



Blenheim Gardens

Residents
Management
Organisation

23/24
ANNUAL REPORT

Chair's Welcome

Welcome to Blenheim Gardens RMO annual report



Welcome to Blenheim Gardens RMO's 2023/2024 annual report. 2023-2024 has undeniably been a year of great challenges and learning for the RMO, but one we can reflect on as a year of continued progress. The RMO had achieved all of its KPI targets set by the Council at year end. The RMO also reported a surplus position. This year has seen another year of improvements being made, thanks to the hard work and dedication of the RMO board and our team.

The work and commitment of the governance board was also recognised during the year by the National Federation of TMOs when we were awarded the 'Good Governance Kitemark' for the 6th time, a national record. The RMO team were also re-accredited with the 'Investors In People' award, a position we have maintained since 2005! It gives me and my fellow board members, great satisfaction to achieve recognition at a national level.

The current economic climate will ensure the RMO and many of us estate residents will face many challenges in the year ahead. It is therefore important that we continue to support and tolerate our differences during difficult times and work collectively for the common good of all estate residents. We must not lose sight of the fact that the RMO is a resident management organisation and without the support of the residents, the RMO will cease to exist.



Blenheim Gardens
Residents Management Organisation



It has never been more important for us all to get involved in taking ownership of the estate and the services offered. We must ensure that where barriers to participating exist, these are removed and that we are getting value for money for the services we are all paying for.

The RMO governance board is happy with the progress the RMO is making and we are excited for the coming year with “decarbonisation” works being planned for 2024/25; this is one of the biggest projects the RMO has formed part of.

We want to create an estate where residents are proud to live, which provides excellent services and is always considering innovative ways to improve our homes and the services we receive.

Thank you.

Martin Cherry

Chair of Blenheim Gardens RMO



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, 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 communal 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
- 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 damages caused
- Planning consent
- Capital Works (New kitchens and bathrooms etc.)



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 2023-24 financial year included:

- Negotiating the introduction of a door entry system and additional CCTV cameras from the council for implementation in 2024/25.
- Painting the garages and bin stores in Blenheim Gardens and Ramilles Close as well as the block stairwells in Glanville Road.
- Increasing membership to the RMO and Governance board member nominations.
- Providing 4 apprenticeship opportunities.
- Implementing schemes using funding from the national grid to support residents with the increased cost of living. This included providing budget and money management training, offering welfare and debt advice as well as developing wider partnership to support residents in fuel poverty by providing credit to their utility meter.
- Retaining our Investors In People status.
- Continuing with the boiler renewal programme, installing 16 new 'A' rated energy efficient boilers.
- Supported the estate based food bank service.
- Achieving all our Key performance Indicators, as measured by the Council, at year end. Out performing other TMOs as well as the Council.
- Undertaking a mini estate painting project.
- Supporting CEFL & Lyncx with refurbishing the green hut by providing a grant as well as sponsoring activities for the Friends of the Windmill, which benefit the local community.
- Commencing on a project to decarbonise the estate and improve efficiency in residents homes. This project remains on going at year end.
- Undertaking an estate wide service satisfaction survey to identify area's where further improvements in our service delivery can be made.
- Achieving an end of year surplus position after meeting the costs of estate improvements.
- Providing an annual fun day plus an event for the Kings Coronation.
- Reviewing and extending the RMO business plan in line with our allowance agreement with the Council.
- Reviewing our approach to dealing with damp and mould in properties.

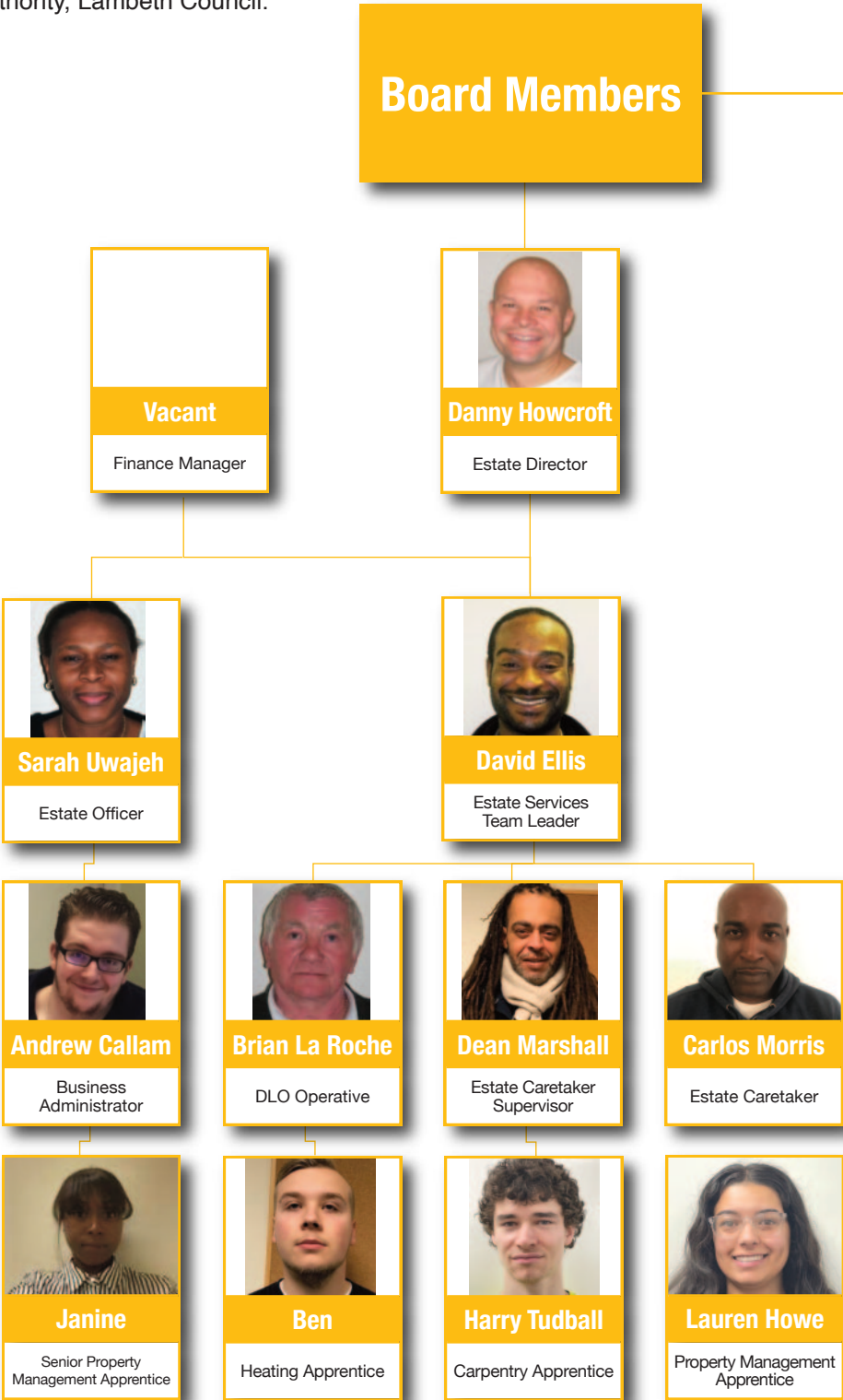
Meet the RMO Team 2023-2024

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, Property Management Apprentice, joined us in August 2023.

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.

Board Members



2023 /2024 - The following Board Members served the RMO during the year:

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
Michelle Greenfield
Eddie Otoyoy

Co-optees:
Colleen Scott
Chinedum Obi

The RMO also operates a Finance subcommittee (FSC), where members are tasked with scrutinising the RMOs finances.

During the year, the following served on the committee:
Maralyn Maiouche
Geresom Ngole Obinna
Sally Hill
Deborah Crorken
Diana Thompson (unelected member)

We thank all for their contribution during the year.

Our performance at year end...'

Rent Collection

At the end of March 2024, we exceeded the target for 'Rent Collected In Year' by 0.82%, recording 99.32%. We were ranked 2nd out of all TMOs and constantly hit the target each month. The RMO also has one of the lowest debt levels in the borough.

Service charge collection

At the end of March 2024, we collected 109.94% on service charges, exceeding the target by 4.94%. In comparison to other TMOs, the RMO's performance was ranked 1st on this indicator and constantly hit the target each month.

Gas servicing

Through working with our contractor Smith & Byford, we were able to maintain the completion of all gas servicing within 12 months of the previous service. As a result, we met the target on this indicator.

Repairs Completed on Time

We met the target for repairs completed on time consistently throughout 2023-24.

Average re-let time for Short Cycle Voids

Between April 2023 and March 2024, the RMO let 9 voids. The average turnaround time was 15.3 days and the RMO's performance fell within the 30-day target by 14.7 days. The RMO also supported the reservicing of 1 long cycle void on behalf of the Council.

Complaints and Members Enquiries

The RMO received 7 complaints during 2023-24, with 2 received during the first quarter, 3 during the third quarter, and 2 during the fourth quarter.

They RMO only received 1 members enquiry during 2023-24, which was in the third quarter of the year.

All complaints and MEs received were responded to within the target time, meaning we exceeded the target by 10%.

Anti Social Behaviour

The RMO had 7 ASB cases categorised as High and 10 ASB cases in the medium category in the first quarter of 23-24, all of which were responded to within the target time.

In the second quarter there were 8 cases categorised as high and 9 cases in the medium category.

In the third quarter of the year, there was 1 case categorised in the High category, 22 cases in the medium category, and 1 case in the low category. These were all responded to within the target time.

In the fourth quarter of the year, there was 1 case categorised in the High category, 28 cases in the medium category, and 4 cases in the Low category.

There were no ASB cases involving hate crime during 2023/24. Although the number of cases appear high, this reflects our willingness to record, categorise and respond to reports from residents, which also include incidents committed by individuals from outside of the estate.

Repairs Satisfaction

Overall, 478 returns were received from 1800 repairs in 2023-24, with 469 recording 100% satisfaction. This equates to 98.12% satisfaction overall in 2023-24 and a 26.56% rate of returns from repairs carried out, meaning we exceeded the target by 8.12%.

Governance

At the end of March 2024, there were no officer positions vacant for more than three months and no vacant Board positions vacant for more than three months. Therefore, we met both of those two governance indicators.

Estate Inspections

We completed 11 estate inspections during the year and exceeded the target of 4.

Percentage of tenancy checks

We completed 63 tenancy checks, equating to 22.42% of all tenancies, and exceeding the target of 10% by 12.42%.

Compliance with the TMO Finance Framework

All accounts due were received by the Council within the specified timescales.

Board Training

During 23-24 the Board undertook training in:

- Training on Appraisals and employee's performance
- Two board members attended the NFTMO conference.
- Budget and monitoring training

Community Events

We hosted a variety of events and regular sessions for residents of the estate. A summary of those held in 2023-24 are listed below:

- We supported school vacations camps
- We provided an annual fun day and Kings coronation event
- We obtained funds from the National Grid Community Grants, which we used to provide Welfare and Debt Advice for the residents, as well as fuel support. We worked with CAP (Christian Against Poverty) who provided Welfare benefits and Debt advice, CV training, money management and Employment skills training.
- We hosted a quarterly youth forum
- We supported the reintroduction of the 1 O'clock Club in the windmill gardens as well as other activities by providing a grant to support the development works.
- We supported a Saturday dance club,
- We supported summer activities for children with special needs
- We supported the weekly food bank service
- We offered a recycling project for residents to reduce landfill waste

Clienting Role

We attended all the meetings arranged as part of the TMO Client Framework.

Newsletter

We produced quarterly newsletters and annual report for residents.

RMO Awards

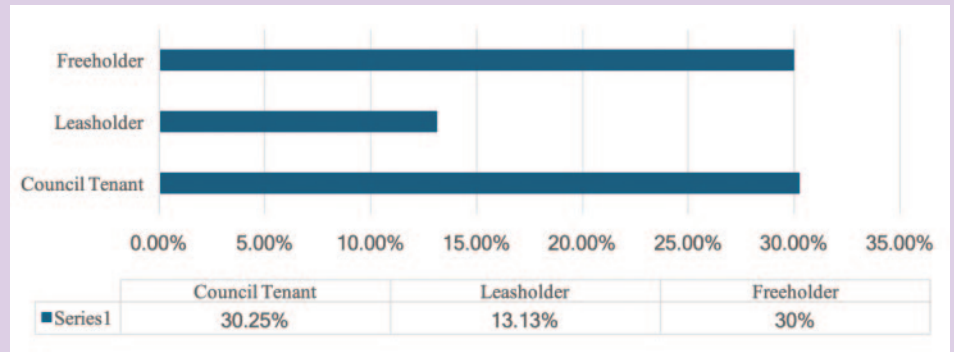
The RMO was successfully reassessed achieving the Investors in People standard, a position it has held since 2005.

Blenheim Gardens achieved the Kitemark for good governance

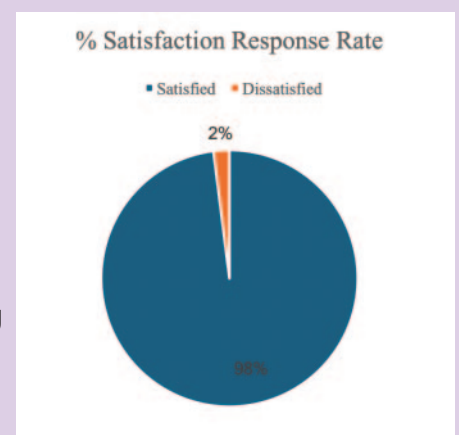
Service Satisfaction Survey 2023/24 – Summary

% of satisfaction has been worked out as follows. $100 / \text{Overall respondents} * \text{returns}$. For example, $100 / 440$ (total surveys sent out) $\times 126$ (those who returned survey) = 28.6% response rate.

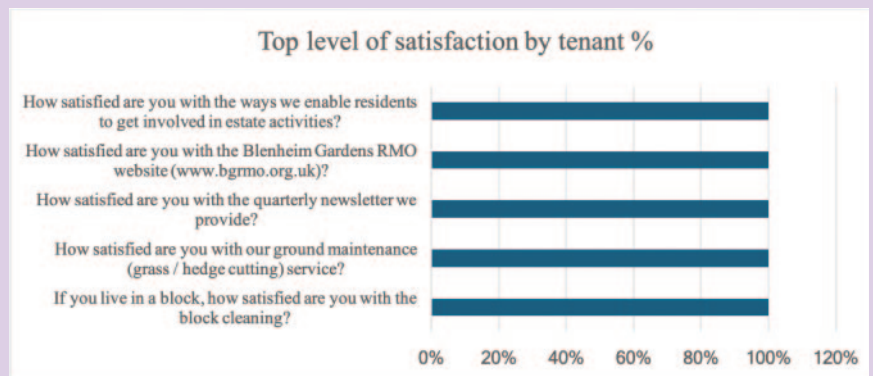
Blenheim Gardens RMO sent out its annual estate services satisfaction form to all estate residents, to gauge their opinions on a range of services we provide. The intention is to undertake this survey annually so performance can be compared between years. It was first introduced in 2022/23.



Of the 440 surveys sent out, Blenheim Gardens has received 126 responses. This is a return rate of 28.6%. In comparison to last year, we received 144 responses, a return rate of 32.7%. In 2023/24, we had 30.25% of council tenant return the survey, 13.13% of leaseholders and 30% of freeholders. The response rate for leaseholders was lower than the other areas but nearly doubled last year's return rate of 7.90%.



Of those who responded, the overall feedback was positive, with 98% responders answering, "Very Satisfied" or "Satisfied", with only 2% providing negative responses. Those who responded with "No Opinion" have been omitted from the data total. Some of the questions, for example, 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 will likely be the reason we received "no opinion" feedback and so they were removed. Last year the 'no opinion' responses were included.



In 2024, we received 100% satisfaction on several different questions, these service areas were '**block cleanliness, ground maintenance, quarterly newsletters, website, and estate activities**': with our 'overall service' reporting 99.12% satisfaction. In comparison to last year, our website received one of the lowest levels of satisfaction, so this has improved greatly when compared to 2022/2023 results. This is consistent with the increase on visits to the website, at around 100 per month. The overall performance is in the top quartile.

The areas we had the highest levels of "dissatisfaction" were in relation to the following questions: "**How satisfied were you with the way we managed your complaint**"; which returned a response rate of 91.67%. Just 12 respondents reported that they had reported a complaint. The remaining 114 respondents answered "no opinion" to this question, which suggests they never logged a complaint during the year. 91% satisfaction is considered a top quartile performance.

Overall, the survey results suggest that an overwhelming majority of residents reported that the services BGRMO undertake are to a "satisfactory" level or higher.

Future developments:-

During the 2024-25 financial year the RMO will endeavour to:

- Continue with our plan to decarbonise the estate and seek external funding to achieve our objectives.
- Continue with a boiler renewal programme.
- Continue with the front entrance door surround repair programme following the introduction of over door canopies.
- Provide an annual fun day.
- Continue to discuss the possibility of taking on additional responsibilities with the Council.
- Continue to support residents with the increased cost of living.
- Negotiate an updated allowance covering the period of 2025-2026.
- Continue with the estate painting programme and to include the painting of garage doors, pram sheds and stairwells in Prague Place as well the stairwells in Blenheim Gardens.
- Increase CCTV coverage on the estate.
- Increase our resident involvement programme.
- Continue to offer apprenticeship opportunities.
- Continue to support the food bank service.
- Continue to offer support and guidance to local organisations to support and provide services which will benefit the local community.
- 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.
- Continue to increase membership to the RMO and Governance board member nominations.

Estate block door entry system and CCTV expansion project – the ballot results!

Following a snap ballot agreed at the RMOs general meeting in July 24, the results for the introduction of a block door entry system and the expansion of the estate CCTV system were:

- 78 ballots returned from 101 ballots dispatched.
- 47 voted in favour of the project
- 31 voted against the project

This represented a 75% response rate.

The Council are now making plans to complete this project.

Finally, the RMO would like to thank all estate residents who have assisted us during the year. Without the involvement of estate residents and in particular, our Management Committee members, the RMO would simply cease to exist.

Financial Report

End of year financial report – how was your money spent?

Results:

The surplus for the year after taxation was £173,208 (2023 - £100,743)

Surplus fund balance as of 31st March 2024 £2,345,111 (2023 – £2,111,672) £2,212,157.

Yearly Income

2023/24	2022/23
£986,935	£910,109

Employment Costs

2023/24	2022/23
£409,234	£434,600

Direct Estate Expenses

2023/24	2022/23
£504,585	£475,486

Office Administration Expenses

2023/24	2022/23
£161,242	£144,398

Housing Management Expenses

2023/24	2022/23
£89,525	£136,985

Committee & Communication

2023/24	2022/23
£45,935	£50,517

Pension scheme surplus at end of year

2023/24	2022/23
£431,000	£342,000

Feedback from the Council:

“Performance has remained strong at Blenheim Gardens RMO during 2023-24. The RMO were able to meet all the performance targets, including Rent Collected In Year, and Service Charge Collection, which is impressive, given the national challenges of the Cost-of-Living crisis and rising energy bills, which have impacted on all Lambeth resident’s ability to pay rent and service charges. The RMO attribute this to robust procedures which are regularly reviewed, and consistent engagement with their residents, meaning residents are more likely to appreciate the importance of paying rent.

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 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 RMO have painted the stair wells and garages in Glanville Road, Blenheim Gardens and Ramilles Close. They have obtained funding for decarbonising the estate and are working with the Council around works to increase energy efficiency for 185 properties on the estate.

In general, it has been a very good year for the RMO and given the above comments, there is every indication that current performance will continue to be achieved in 2024-25 and initiatives explored for the benefit of the community.”

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
Facebook: Blenheim Gardens RMO

christians
against
poverty

CAP

**Debt and money
management
help line
0800 328 0006**

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.

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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 yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.

