits need to be displayed at all times to park on the estate. It is your responsibility to ensure your permit is valid and that the vehicle is parked correctly at all times. The estate operates a 24/7 parking enforcement service.

If you have a visitors permit in use, please be reminded that the visitor needs to be visiting you at your address and be on the estate. The estate is not to be used as a car park for non- estate residents to go to work, attend appointments off the estate or to go shopping. In such circumstances, your permit will be revoked.

SORN vehicles are not permitted to park on the estate under any circumstances and a SORN vehicle will be ticketed and if necessary removed without notification.

Please also ensure you do not park in more than one space.

Bleeping alarms...

If you hear an intermittent bleeping noise in your property, it is likely that a new battery is required in one of your safety devices. By safety device, we mean smoke, co detector and or heat alarm. These alarms are designed to save your life and so it is important you either change the battery or arrange for us to do so. Worse still don't disconnect the device however frustrating the noise may be. Please do not ignore the bleep and get in touch; we are here to help.

Kings Coronation

Thank you to all residents who attended the RMOs Kings Coronation event – there was a great turnout considering the weather was not great! We also received a visit from the Mayor of Lambeth!



Private Gardens and Balconies

Residents are reminded that the upkeep and maintenance of their private gardens is their responsibility. There are a number of private gardens on the estate which require attention.

If you are an OAP and or disabled and require assistance with maintaining your private garden please contact the estate office for help. Please ensure all vegetation is contained to your own private garden and does not grow beyond the property boundaries.

On the right is an example of what is **not** acceptable

Communal walkways

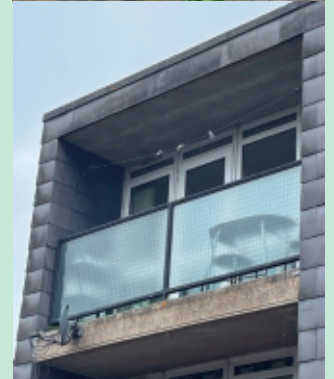
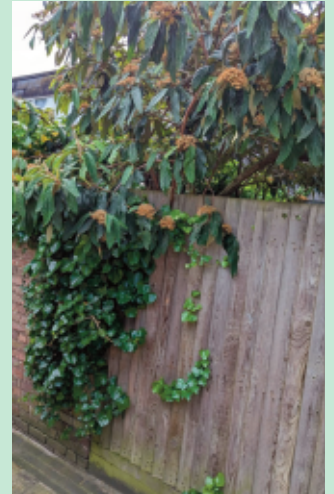
Residents are reminded to not place plant pots and entrance mats in the communal area since these will be removed and disposed of without notification.

Private balconies

Resident are reminded that their rear private balconies are also fire exits and not a storage space. Please ensure that if you have a rear private balcony, that it is clear and tidy at all times. A cluttered balcony will present challenges to the emergency services if access to the property is required.

On the right is an example of how a rear balcony should be maintained **at all times**.

Thanks for your cooperation.



Defibrillator - At the request of residents, the RMO has purchased and installed a Fully-Automatic Defibrillator in the estate office. It will only be available for use when the office is open.

Making your home warm, dry and secure from Lambeth Council.. Blenheim Gardens CCTV & door entry system to blocks

Lambeth Council are consulting residents on the installation of estate CCTV and door entry systems to each estate block. The installation of the following estate wide CCTV system will comprise of 30 cameras linked back to a central monitoring system. This will be accessible to estate management staff, Lambeth enforcement officers and members of the local constabulary.

The door entry works include external and communal upgrade works to 1 - 44 Prague Place, 50-61 Blenheim Gardens & 135 - 188 Glanville Road. The planned works include but are not limited to; Installation of a new door entry system, including new entry doors to the 5 entrances at Glanville Road, 2 stairwell to Blenheim Gardens and 3 entrances to Prague place.

Residents are encouraged to share their opinions on the above works with the Council. Please note these works are not being undertaken. by BGRMO.

Article appeal

If you have an article you would like to donate to a future edition of the Blenheim Bulletin please get in touch.

YOUTH FORUM (YF) – we need you!

The RMO operates a youth forum and we are seeking residents between 11 – 19 years to join us.

The youth forum is a consultative group who helps to shape youth services and activities for all young residents.

The YF also undertake several volunteer days on the estate such as painting, shopping for elderly or disabled residents, litter picking and so on.

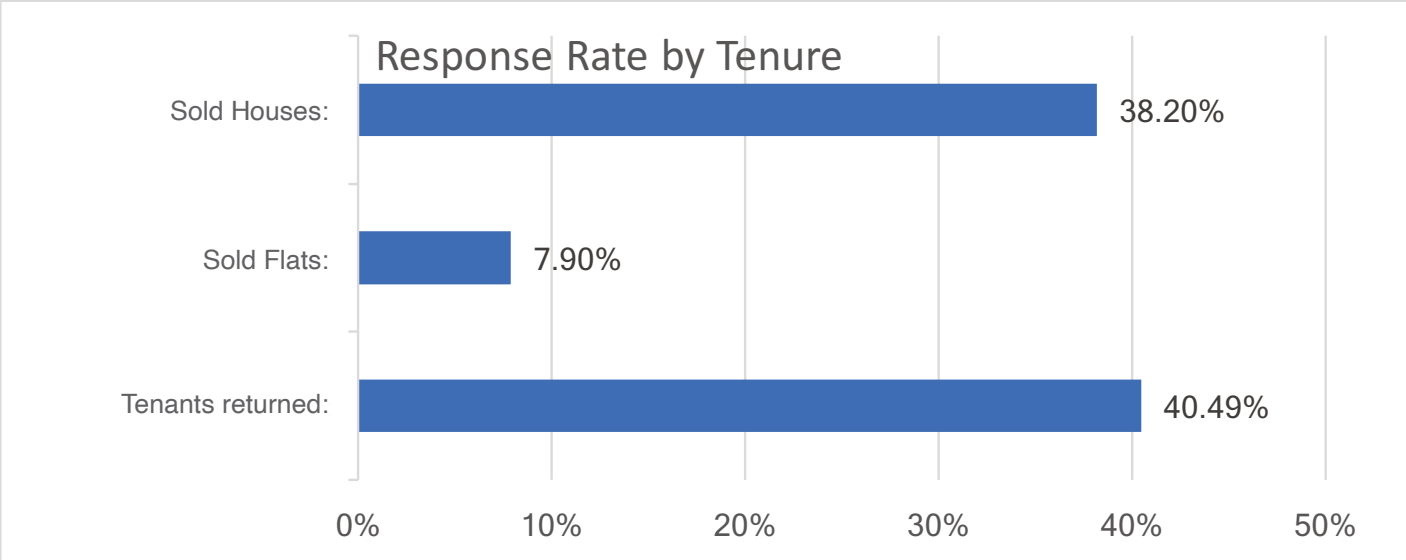
For more information, please contact Andrew Callam on 020 7926 0158.

Blenheim Gardens Service

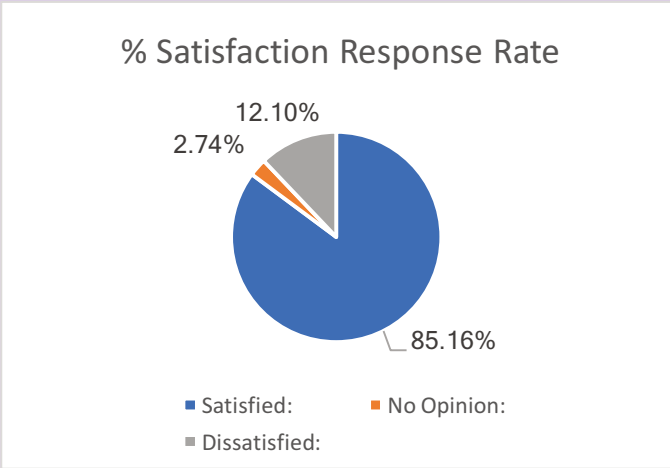
– YOUR VIEWS COUNT

Blenheim Gardens RMO sent out an estate services satisfaction form to residents, to gauge their opinions on a range of services we provide. The intention is to undertake this survey annually so performance can be compared between years.

Of the 440 surveys sent out, Blenheim Gardens has received 144 back. This is a return rate of 32.7%. We had 40.49% of council tenant return the survey, 7.9% of leaseholders and 38.2% of freeholders. The response rate for leaseholders was extremely low. This may be since all surveys were only sent to properties on the estate and not to non-resident landlords.



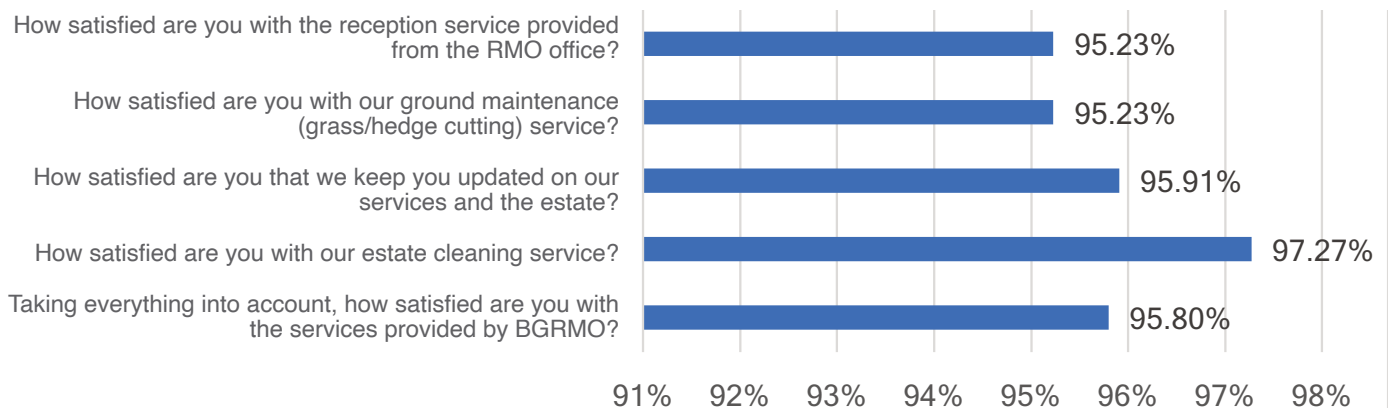
Of those who returned the surveys, 85.16% of overall feedback was positive, with responders answering, "Very Satisfied" or "Satisfied". Only 2.74% was negative and the remaining 12.10% answered "No Opinion". Some of the questions related to specific areas of the estate, for example the "block cleanliness" as this was not applicable to residents who did not live in a block. This is likely be the reason we received "no opinion" feedback.



Satisfaction Survey 2022/23

Our standout areas were estate cleaning, where we received 97.27% satisfaction and our overall service which received 95.8% satisfaction. The lowest levels of satisfaction were regarding service complaints and our website.

Top levels of satisfaction by question



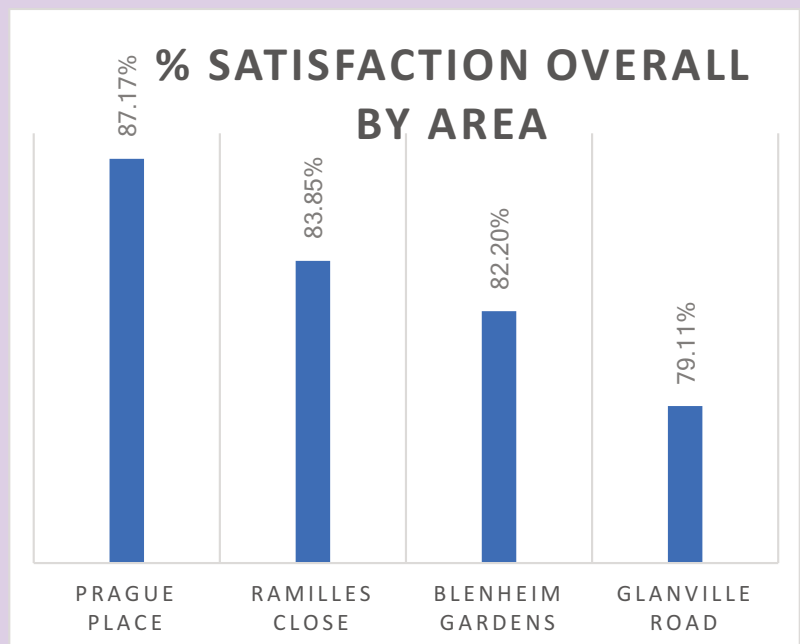
The areas we had the highest levels of “dissatisfaction” were:

Do you feel your home is safe (5.5%), Parking (3.47%) and block cleaning (5%).

Overall, the survey shows that a vast majority of residents reported that the services BGRMO undertake are ‘satisfactory’ level or higher. All four areas (Glanville Road 79.11%, Prague Place, 87.17%; Ramilles Close 83.85% and Blenheim Gardens 82.2%,) of the estate received positive feedback overall; which are all consistently high.

To improve the validity of our data, it is suggested to collect more responses from council tenants, leaseholders, and freeholders in future. Blenheim Gardens may consider sending the survey via email i.e. in electronic format, text message and post (with a covering letter) to all thus offering a wider means of replying to the survey.

We thank all residents who returned their survey to us.





#CONNECTING-U-2023

The School Holiday Boot-Camp

From, Monday, 24th July to Friday, 25th August (10am to 4pm)
25 Days of PURE Activities, Fun Learning & Food Boot-Camp

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

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://cefl.org.uk/our-sharp-offer>
For More Enquiries, contact: Or Christian on 07706 179 851 or email: community7@CEFL.org.uk



THE SEASIDE TRIP @ BLENHEIM GARDENS



WHEN? Saturday, 26 Aug. 2023
WHERE? Camber Sands
TIME? 9am to 6pm
FROM: BG Community HUB

For More Information Contact:
BGRMO: 020 7926 0158
Navlet Williamson: 07984 337 812

THIS TRIP IS AVAILABLE TO ALL BLENHEIM RMO RESIDENTS ONLY
(£5 per resident or £10 for family, '2 adult and 4 children' booking)

70 Places on first-come-first-served
Registration is OPEN, to Register Your Interest, Contact:
Blenheim Gardens RMO (Housing) Office 24 Prague Place SW2 5ED; 0207 926 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

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