

BLenheim GARDENS RMO NOTICE OF ESTATE GENERAL MEETING
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Tuesday 18th June 2024

7.00 – 9.00 PM.

At
23 Prague Place
Blenheim Gardens Estate, SW2 5ED
(The Community Hub)

The meeting will also be hosted live on 'Zoom'

Meeting ID: 853 2339 4062

Passcode: 929649

<https://us06web.zoom.us/j/85323394062?pwd=rbhXuLPEbXoM0qyaLEy0xsrwFBo4Gp.1>

AGENDA

1. Welcome and Introductions
2. Minutes of previous general meeting hosted on 26th March 2024
3. Matters arising from minutes.
4. Action points from previous meeting
5. Estate Block Door Entry system and CCTV expansion project – Update
– Representative's from Lambeth Council
6. Decarbonising Blenheim Gardens – Energy Efficiency Improvements,
with grant funding from the Social Housing Decarbonisation Fund wave
2.2
7. RMO performance report – for information
8. Any other general business

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Twi: Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.

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

May 24

**Blenheim Gardens RMO
General Meeting
26th March 2024
7pm on Zoom and at The Community Hub, 23 Prague Place,
Blenheim Gardens Estate, SW2 5ED**

Present

Please request a copy of the attendee register

In attendance:

Martin Cherry (RMO Chair)
Danny Howcroft (DH Estate Director)
Andrew Callam (Office Administrator)
Phil Morris (Financial Consultant)
Lucy Sudbery (Lambeth Client Team)

1 Welcome and Introductions

Martin welcomed all to the GM.

2 Minutes of previous GM 26th September 2023

Minutes agreed as an accurate reflection of the meeting held.

3 Matters arising from minutes.

There was none.

4 Action points from previous meeting

There were none.

5 Service Charge estimate accounts – Phil Morris (PM), Financial Consultant

5.1 PM gave a brief update. 12% increase on average. Insurance charges will increase by 4% (not applied so far). *Also had to increase charges as contractor made a loss.* Estimate given to pay over 10 months.

5.2 There were no comments.

6 RMO Annual Budget Consultation – Phil Morris (PM), Financial Consultant

6.1 Draft budget 2024/25 was circulated in advance of the meeting – £850,000 allowance which is an increase due to inflation. Regarding voids, Lambeth Council pay on the number of repairs. Garage income increased and Lambeth also raised the charges. Its not certain that BGRMO will get the scheme back in house. With direct expenditure, spending includes repairs and electricals. Cost

of electricity increased considerably this year and boiler replacements have a sum set aside. Apprentices and DLO may see some changes, and there is an overall 4% salary increase. Overheads are similar this year and a saving will be made by the change of Auditor. Committee & Communications budget is more or less the same, and there will be a fun day. Improvement project is budgeted for with items requiring individual approval.

6.2 PM noted BGRMO has a programme of painting doors. An update is awaited on work done this year and what remains. Overall, the £26k surplus is better than past years. The budget has explanations on elements like accounts, service charges and actual amounts. Cancellations are listed and changes in garage charges are shown.

6.3 *Direct costs* – met improvisations for work to CCTV and Lambeth should pick up the costs. Leaseholders and freeholders will be charged accordingly. Martin recalled the decision to install cameras was due to safety. It was expensive and Lambeth later decided to install their own CCTV. If Lambeth install more cameras monitoring will be done from Shakespeare Rd. DH confirmed that estate cameras are monitored by the office. An update is expected from the council in a few weeks, though this is not guaranteed. Gina recalled a discussion on privacy and information sharing.

6.4 Regarding overhanging branches, DH explained trees were the council's responsibility. MC relayed issues with a tree near his home. All of the trees were numbered which meant Lambeth had a plan. Fortunately, there were not too many trees on the estate but it's an issue often comes up. Having a 'communal outdoor spot' is a good idea but could be misused. MC noted it was hard to deliver every single idea proposed by residents.

Vote – to approve the draft budget – unanimously agreed by all in attendance.

Vote - to approve the expenditure from budget unanimously agreed by all in attendance.

Vote - to approve spending from the Reserve expenditure budget - agreed by majority in attendance.

7 External financial audit tenders

7.1 Maralyn gave an update. It was agreed to defer appointment of new auditors until a tender exercise was carried out at the previous AGM. The current auditors have been in post for a while, and reviewing is best practice. After shortlisting there was an interview by panel that included Maralyn, DH and PM. Two references were obtained, and the **proposal is to appoint Simpson Wreford & Partners as the RMOs new auditor effective from 1.4.24 – unanimously agreed.**

8 Feedback from annual estate service survey

8.1 Andrew Callam – Office Administrator – explained how he had collated data on the RMO services by undertaking a survey. It was a comparative survey since the same survey was undertaken in the previous year.

8.2 - 28 forms were returned - a mix of leasehold, freehold and tenants. Some tenants live off the estate which affects numbers of returns.

8.3 Only 2% gave negative responses. Highest satisfaction related to block cleaning, the website and a few other aspects. Lowest rankings were around managing complaints, although only a few complaints were received. Overall, it shows that majority of Blenheim Gardens residents were happy with the services provided.

8.4 DH thanked respondents and gave reassurance that the areas needing improvements will be addressed.

9 RMO performance

9.1 DH explained the report was filtered version and full reports are seen at Board meetings. The RMO achieved all targets at the end of Feb 2024. Gina noted this was important the RMO was outperforming the Council.

There were no questions.

10 Any Other Business

10.1 Traffic back up on Kings Avenue continues – no response from Low Traffic team following November meeting.

10.2 Regarding LTN, it would be good if near Prague turning left could change. Yvonne noted some visitors struggle to locate addresses. Also, there are issues with those renters of garages gaining access. Yvonne noted she stopped motorbikes parking near her home as it was unsafe for the children.

10.3 Summer programme – Christian Johnson (CEFL Lynx) will likely attend a future meeting. Seaside trip, hampers, support for the food bank will all be planned for. Study support is still under consideration though.

10.4 Bogus window cleaners – perpetrators seem to know the vulnerable residents' homes. It would be good if the office looked at this cohort of residents to prewarn them. Sadly, the culprits were not caught. There could be more victims who are too embarrassed to speak out. DH recalled there was a newsletter article and mailout. Phone calls were made to some residents deemed as potential targets. The criminals wanted money for work not done and claimed that residents were on a list. They asked for £10 in some cases.

10.5 DH explained how CCTV identified footage of someone who had smashed a car window. There is a description, and the person is not local to Blenheim Gardens.

Meeting closed at 8.15pm