



Special Ballot Edition 2025

Your chance to say 'YEA or NAY' to BGRMO!



Every five years there comes a crucial time in the life of every Tenant Management Organisation (TMO) across the country when all Tenants and Leaseholders **vote** on whether they want their TMO to continue managing their estate.

Well it's that time now for us at BGRMO!

We will shortly be asking you whether you want Blenheim Gardens RMO to continue to manage Blenheim Gardens Estate and its housing management services. We will also ask you whether you think we have done a good job so far.

This is a Confidential Ballot. You will not be asked to give your name or address and there is no way that anyone can identify how you have voted.

This is a very important time for us all. If residents vote 'YES', we will continue to manage the estate and hopefully continue to improve the services we deliver for at least the next 5 years. But if you vote 'NO', then BGRMO will cease to manage the estate and **will hand**

back all housing services to the Council. Our management agreement, which is a contract between the Council and us, will come to an end. The Council may then make a decision as to how the Estate will be managed in the future. This will be the Council's decision and not yours. Whatever happens, the estate will no longer be managed by residents for the benefit of residents. Local control will be lost forever.

What does this actually mean for residents?

There will no longer be a local housing office and it is likely that services will be managed centrally as they are for other non-TMO estates in Lambeth. There will be no dedicated employees, no local services, no local control and no one to champion your issues, this will all end. The standard of service will change. It will be the same as that delivered to other non-TMO Lambeth estates such as Tulse Hill Estate. We will let you be the judge on how that standard compares to the services you currently receive from us; more importantly, how it will compare to the services you can expect from us in the future.

In this edition...

- Announcing the continuation ballot
- What's it all about?
- How the ballot will be carried out
- Why should you vote 'YES' to BGRMO?
- Our achievements to date
- Our plans for the future

Dates for your diary:

Ballot starts	Tuesday 6 May
Morning drop in session 9-10 am	Weds 4th June
Morning drop in session 8.30-10 am	Weds 18th June
Ballot closes @ 5 pm	Tuesday 24th June
General meeting Counting @ 7 pm	Tuesday 24th June

You will decide...

IT IS VITAL THAT YOU USE YOUR VOTE AND GIVE BGRMO A VOTE OF SUPPORT...

Otherwise things will change for good and everything we have been striving to achieve over the past 24 years would've been in vain. This is a one way street – if we do not get a vote in favour of BGRMO continuing to manage the Blenheim Gardens Estate then there is **no going back**. **Lambeth Council will** take over the management of the estate including its housing management services and we believe Blenheim Gardens Estate will take a giant leap backwards.

Do you want that to happen? The choice is yours...

What happens next...?

We will write to you before the ballot starts on **6th May 2025** enclosing a ballot paper for each tenant named on the tenancy agreement and each leaseholder named on the lease. Please complete the ballot paper and post it in the sealed ballot box which will be kept in the RMO office for the duration of the ballot. This is a

CONFIDENTIAL BALLOT. You will **NOT** be asked to give your name or address and there is no way that anyone can tell how you had voted. If you are unable to get to the office during our opening hours, please put the voting slip in the envelope provided, seal it, post through the office post box (situated on the railings). This will be transferred to the sealed ballot box unopened. We can also collect the ballot paper from you on request.

Ballot papers must be returned by **5pm on Tuesday 24th June 2025**. The ballot box will be opened at a Special General Meeting on **Tuesday 24th June at 7pm, in the Community Hub, 23 Prague Place, SW2**. Open Communities will oversee the count of the ballot papers in front of residents to make sure that everything is transparent and completed in accordance with our Management Agreement. You can contact Open Communities directly on **Freephone 0800 073 1051** if you have any questions.

In order for BGRMO to continue, we need a **majority** of secure tenants and a **majority** of residents overall (tenants and leaseholders together) voting in favour of us continuing to manage the estate. The Council will also expect to see a good turnout in the ballot. Freeholders will also be invited to vote, but their vote will not be taken into consideration when deciding the outcome, but we are still keen to know your views.

**SO PLEASE GIVE
BGRMO YOUR VOTE.**



**Watch out for the
ballot paper and
Vote 'YES' to BGRMO**

So why vote 'YES' to BGRMO?



Our achievements to date...

BGRMO went live back in June 2001 when we took over responsibility for providing housing services to the estate. For the first time residents had the chance to have real control and decide what the priorities should be for Blenheim Gardens Estate. Since then we have made many changes and hopefully made significant improvements. These are just **SOME** of our achievements...

In 2002/2003, we installed new windows and upgraded the estate lighting.

In 2005, we became the first TMO to be accredited with a 'Investors in People' award. We have retained the status on 6 occasions since.

In 2006, the RMO resurfaced the centre of the estate using money from its surplus fund, which was generated from prudent financial management.

In 2006, we were the first TMO to provide a web based service to residents.

In 2007, and as part of a partnership, we developed a business plan for the reopening of the play and stay group in the windmill gardens.

In 2008, we exchanged the pram shed doors on the estate using money from our surplus fund.

In 2009, we got the betting shop closed in Prague Place on the basis of ASB and converted the venue into the Community Hub.

In 2010, we filled in the sunken area between in Ramilles Close and opened our first edible estate garden. The first on a Council estate in London and won an award from O2.

In 2010, we were accredited with a NFTMO 'Good Governance' kitemark. We have retained this status on 6 occasions since. A record nationally.

We have provided an apprenticeship program since 2010 with many apprentices achieving a distinction.

In 2011, we painted the estate blocks for the first time since the 1980s! This is on going.

In 2012 and as part of United Residents Housing, we achieved a 2 STAR service rating from the former Audit Commission.

In 2012, we negotiated a new and improved management agreement with the Council and an increase in our allowances.

In 2013, we introduced new refuse housing units and high security garage doors to reduce break-ins.

In 2014, we obtained funding to resurface all the estate pathways.

In 2017, 2022-25, we installed estate CCTV funded from our surplus fund. This was a priority for residents.

In 2019, we were awarded the NFTMO's 'innovation in service delivery' award following our introduction of an estate based youth forum. The first in Lambeth.

In 2019, we expanded our growing areas and opened the first formal community kitchen garden in Lambeth using a grant from the Ministry of Housing.

In 2020, we completed the estate lighting and expansion project at the request of residents. We also submitted



a bid to the Council for door entry systems to be installed in all estate blocks. This was successful and delivered in 2024/25.

We supported residents during the pandemic period by introducing a foodbank and a community buddy system. The Buddy system, was adopted by many local authorities including Lambeth and Croydon.

We introduced a hardship fund in 2020 and obtained a grant of £14,000 to support residents experiencing hardship and fuel poverty in 2023.

In 2024, we updated our estate business plan.

Since 2001, we have accumulated a surplus of over £2 million pounds.

In 2024, we received 'substantial assurances' from an internal audit completed by the Council.. the highest possible outcome.

**Give
BGRMO...**

**THE
THUMBS
UP!**



And if you vote 'YES'...



Our Plans for the future...

We are working on decarbonising the estate, which may include new windows and doors, new roof, external cladding and improved ventilation.

We will continue with our efforts to reduce crime and ASB on the estate and ensure the estate remains a priority for the Police, the Council and Cllrs.

We will continue to undertake estate painting programs.

We will continue to offer the most comprehensive residents involvement programme nationally.

We will continue to outperform Lambeth Council and many other TMOs on key performance indicators.

We will continue to champion residents issues on their behalf.

We will continue to provide a service reflective of local needs and priorities.

We will continue to try and generate a surplus each year so improvements on the estate can be achieved.

We will continue to obtain external funding for improving the estate and its facilities.

We will continue to put residents at the heart of everything that we do.

We will continue to provide top performing services by listening to residents. **The choice is yours...**

OUR BIG DAY...

Come to the count at a Special General Meeting on Tues 24th June at 7pm in the Community Hub, 23 Prague Place, SW2 5ED

- **Ballot starts Tuesday 6th May 2025**
- **Any questions? pop along to our drop in sessions in the Community Hub.**
- **Weds 4th June 9 -10 am**
- **Weds 18th June 8.30 - 10 am**
- **Ballot closes at 5 pm Tues 24th June**

Want to find out more?...

Telephone Open Communities on Freephone 0800 073 1051 or pop along to one of our drop in sessions. The ballot box was sealed at a general meeting hosted on Tuesday 25th March 2025. Ballot will conclude @ 5pm on **Tuesday 24th June**. The ballot papers will be counted from **7pm on 24th June**.

This is your ONLY chance to make your voice heard. BGRMO is your Resident Management Organisation working on your behalf. BGRMO is the ONLY option for you to have direct influence over the future services you receive. If you want it to continue, please make sure you 'VOTE' and that you 'VOTE YES'! Please don't rely on other residents to vote - they may be relying on you!

**Remember: a 'NO' vote = back to Lambeth Council management (and all that entails)
a 'YES' vote and we can go on to achieve more and more (with your help)**

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.

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