



Blenheim Gardens

Residents
Management
Organisation

24/25
ANNUAL REPORT

Chair's Welcome

Welcome to Blenheim Gardens RMO annual report

It has been another busy year for the RMO that at times was not easy. However, I am happy to state that over the previous 12 months the RMO board and other residents have had many opportunities to observe just how well our hard-working and well-connected RMO team are meeting the challenges we face; so I will start by thanking all my fellow board members and RMO team for their dedication and commitment during the year.



Further thanks is also due to every member of our community who volunteers their time and effort to benefit our estate. Whether you are a helper of our weekly foodbank service, a participant in our resident activity program, provided formal or informal feedback during the year on the services you have received, responded to our various consultations or simply returned one of our surveys, we appreciate your feedback and I can assure you, your views are taken into considering when making decisions at board.

Blenheim Gardens RMO is an ambitious and forward thinking RMO, and this is reflected not only in our performance, but also our financial standing and reputation nationally as one of the leading TMOs.

We have embarked on a decarbonisation program in Partnership with Lambeth Council and their contractor, Wates, and this will produce much needed investment into our managed stock. The retrofit project is one of the most ambitious programs the RMO has formed part of in recent years and although I acknowledge that not all properties will benefit from the works immediately, I can assure you all that we are working on future phases and are considering investing £1million pounds from your surplus fund to support future phases. This surplus has been generated from prudent financial management by the RMO. We are the first RMO in Lambeth to embark on a retrofit scheme and this opportunity is a testament to the work we have been



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doing and being able to embrace such opportunities. As we are all aware, Lambeth Council, like many other local authorities, do not have resources to improve their managed stock and so this scheme presents a real opportunity for us.

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.

Thank you for taking the time to read your annual report.

Martin Cherry

Chair of Blenheim Gardens RMO

Board Members 2024/25



(L&R) Suzannah, Erin, Michelle, Gina, Maralyn, Maureen, Martin, Chi, Sally
(Front row) Yvonne and Deborah



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...



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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 council 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, bathrooms and roofs 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
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IMAGES FROM BLENHEIM GARDENS EVENTS





**“To build a
greener,
safer and
a more
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Review of Activities:

Blenheim Gardens Estate consists of 440 mixed tenure properties, 379 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 2024-25 financial year included:

- Increased membership to the RMO and Governance board member nominations,
- Provided 4 apprenticeship opportunities, with 1 continuing into 2025/2026,
- Obtained external funding from BUPA to repair some flowerbeds in the Glanville Road and Ramilles Close car park areas,
- Continued with the boiler renewal programme, installing 9 new A rated energy efficient boilers,
- Achieved all Key performance Indicators, as measured by the Council, at year end,
- Undertook a mini estate painting project including the re-painting of the estate parking lines and bays throughout the estate,
- Provided an annual fun day,
- Increased the estate CCTV coverage,
- Supported the council with the introduction of a door entry system to each estate block,
- Introduced a new gas contractor, Clapham Heating, from 1st April 2025,
- Supported Lambeth Council's bid to introduce energy efficiency measures on the estate, which may include new windows and doors, improved ventilation, new roofs, cavity wall insulation. These measures will commence during 2025,
- Updated the RMOs business plan to cover period until 31st March 2026,
- Retained our 'Investors in People' status for a further 3 years,
- Continued to provide a hardship fund to support residents in need,
- Identified with residents' their priorities for estate improvements on the use of the RMOs surplus fund,
- Undertook our annual service satisfaction survey with the results being presented in our 2025/2026 annual report,
- Achieved 'Substantial Assurances', the highest possible outcome, from an internal audit completed by Lambeth Council,
- Achieved an end of year surplus position after meeting the costs of estate improvements,

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

In 2024, the RMO reviewed and updated its business plan until 2026 to coincide with our allowance review.

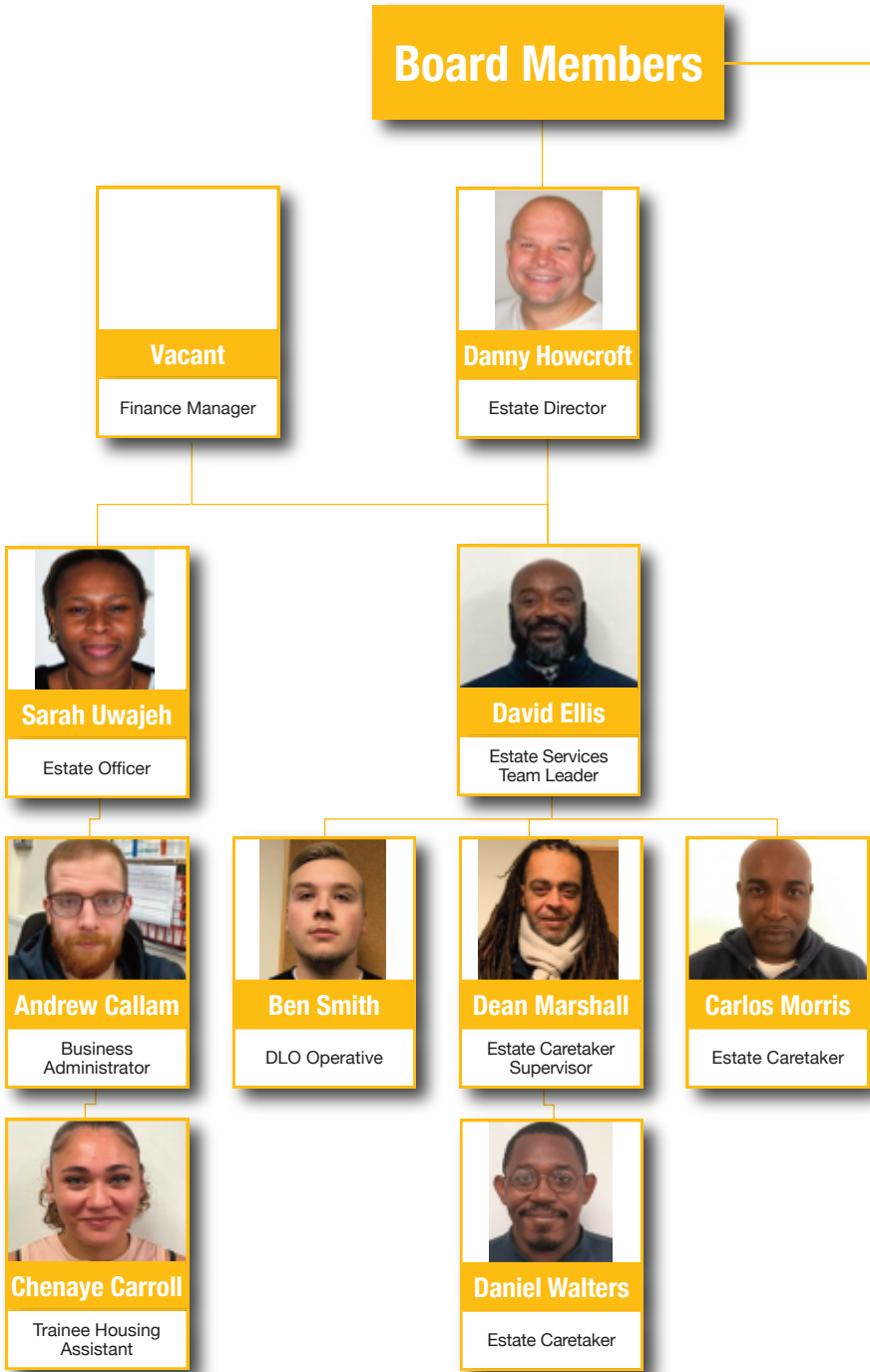
Meet the RMO Team 2024-2025

The RMO, at year end, employed 9 members of staff. The RMO also offered 4 apprenticeship opportunities, who are employed by a specialist broker.

Post year Janine successfully completed her level 4 property management apprenticeship and left the RMO in June 2025. Chenaye joined us in June as a trainee housing assistant.

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.

During the year, the RMO sadly lost Brian LaRoche, DLO Operative and our former caretaker, Fred Mears, who died following a short illness in August. We send our deepest sympathy to their families and thank them both for their service and contribution to the estate over many year; they will be missed.



2024 /2025 - 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
Erin Gill
Sally Hill
Yvonne Aforkpan
Suzannah D'abo
Michelle Greenfield
Eddie Otoy
Geresom Obinna – retired Sept 2024.

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
Sally Hill
Deborah Crorken

We thank all for their contribution during the year.

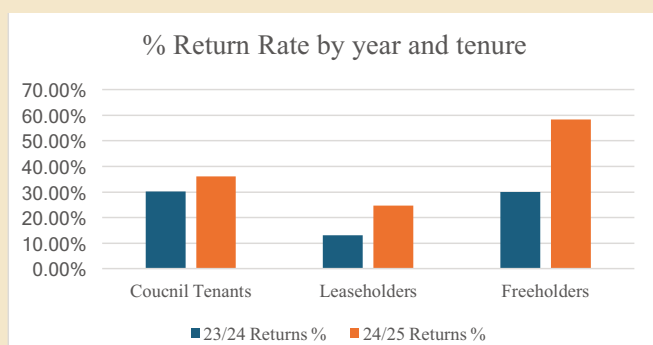
Service Satisfaction Survey 2024/25 – Summary

% 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.

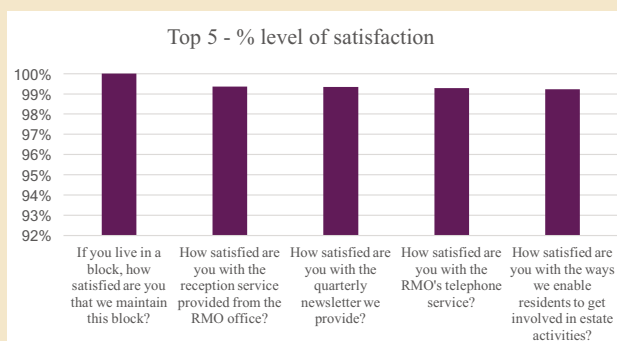
Of the 440 surveys sent out, we received 165 surveys returned. This is a return rate of 37.5%. In comparison to last year, we received 126 responses. This is an increase of 39 surveys or around 25% more than the previous year. During 2024/25, we increased our survey method scope to include a survey online, via 'survey monkey'.

This year we received responses from 36.2% of council tenants, 24.75% of leaseholders and 58.33% of freeholders. Compared to the previous year, the return rate increased across all tenures.



This year, and on average, the RMO had achieved 95.83% satisfaction, a top quartile performance.

% of satisfaction for each of the 25 questions on the survey was above 90% apart from 2, where the RMO received 82.3% and 85.7% satisfaction respectively. 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, the "block cleanliness" as this was not applicable to residents who did not live in a block.



The areas where the RMO received our lowest satisfaction were as follows:

"7a. If yes, how satisfied were you with the way we managed the complaints process?"

Of the 165 surveys returned, only 30 people reported having made a complaint. Of those, 24 people responded with positive feedback, 4 with negative and 2 "No opinion". Due to the low number of complaints, the % is more greatly affected by negative feedback.

We see a similar trend with the following question:

"9a. If yes, how satisfied were you with the way we managed the complaint?"

19 people responded "Yes" to logging a complaint regarding anti-social behaviour. Of those, 14 had positive feedback, 4 negative and 2 "no opinion".

Blenheim Gardens RMO received high levels of satisfaction in several different areas.

Our highest level of satisfaction was **"If you live in a block, how satisfied are you that we maintain this block?"** which received 100% satisfaction! We had another 4 questions which received over 99%.

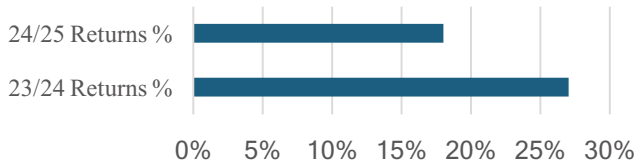
We asked residents if they've made a complaint to us over the past year. We received a "Yes" response from 18% of respondents. When compared to the year previous, we had 27%. This shows a downward trend in the number of complaints made. A trend we are keen to see continue in the coming years.

The annual services survey is also a great way for Blenheim Gardens to capture additional information from our tenants. We wanted to use the survey as an opportunity for tenants to report any damp and mould they may be experiencing. Every survey returned was checked for this answer, with action being swiftly taken to ensure we've met all necessary steps in helping to eradicate damp and mould in Blenheim Gardens homes.

We also used it as an opportunity to ask if residents be interested in taking part in the upcoming retrofit works that include decarbonising homes and making them more energy efficient.

The survey also gave tenants the option to leave a comment; Some of those are listed below;

7. Responded "Yes" to making a complaint



"I think my boiler system could do with flushing, not had one done in 19years of being here"

"Mutual exchanges more regular"

"Better security and safety for the estate. Install gates at the entrance of the estate"

"Electric charge points in parking"

"Better, more supportive services for private owners"

"Can the bins at the main entrance be bigger? It grieves me to see how people dump rubbish/ everything. So disgusting"

"A warden service to patrol at different times which might deter some of the drug dealing and other antisocial behaviour"

"We always feel the RMO tries very hard to help us and accommodate our needs. It's very hard to please everyone"

Overall, the survey results do suggest that an overwhelming majority of residents, who responded to the survey, reported that the services provided by the RMO are to a "satisfactory" level or higher.

To improve the validity of our data, we will attempt to collect more responses from all resident groups (council tenants, leaseholders, and freeholders) in the future. The RMO sent the survey out with the December newsletter, delivered in early December. We undertook survey call outs and sent reminded emails as well as extending the deadline to try and collect more responses. We also made the survey available online, via survey monkey which helped increase responses this year. Nevertheless, the data collected does suggest that the services provided by the RMO are meeting the needs of those who responded to the survey. The next survey will be undertaken at the end of 2025 for reporting in 2026.

Financial Report

– how was your money spent?

Yearly Income

2024/25
£1,047,397

2023/24
£986,935

Employment Costs

2024/25
£415,999

2023/24
£409,234

Direct Estate Expenses

2024/25
£469,520

2023/24
£504,585

Office Administration Expenses

2024/25
£167,261

2023/24
£161,242

Housing Management Expenses

2024/25
£101,783

2023/24
£89,525

Committee & Communication

2024/25
£33,219

2023/24
£45,935

Results:

The operating surplus for the year after taxation was £260,769 (2024 - £173,208)

Surplus fund balance as of 31st March 2025 was £2,739,339 (2024 £2,345,111)

Our performance at year end... this is how we do it!

Rent Collection

At the end of March 2025, we exceeded the target for 'Rent Collected In Year' by 1.92%, recording a 100.42% collection rate. We were ranked 5th out of all TMOs and were only 1 of 2 TMOs who 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 2025, we collected 112.20% on service charges, exceeding the target by 7.2%. In comparison to other TMOs, RMO's performance was ranked 2nd on this indicator and constantly hit over 100% collection each month, of which we were the only TMO to do so.

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 and achieved 100%.

Repairs Completed on Time

We met the target for repairs completed on time consistently throughout 2024-25. We were ranked joint 1st.

Average re-let time for Short Cycle – Voids

Between April 2024 and March 2025, the RMO let 9 voids. The average turnaround time was 10 days and the RMO's performance fell within the 30-day target by 20 days.

Complaints and Members Enquiries

The RMO received 16 complaints during 2024-25, with all being responded to within 10 working days.

They RMO only received 1 members enquiry during 2024-25 and this was responded within 10 working days.

Anti Social Behaviour

The RMO had 19 ASB cases during the year and all of which were responded to within the target time.

Repairs Satisfaction

The RMO reported an 100% satisfaction rate with the repairs completed exceeding the target by 10%.

Governance

At the end of March 2025, 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.

The RMO board met on 11 occasions during the year which exceeded the requirements as outlined in the RMO rules by 5. Board meetings are in addition to general meetings and the AGM, which were also hosted a long with a special general meeting.

Estate Inspections

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

Percentage of tenancy checks

We completed 55 tenancy checks and exceeding the target of 10% by 1.6%.

Compliance with the TMO Finance Framework

All accounts due were provided to the Council within the specified timescales.

Board Training

During 2024-25 although there were no formal board training provided, whilst the board focused on the retrofit works, some board members did however attend the NFTMO regional and national conferences.

Community Events

We hosted a variety of events and regular sessions for residents of the estate. A summary of those held in 2024-25 are listed below:

- We supported school vacation camps,
- We provided an annual fun day,
- We supported a Saturday dance club,

- We supported summer activities for children with special needs,
- We supported the weekly food bank service,
- We introduced a money and debt advice service using funding obtained from the National Grid,
- We relandscaped some parking bays using funding obtained from Bupa,
- We offered a recycling project for residents to reduce landfill waste.

Clienting Role

The RMO was represented at all the meetings arranged as part of the councils TMO Client Framework.

Communications

We produced quarterly newsletters and an annual report for residents.

Apprenticeships

3 apprentices successfully completed their apprenticeships, at level 3 and 4 respectively. 1 apprentice was retained by the RMO and is now an employee.

The RMO hosted 3 work placements -hosted students from schools- during the year and helped to facilitate placements for residents' children off the estate.

RMO Awards

A board member was awarded with a 'community champion' award from the National Federation of TMOs for supporting

others with claiming the winter fuel allowance and pension credits.

The Estate Director was provided with the Mayor of Lambeth honorary award for his services to the community.

The RMO continued to achieve the 'Investors in People' standard.

Recognition

In October 2024, the London Mayor, Sadiq Khan, visited Blenheim Gardens Estate and the Windmill Gardens to discuss the success of our out of school program developed in Partnership with CEF Lyncx (Charity).

Feed back from the Council at year end

'Performance has remained strong at Blenheim Gardens RMO during 2024-25. The RMO were able to meet all the performance KPIs. 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. They have obtained funding for decarbonising the estate and are working with the Council around works to increase energy efficiency for properties on the estate....it has been a very good year for the RMO....there is every indication that current performance will continue to be achieved in 2025-26 and initiatives explored for the benefit of the community'

Thank you!

Winter Fuel Payment Changes become law - did you know?

A new law come into force in September 2025. It allows the Government to pay a winter fuel payment to a person who, in the week beginning on the third Monday in September ("the qualifying week") in any year, has reached pensionable age and is ordinarily resident in England or Wales. The Winter Fuel Payment(WFP) was cut for most pensioners in 2024/2025. Only those on certain benefits qualified Pension Credit or other means tested benefits- Tax credits, Income Support, JSA(IB), ESA(IR). Another U turn by the government, means that now 9 million pensioners (of the 12 million pensioners in the country) will qualify this Winter 2025/2026. In addition to qualifying by being on the above benefits, those with taxable income of less than £35,000 per annum individually will also now qualify.

We've received notification of a fraudulent text, allegedly from GOV.UK regarding the winter fuel allowance targeting the elderly.

The text asks the receiver to call a number regarding receipt of their payments.

Whilst on the phone, they ask where you want the payment to go to and it is here they take your details for fraudulent activities.

We want to warn you NOT to call the number.

Attached is an example of a fraudulent text you may receive. If you receive a fraudulent text you can forward them to "7726".

Thank you for your help protecting the community against scammers.

According to DWP records : You have not yet submitted your application for Winter Heating Allowance 2025-2026. To ensure you receive your £300 payment, please complete your application before 30 July 2025. Failure to submit an application by the deadline will render you ineligible for the stipend. Please take action now and complete your application via the link below:
<https://govuk.winter-fuel.com/uk>
(Please reply Y, then exit the text message and open it again to activate the link, or copy the link to your safari browser and open it.

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

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

Clapham Heating - 07845 025 636 - do not wait until the RMO office is open to report a boiler fault.

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 noutro 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.

