



Blenheim Gardens

Residents
Management
Organisation

22/23
ANNUAL REPORT

Chair's Welcome

Welcome to Blenheim Gardens RMO annual report

First, I am immensely proud to be Chair of Blenheim Gardens RMO; a role I have served for several years.



I have lived on this estate for over 50 years and I can honestly say, the estate appearance and services have never been better.

I was raised on this estate and, I have also raised my family here and like many others, I see a real sense of community, a place where people want to live and where we feel included.

The RMOs performance has again exceeded all expectations during the year, achieving all but one of its key performance indicators' and recording a surplus position. The surplus will enable us to make more improvements on the estate.

With service satisfaction being reported in excess of 95%, the board and I are confident that the RMO is providing services reflective of resident's needs, and this is important to us.

The RMO board however, will not rest on its laurels. We want to perform better, we want to provide better services and more importantly, we want to increase residents satisfaction further. We want more residents and their families to become involved in management of the estate and the activities we provide. Without the involvement of residents, the RMO will simply cease to exist.



Blenheim Gardens
Residents Management Organisation

The RMO board had undertaken several projects during the year and many of these have been successful. For example, we have expanded our estate wide CCTV project, we had submitted a case for the estate to become a designated conservation area; we have considered ways of introducing electric vehicle charging points on the estate; we have painted the garages and pram doors, and, at year end we embarked on a feasibility project to consider ways we can decarbonise the estate. Additionally we have also secured external funding to help residents with the cost of living crisis and currently this is helping to fund a money management course and to support our weekly food bank service.

I am very appreciative of the commitment of my fellow board members and our staff team during the year and it is a pleasure to be chair of Blenheim Gardens RMO.

We look forward of being of service to all residents in the future.

Martin Cherry

Chair of Blenheim Gardens RMO



Introducing our new Police community support officer

The ward welcomes Jay Keller as its new community support officer.

Jay is a member of the safer neighbourhood police team and is proactive in supporting the estate.



If you would like to contact Jay, please do so:

Email: jay.keller-smith@met.police.uk or sntlx-.brixtonhill@met.police.uk

About us...

Blenheim Gardens RMO

Our vision is for a resident-led enterprise recognised as a centre of excellence, working together, with a shared commitment, to provide good, modern housing and excellent housing services.

Blenheim Gardens RMO supports a diverse, vibrant and successful community by delivering services that focus on the real needs and aspirations of our residents.

Our mission statement:

'To build a greener, safer and a more prosperous future with the community we serve'

Our vision:

Our vision states what we are aiming to achieve and why we exist as an RMO. Our values state the things that are important to us and how we intend to work for our service users, members and the local community. Our objectives set out what we intend to achieve in the period ahead. The Vision, Values and Objectives have been developed by the RMO Board with input from Resident Focus Groups.

BGRMO will work for the residents of Blenheim Gardens Estate to improve the quality of life for all. We will achieve this by:

- Providing the best housing service possible for all our residents
- Eliminating community and financial exclusion
- Making Blenheim Gardens a safer and more secure place to live
- Improving our housing stock and environment for all residents
- Communicating, consulting and involving all members of our community in our decision making
- Increasing the level of resident involvement
- Working in partnership with other community groups to improve the area surrounding Blenheim Gardens Estate
- Undertaking projects and initiatives that will benefit our community
- Becoming more independent from Lambeth Council
- Building a sustainable and cohesive community

About us...



Blenheim Gardens

Residents Management Organisation

Our values:

Blenheim Gardens RMO is a community managed organisation. Our values form an essential part of our approach. These values underpin our actions and decision making.

BGRMO has developed the following values in order to reflect our commitment to resident participation and to provide value for money services.

We will:

- Endeavour to put our residents first
- Provide services reflective of local needs and priorities
- Respect our community and care about people
- Celebrate the diversity of our community and we will strive to ensure we represent and serve all residents in a fair and equitable manner
- Recognise the contribution of our residents as central to all that we do
- Champion Resident Participation and Community Empowerment and encourage our residents to have the confidence and imagination to create solutions
- Value our residents' opinions
- Actively improve the quality of life for all residents
- Invest in the development of our organisation and its workforce
- Promote partnership by working with community organisations

Staff Values:

The RMO staff have developed a set of values that inform the work of employees to support our corporate aims. The staff values are:

- We want to understand the needs of our residents and are always supportive and helpful
- We create relationships built on trust by listening and acting with integrity
- We treat our residents, stakeholders and each other with fairness and respect
- We are united and rely on teamwork to deliver the organisation's goals
- We continuously improve what we do in order to provide a prosperous future for our residents

Please let us know if you feel we are not meeting our vision, values and objectives.

Our Services

The RMO operates within the Modular Management Agreement (2005), and signed the current Management Agreement in April 2012. We provide a wide range of housing services but not all services are provided by us.

Services BGRMO provide:

- Rent collection and arrears management
- Repairs and maintenance including repairs to disablement adaptations
- Short cycle void management
- Gas Servicing & Repairs
- Lettings within Lambeth Council's allocations policy
- Tenancy compliance
- Management of tenancy breaches
- Leasehold Management including management of lease and transfer breaches
- Stage 1 Complaints
- Nuisance & anti-social behaviour management from residents who live on the estate
- Estate cleaning and caretaking
- Management, maintenance and letting of garages and pram sheds
- Grounds maintenance
- Service charge calculation, collection and arrears management
- Maintenance of estate roads
- Parking control & Enforcement
- Pest control service
- Identifying estate improvements
- Housing Benefit and Council Tax verification
- CCTV service
- Responsive repairs under £5K to properties
- Responsive repairs and maintenance to the estate
- Estate lighting repairs
- Bulk removal
- Resident involvement activities including an annual fun day, a study support group and school vacation camps
- Consent for non-structural works to sold properties
- Garage door repairs / replacement
- Graffiti removal
- Produce annual accounts
- Elect board members



Services LBL provide:

- IT systems & Network Security
- Major and Structural Repairs including replacements
- Painting of external and common parts
- Fire Safety Works including completing Fire Risk Assessments
- Right to Buy administration
- Housing Benefit and Council Tax assessments
- Community care assessments
- Tree management
- Setting rent charges
- Asbestos Removal
- Repairs over £5K to properties
- Long cycle voids costing more than £5k
- Refuse and recycling services
- Allocations of empty properties
- Stage 2 Complaints
- Anti-social behaviour from non-residents
- Roof repairs and subsequent damaged caused
- Planning consent
- Capital Works (New kitchens and bathrooms)



Why not become a RMO shareholder?

Just 10p not only provides a life long share to the RMO but also voting rights at general meetings. For details on purchasing a share, please contact the RMO office.



Blenheim Gardens
Residents Management Organisation

IMAGES FROM BLENHEIM GARDENS EVENTS





**“To build a
greener,
safer and
a more
prosperous
future
with the
community
we serve”**

Review of Activities:



Blenheim Gardens Estate consists of 440 mixed tenure properties, 383 of which are tenanted, leaseholds or freeholds subject to service charges, the remainder of which are owned freehold without service charge obligations.

Some of the objectives achieved during the 2023-23 financial year included:

- Resolving the water leak into Ramilles Close from the Thames Water site
- Painting the garages and bin stores in Ramilles Close
- Increasing membership to the RMO and Governance board member nominations
- Providing 4 apprenticeship opportunities
- Obtaining external funding from the National Grid and Tesco's to support residents and to provide additional support and activities
- Retaining our NFTMO Good Governance status – a national record
- Continuing with the boiler renewal programme, installing over 10 new 'A' rated energy efficient boilers
- Supporting the Government's Kickstart placement scheme
- Achieving all but one of our Key Performance Indicators, as measured by the Council, at year end
- Undertaking a mini estate painting project
- Supporting CEFL & Lyncx bid to be delegated the lease on the green hut in the Windmill gardens provide localised resident focused services
- Completing a canopy program for both directly managed flats and houses to reduce maintenance to front entrance doors and wood surrounds in the future
- Further developing a surplus and reserves policy and identifying residents priorities for estate improvements
- Continuing negotiations with the council for block entryphone systems, new roofs and additional CCTV
- Achieving an end of year surplus position after meeting the costs of estate improvements

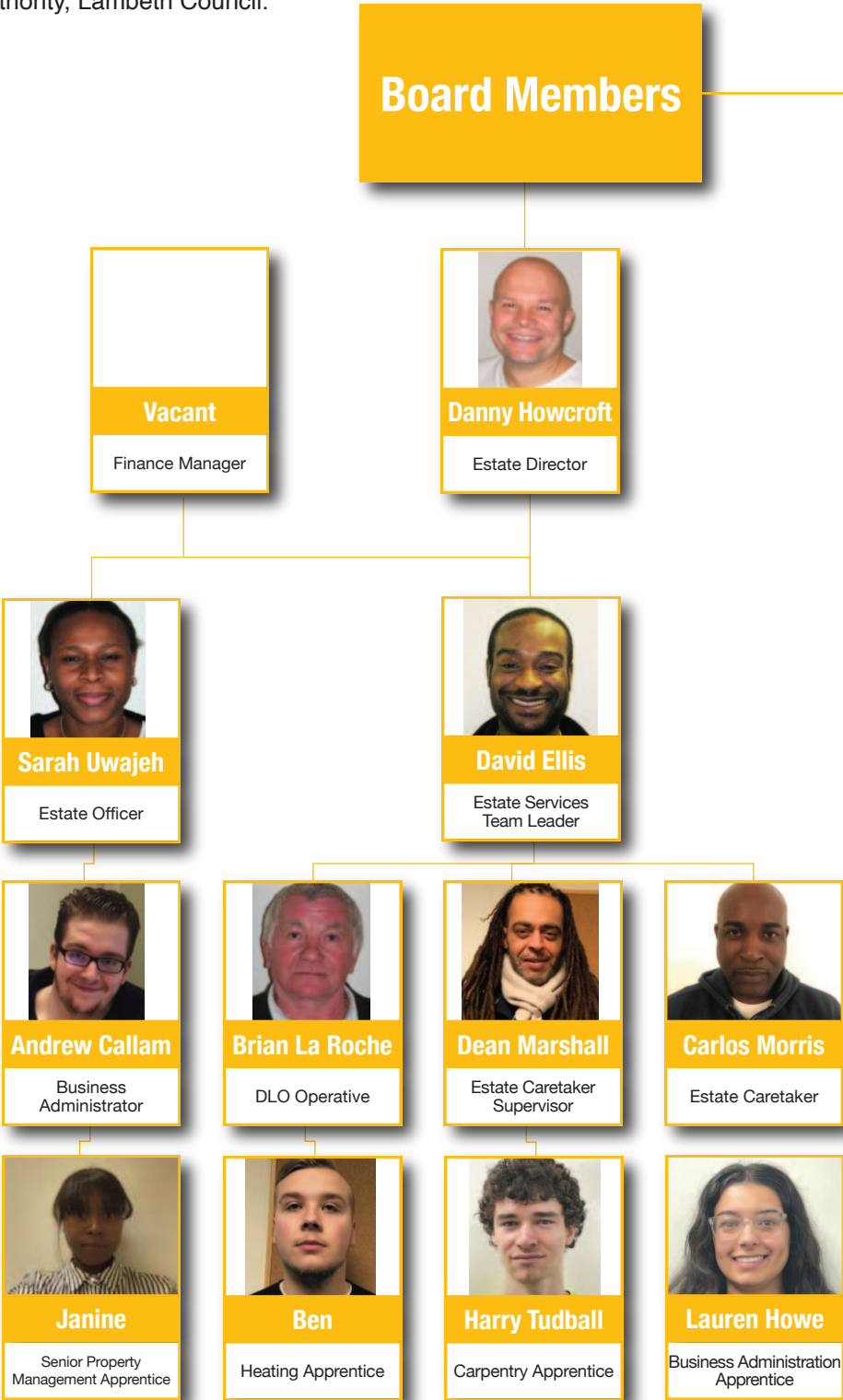
Blenheim Gardens RMO remains one of the top quartile performing organisations in Lambeth. The RMO achieved all but one of its performance targets at year end and obtained good reviews from the Council. BGRMO outperformed the Council in all service areas.

Meet the RMO Team 2023-2024

The RMO, at year end, employed 7 members of staff. The RMO also offered 4 apprenticeship opportunities, who are employed by a specialist broker.

At year end our apprentices were Janine, Property Management Apprentice, Ben, Apprentice Heating and Plumbing engineer, and Harry, Carpentry Apprentice. Lauren joined us in August.

The Estate Director reports to the RMO board and is accountable for all service delivery on their behalf as well as managing the RMOs relationship with the local authority, Lambeth Council.



At the year end:

Executive Members:

Martin Cherry - Chair
Gina Filose - Vice Chair
Maralyn Maiouche - Treasurer
Deborah Crorken - Secretary

Board Members:

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

Co-optees:

Colleen Scott
Chinedum Obi
Michelle Greenfield

The RMO operates a finance subcommittee to scrutinise the RMOs finances and financial practices.

Finance subcommittee members:

Maralyn Maiouche
Geresom Ngole Obinna
Diana Thompson
Sally Hill
Deborah Crorken

Without the involvement of residents and its elected board members volunteering their time, the RMO would cease to exist.

Our end of year performance

Rent Collection

Blenheim Gardens missed the target for rent collected in year by the small margin of 0.2%. This ranked them 4th out of 9 TMOs collecting rent.

Blenheim Gardens RMO	Target	Travel	March 2022	Q1 Apr – June 2022	Q2 July – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023
Rent Collected in Year	99.5%	↑	97.3%	100.3%	98.3%	99.7%	99.3%

This has been a difficult year for Rent Collection, with the impact of the cost-of-living crisis and rising energy prices. However, despite this, the RMO have achieved the targets for this indicator in 7 of the 12 months during the year, with the performance exceeding that of the majority of TMOs. Additionally, at 1.3% the RMO have the lowest percentage of rent arrears as a percentage of the annual debt in the borough.

Service charge collection

Blenheim Gardens RMO exceeded the target on the service charge collection indicator by 30% and were ranked 3rd out of all TMOs. Given the outturn performance, which saw a 20% increase on the previous year, there is every indication that this performance can be carried through to 2023-24.

Blenheim Gardens RMO	Target	Travel	Mar 2022	Q1 – Jun 2022	Q2 – Sept 2022	Q3 – Dec 2022	Q4 – Mar 2023
Service Charges Collected	105%	↓	110%	166%	144%	139%	135%

Repairs Completed on Time

Blenheim Gardens RMO have consistently exceeded the target on the percentage of repairs completed within the target time during the year. Blenheim Gardens RMO will need to ensure that an effective response to reports of damp and mould is in place during 2023-24.

Blenheim Gardens RMO	Target	Travel	Mar 2022	Q1 Apr – June 2022	Q2 July – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023
Repairs Completed on time	90%	↑	97.4%	100%	100%	94%	96%

Gas servicing

Blenheim Gardens RMO completed all its gas servicing within 12 months of the previous service. As a result, the RMO met the target on this indicator.

Blenheim Gardens RMO	Target	Travel	Mar 2022	Q1 Apr – Jun 2022	Q2 July – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023
% Gas Servicing completed within 12 months of previous service	100%	→	100%	100%	100%	100%	100%

Average re-let time for Short Cycle Voids

In 2022/23, the RMO let six properties within the year. The average turnaround time for the six properties was 15 days which exceeded the target by 15 days.

Blenheim Gardens RMO	Target	Travel	Mar 2022	Q1 Apr – Jun 2022	Q2 Jul – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023
Average re-let time for Short Cycle Voids	30 days	→	No lets	7.0days	18 days	15 days	15 days

Complaints and Members Enquiries

During 2022/23, the RMO received 6 complaints and 3 members enquiries. All were responded to within the target time, helping the RMO to achieve a 100% out-turn and exceed the target by 10% on both indicators.

Complaints (Local resolution)				Member Enquires			
Target – 90% measured monthly				Target – 90% measured quarterly			
Q1 Apr – Jun 2022	Q2 Jul – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023	Q1 Apr – Jun 2022	Q2 Jul – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023
100% (5)	None	None	100% (1)	None	None	100% (3)	None

Repairs Satisfaction

The RMO exceeded this target for 2022/23 by 10%, recording 100% satisfaction on the 431 returns received from 648 repairs completed. This equates to a 67% return rate.

Blenheim Gardens RMO	Target	Travel	Mar 2022	Q1 Apr – June 2022	Q2 July – Sept 2022	Q3 Oct – Dec 2022	Q4 Jan – Mar 2023
Repairs Satisfaction	90%	→	100% (49)	100% (62)	100% (114)	100% (109)	100% (146)

Percentage of tenancy checks completed

In 2022-23, the RMO completed 51 tenancy checks, which equates to 18.02%. As a result, the RMO exceeded the target by 8.02%. Our joint working with Lambeth's fraud department helped us to recover 2 properties that were being sublet. These are now relet.

Blenheim Gardens RMO	April – June 2022 (Q1) Target: 2.5%	July – Sept 2022 (Q2) Target: 5%	Oct – Dec 2022 (Q3) Target 7.5%	Jan – Mar 2023 (Q4) Target 10%
Percentage of tenancy checks completed	10.17% (29)	14.13% (40)	16.25% (46)	18.02% (51)

Estate Inspections

The RMO completed monthly formal management inspections during the year.

Board Training

The board received training on Business Planning during the year and 2 members attended to National Federation of TMOs conference.

Board awards

The RMO board received the Good Governance Kitemark from the National Federation of TMOs.

Newsletters

We produced and distributed a newsletter each quarter as well as our annual report.

Community Events

Community events have historically been an area of strength for the RMO, and this has continued throughout 2022-23 with the following in place or having taken place.

- We provided an Easter camp supported by £1000 grant from Tesco
- We hosted quarterly youth forum meetings to engage young people in events and the estate
- We provided study support classes to help young people with educational attainment
- We supported the 1 o' clock club to help young carers and parents with young children.
- We supported a dance club provided each Saturday
- We supported activities for children with special needs. These are also open to residents of Roupell Park and Cowley
- We provided educational classes – such as money management and debt advice
- We provided a weekly food bank from the community hub
- We operated a recycling project for residents and wider community; for residents to recycle items as oppose to dump.
- We provided a Christmas meal for our mature residents in December
- We sponsored the Santa at the windmill event hosted in December
- We provided a Children's camp during the half term vacations
- We provided Free panto tickets at Christmas
- We provided Christmas hampers
- We secured £14,700 for an energy project (food, fuel and debt) to commence in the new year
- A Board member supports a wellbeing club with the friends of the windmill gardens
- We sponsored other organisations to develop services for the local community such as the Friends of the windmill gardens and CEF Lynx.

Fire Risk Assessments

The RMO have been diligent in completing the FRA actions assigned to them throughout 2022/23. There are currently no outstanding actions for the RMO. There are two actions which are the responsibility of the Council and these remain outstanding at year end.

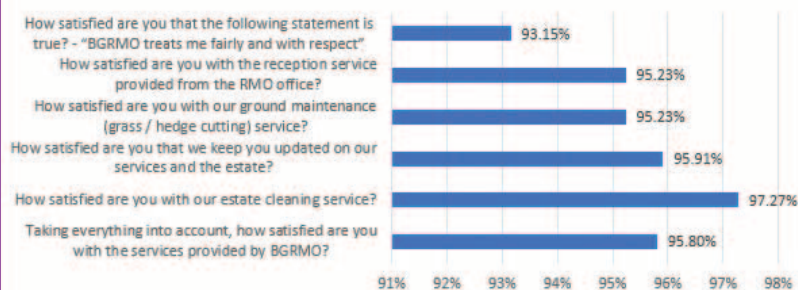
Estate Services Survey

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%.

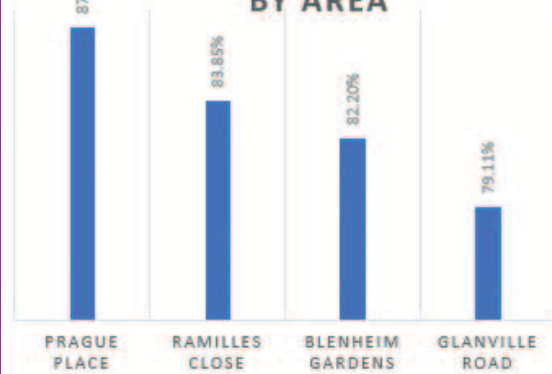
Our standout areas were estate cleaning, where we received 97.27% satisfaction and our overall service which received 95.80% satisfaction.

Overall, the survey showed 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 82.20%,) of the estate received positive feedback overall; which are all consistently, high.

Top levels of satisfaction by question



% SATISFACTION OVERALL BY AREA



Future developments:-

During the 2023/24 financial year the RMO will endeavour to:



- Review and update its business and service improvements in preparation for 2024
- Continue with a boiler renewal program
- Continue with the front entrance door surround repair program following the introduction of over door canopies
- Provide a Kings Coronation and annual fun day events to residents
- Continue to discuss the possibility of taking on additional responsibilities with the Council
- Introducing a fuel, food and debt project using funding obtain from the National Grid
- Negotiate a new allowance covering the period of 2024 -2027
- Continue with the estate painting programme and to include the painting of garage doors, pram sheds and stairwells in Glanville Road & Prague Place
- Increase CCTV coverage on the estate
- Increase our resident involvement program
- Continue to offer apprenticeship opportunities
- Continue to support the food bank service
- Review its contract providers in regard to Gas servicing, Maintenance and Repairs as well as bulk service
- Continue to reshape service provisions to meet future local needs of the communities we serve
- Continue to offer assistance, advice and support to other RMOs in its role as a NFTMO Guide TMO
- Negotiate future capital works for the estate including new roofs and door entry systems to all estate blocks
- Continue to increase membership to the RMO and Governance board member nominations

Finally, the RMO would like to thank all estate residents who have assisted us during the year.

Financial Report

How was your money spent? At a glance...

The surplus for the year, after taxation, was £100,743.

The surplus fund carried forward was £2,212,157.

Yearly Income

2022/23
£910,109

2021/22
£862,779

Employment Costs

2022/23
£434,600

2021/22
£392,462

Direct Estate Expenses

2022/23
£475,486

2021/22
£523,632

Office Administration Expenses

2022/23
£144,398

2021/22
£121,505

Housing Management Expenses

2022/23
£136,985

2021/22
£145,641

Committee & Communication

2022/23
£50,517

2021/22
£34,587

LB Lambeth - comments from the TMO client team

“Performance has remained strong at Blenheim Gardens throughout 2022-23. The RMO were able to meet all the performance targets, apart from Rent Collected In Year. Although this target had not been met at the end of the year, performance has been strong, compared to the majority of TMOs and Lambeth Housing Management, with the RMO exceeding the target in 7 out of the 12 months of the year and only missing the target by 0.2%.

One of the major challenges for Blenheim Gardens and all TMOs will be the compliance with Awaab's Law relating to damp and mould introduced in the Social Housing Regulation Bill requiring Social Landlords to fix damp and mould within strict time limits. There will also be the increased reporting required as part of information gathering for the Regulator of Social Housing.

Community engagement has traditionally been an area of strength for Blenheim Gardens and the RMO continue to provide a wide range of in person community activities and events. There is a focus on providing activities for young people and these are open to young people from other estates, with the aim of breaking down 'postcode barriers' between young people and providing educational opportunities to improve life chances. The RMO have also been successful in a bid for an energy project and funding from Tesco.

The RMO are in a strong financial position and are scheduled to continue to deliver against its Business Plan, which recommends specific spend from its surplus. The CCTV project for the estate, which was agreed in April 2021, has now been implemented. The RMO have also undertaken repairs to wood surrounds on houses within the estate and painting of garages, block stairwells and pram sheds. The board are also undertaking a micro/macro energy efficiency appraisal for properties and the estate to support the attainment of net zero and save residents money.

Given the above, there is every indication that current performance will continue to be achieved and that the rent collection performance will improve allowing the RMO to achieve this target at the end of 2023-24.”

Thank you!

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: 020 8678 7021
Estate Emergencies: 0790 382 4072

Email: blenheimgardens@lambeth.gov.uk
W: www.bgrmo.org.uk
Twitter: @DannyBgrmo1
Facebook: Blenheim Gardens RMO



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 - 0800 2889 911 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 885774

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

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

