

The Blenheim BULLETIN

DECEMBER
2025



Blenheim
Gardens
Residents
Management
Organisation

MERRY CHRISTMAS

**Wishing you all a Merry Christmas &
Happy New Year 2026 from Blenheim Gardens RMO**

RMO Festive Opening Hours 2025/2026



Staff Christmas lunch, Friday 19th December 2025
with office closing at 1 pm – Clapham Heating to cover
repairs.

Office closes at 2.30 pm on Weds 24th December

Office closed 25th & 26th December (bank holiday)

Monday 29th, Tuesday 30th and Weds 31st December
– office opens as usual but closes at 3 pm

Friday 2nd Jan 2026 **telephone service only** from
9 am - 4 pm

Normal office hours resuming on Monday 5th Jan 2026

Out of hours repairs service commences at 4 pm

Parking is cancelled from Monday 22nd Dec 2025
until and including Sunday 4th Jan 2026. Normal
service resumes Monday 5th Jan 2026.

Useful out of hours emergency contacts:

**Clapham Heating – boiler /
hot water: 07845 028 636.**

**Electrical repairs:
0789 188 5774**

**Drainage/leaks:
0800 121 6122**

**Power cut: 105 or
0800 6783 105**

Gas leak: 0800 111 999

**Non- emergency Police
service: 101**

Awaab's Law: Guidance for Tenants in Social Housing

Awaab's Law is named after Awaab Ishak, a 2-year-old who tragically died in 2020 from a lung condition caused by mould in his home. His parents told their social landlord about the mould many times over 3 years, but nothing was done to fix the problem.

Emergency hazards and significant damp and mould hazards must be dealt with by your landlord, Lambeth Council or Blenheim Gardens RMO, as management agents within set timescales. You **MUST** report issues to us as part of your tenancy obligations. On receipt of your report, we will investigate and if the works do not form part of the RMO's responsibility, we will refer the matter to Lambeth Council to resolve.

Blenheim Gardens RMO take reports of hazards seriously. The RMO had sent out a repairs form to all council tenants to ascertain if you have any repairs in your property. Please ensure this form is completed and returned to us, even if you have no repairs to report. We wish to be as proactive as possible to ensure your home is hazard free.

Blenheim Gardens RMO however are not responsible for all repairs, and in particular, Lambeth Council retain responsibility for the following:

- Roof leak and subsequent repairs following a roof leak
- Asbestos management and removal
- Structural issues
- Communal electrical testing
- New kitchen, bathroom and rewires
- Underground drainage
- Estate roads and the ground

The RMO provides the following ways to report repairs to us:

- Complete the repairs form sent to you in Oct
- Telephone the estate office on 020 7926 0158
- Email us at blenheimgardens@lambeth.gov.uk
- Visit us at 24 Prague Place, SW2 5ED
- Text us on 07903 824 072

We are here to help and support.

SKIP event!

Wates have kindly donated a skip to be used by residents over the festive period.

The skip is situated in Blenheim Gardens area and is intended to support residents dispose of household waste over. Access to the skip is controlled, but does provide residents with an opportunity to declutter and not to dump on the estate.

Items that cannot be disposed of in the skip:

- Electricals – TVs, fridges, freezers, washing machines, monitors, etc.
- Batteries (household & car)
- Paints, solvents, oils, chemicals (liquids/fluid forms)
- Gas cylinders
- Tyres
- Plasterboard (gypsum-based)
- Medical/clinical waste (needles, sharps, dressings, medicines)
- Fluorescent tubes
- Fuel or petrol containers
- Food waste
- Treated or heavily coated items – e.g., treated wood

If you would like to use the skip, please contact us on 020 7926 0158 or email

blenheimgardens@lambeth.gov.uk.

Unauthorised use of the skip will result in a £400 fine being issued.

Energy Boost Service

Get 1-to-1 energy advice if you're struggling with bills. Open to anyone 18+ in Lambeth.

Email: energyboost@ageuklambeth.org or telephone 020 7346 6800 (option 2)

Mould and Damp – Our 10 Commitments to You:

Mould, Damp and condensation remains a problem for too many of our residents. There are lots of factors that can cause damp and condensation, which can be a challenging to manage. BGRMO however is determined to overcome these challenges and make the following 10 commitments to our residents experiencing mould and damp:

1. We are committed to resolving issues in partnership with you and will communicate with you in a sympathetic way,
2. We will quickly diagnose the damp in your home. By prioritising inspections based on your individual circumstances and we will attend on an emergency or urgent basis when needed,
3. We will agree an action plan with you to resolve the damp, that will include timeframes and send it to you within 3 days of the inspection,
4. We will survey our managed stock and help to identify mould and damp issues at every opportunity such as when the annual gas service is being completed, whilst we are undertaking works in the property and or completing tenancy reviews. This approach will help us identify properties that are prone to mould and damp. This will inform more regular and targeted maintenance. We will also provide financial support and advice to residents experiencing fuel poverty, if this is noted as a contributory factor to the mould and damp being experienced,
5. We will check in with you regularly after the work is completed to make sure that the treatment has been effective.
6. We are investing in technology and working with partner organisations to help us understand and resolve damp issues,



7. We will prioritise resources to tackle mould and damp issues,
8. We will work to secure additional funding to support upgrades to improve ventilation and insulation to make your home healthier and warmer,
9. We will offer alternative temporary accommodation, if we are unable to resolve the issues being experienced,
10. We will review our commitments annually.

What you can do to help us achieve our commitments:

- Report incidents of mould and damp to us as soon as you notice it,
- Ensure the fans in your home are clean and always switched on; report any faulty fans to us.
- Remove all furniture away (around 12 inches) from walls to ensure there is an airflow around the furniture
- Do not overfill cupboards, since this restricts airflow,
- Keep pan covers on saucepans and pots when cooking,
- Open windows and leave window vents always open,
- Avoid drying clothes indoors, especially on radiators,
- Wipe off condensation from windows and use moisture absorbers, which can be obtained from the RMO,
- Let us know if your boiler is not working correctly or if you need advice on using it,
- Turn your heating on to ensure the property is warm particularly during the winter months,
- Get in touch if you are experiencing financial difficulties and struggling to pay your utility bills,

Congratulations to the 2 residents in Glanville Road who each won £50 of vouchers for simply returning the RMO's satisfaction surveys. Well done to you both. Please ensure you return your satisfaction surveys to be in for a chance of winning.



Blenheim Gardens RMO Board and estate team, wish you all a very Merry Christmas and a prosperous 2026

Performance for end of September 2025

KPI Description	Lambeth Results	2025/26 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
% Rent Collected in year	98.00%	99.00%	101.20%	YES	YES
% Service charges collected	115.75%	105.00%	210.00%	YES	YES
Average relet Void time	247.5 days	30 days	5 days	YES	YES
% Gas services completed on time	99.70%	100%	100%	YES	YES
% Repairs completed on time	87.88%	80%	100%	YES	YES

Paying rent and service charges over the festive period

Please be reminded that your rent or service charges remain due over the festive period. Whilst we appreciate that Christmas can be an expensive period for many, tenants and homeowners however have a legal obligation to ensure payments are made and are made on time. Rent is due each Monday and in advance. If you choose to pay your rent weekly or monthly, rent is also due in advance. Service charges for homeowners are due on the 1st of each month, and the full-service charge account balance needs to be cleared by 31st March 2026. If you are experiencing difficulties paying your rent or service charges, please get in touch with us as soon as possible.



Blenheim
Gardens
Residents
Management
Organisation

The RMO supports the weekly food bank service. Using the proceeds from the RMO's fun day raffle, we have added in some extra goodies for our residents for the Christmas period which we hope you will find useful.

Generally, the food bank operates each Weds from the Community Hub, 23 Prague Place, SW2, The food bank is run by volunteers.

Bogus callers – be aware

Our staff and our contractors would never turn up at your door without a prior appointment. Please be aware of cold callers especially those who claim to work for the RMO or one of our contractors, Lambeth Council or Wates. With the Christmas period approaching, always ask to see official identification before letting a stranger into your home

Never give out your personal or financial details, in person or over the telephone,

If you have any doubts or concerns, please call us for advice on 020 7926 0158



Waste over the festive period...

Residents are reminded to ensure their waste is disposed of in the correct manner always. Please ensure all refuse waste is placed in the refuse bins provided and to ensure all recycling is placed in the recycling bins. Placing waste on the floor, next to bins or on top of the bins, will result in a £400 fine being issued for each identified person on each occasion. Inconsiderate waste disposal places a strain on the estate cleaning service and negatively impacts on the estate appearance for other residents and visitors to the estate.

The RMO operates frequent waste collections services and so there is no need to dump waste or furniture on the estate. If you have waste to dispose of, come and talk to us first, it will be cheaper than being issued with a fine - Thank You!

Over the festive period, our collections over Christmas and the New year will be Saturdays 27th Dec and 3rd Jan 2026.

Our Annual Estate Services survey Enclosed with this newsletter is the RMO's annual estate services survey for your completion. Your feedback will help us to improve the services we provide to you, our residents. The feedback gathered will be compared to information provided in previous years. Thank you for your support.



Please see below QR code for the Blenheim Gardens Annual Service Satisfaction Survey 25/26.

Disrepair, Be Aware.

Recently, increasing numbers of residents are being targeted by people working for no win no fee solicitors.

Worryingly, some are falsely claiming to act on behalf of the RMO or the Council to gain access to properties.

Typically, these agents promise large compensation payouts for tenants who make claims for unsatisfactory repair jobs. While these offers may sound attractive, many of them come with hidden fees that can leave residents out of pocket and facing hefty legal debts. Many of these disrepair claims turn out to be unsubstantiated. In just the last few months we have had to handle several false disrepair cases, which could easily have been avoided if the tenants had simply talked to us directly.

So, if you are promised 'no win no fee' please remember these people do NOT work for the RMO or Lambeth Council – they are scammers. They want the legal fees and are not interested in you, your living conditions or if they can get the best deal for you, they are money focused, simple. Many of these firms don't even bother to check if the repairs have been done since their motivation is money!

Remember, if you have any repair issues always speak to us directly. We are here to help get the problem resolved. Let's work together on resolving any issues you have.

During October, the RMO sent out a repairs form to all council tenants, if you have repairs you would like to report, please complete the form and send back to us. Please also return the form even if you have no repairs to report.

Thanks for your help.



Ring Bell – did you know?

Smart doorbells like Ring have become an integral part of home security systems in the UK, offering unmatched ease of monitoring activities right at your doorstep. However, as their popularity has soared, so too have concerns about privacy and surveillance.

Residents installing a smart doorbell have a duty to inform visitors and passersby that they are being recorded and justify their surveillance activities under the legal concept known as 'legitimate interest'. This means that while a doorbell can film a person's property for security, it shouldn't record beyond those boundaries, such as public streets or a neighbour's private garden. Please ensure your smart bell is not impacting on the privacy of others.

Don't be a nuisance this Christmas...

Blenheim Gardens RMO takes all complaints of Anti-Social Behaviour (ASB) seriously and we encourage all residents to report ASB to the RMO in the first instance.

What is anti-social behaviour?

Anti-Social behaviour (ASB) includes a wide range of problems and because of this there are lots of things that can be done to tackle it. Examples of ASB include, and are not exclusive to:

- Noise nuisance
- Graffiti
- Vandalism
- Nuisance from pets
- Harassment
- Criminal activities
- Dumping rubbish

Blenheim Gardens RMO works in partnership with other agencies (e.g. the Police, social services, Lambeth's Crime and Anti-Nuisance Team) to ensure that where ASB is evident, it is stopped quickly.



Ways of reporting ASB:

To the estate office in person or on 020 7926 0158 or email Blenheimgardens@lambeth.gov.uk

If the RMO office is closed, you may report incidents to Lambeth Council using the following links:

<https://beta.lambeth.gov.uk/noise-nuisance-anti-social-behaviour-and-safety/anti-social-behaviour-lambeth>

<https://beta.lambeth.gov.uk/noise-nuisance-anti-social-behaviour-and-safety/noise-complaints>

or telephone 020 7926 5000

If you have concerns regarding a vulnerable person, please contact Lambeth Safeguarding Professional line: 020 7926 5555 (24 hours)

In an emergency always contact 999

Building energy performance monitoring research project

Earlier in the year, Lambeth Council, alongside Blenheim Gardens RMO, invited residents to take part in an exciting research project aimed at tackling some of the biggest challenges in housing: keeping homes warm and fit for the future, identifying ways to reduce heat costs and improving the quality of the indoor environment, especially the risk of damp and mould.

We want to thank all those who have participated so far. The data collected will be anonymised and used by Eyesea Green to create an algorithm that can predict the likelihood of condensation and mould growth in homes. Additionally, we will gather vital measurements to show how homes perform after they've undergone energy efficiency upgrades (retrofit works).

At the time of writing, 40 homes in Blenheim Gardens Estate have devices installed with more installations

planned. To protect the privacy of the residents, the researchers have no access to any personal data such as names, addresses and phone numbers. The installations are carried out by Lambeth's market research team who are trained and experienced in working with residents across the borough.

The cost of the electricity to power these devices is approximately £2 per year and participants are offered a £25 Love to Shop gift card to cover this cost and as a thank you for participating.

Residents will be able to find out how well their home is performing when reports are issued later this year. If you are a Lambeth tenant and would like to take part, please contact Andrea Omo-Kivie. Email: Aomo-kivie@lambeth.gov.uk
Tel: 02079267062 | 07985216277

Door Entry System

Do **not** buzz anyone in unless you can confirm their identity.

This is to help prevent anti-social behaviour and to ensure that only authorised individuals are allowed access to the building.

Thank You.

Following the AGM hosted in Sept 25, the following residents form part of the RMO board for 2025 – 2026

Executive members:

Martin Cherry, Chair
Gina Filose, Vice Chair
Maralyn Mauouche, Treasurer
Maureen Champion, Secretary

Board members:

Erin Gill
Sally Hill
Yvonne Aforkpan
Suzannah D'abo
Michelle Greenfield
Eddie Otoyó
Mariam Wolff

Co-optees:

Colleen Scott
Chinedum Obi

The following are also members of the Finance subcommittee:

Maralyn Mauouche
Sally Hill
Martin Cherry

Remember the RMO is a voluntary organisation and is governed by estate residents for estate residents. Why not find out how you can get involved?



RMO's Surplus fund

At the October 2025 special general meeting, shareholders voted and approved a £1million contribution from the RMO's surplus fund to support the retrofit scheme being delivered by Wates on behalf of Lambeth Council.

Our contribution will levy further additional funding of around £850,000 to support the project. This money will be used to include additional properties into the retrofit scheme.

The surplus fund has been generated through prudent financial management by the RMO and it is to be used for the benefit of the community.

Community WhatsApp Group

Blenheim Gardens RMO is introducing a community WhatsApp Group for residents and members of the local community who want to stay updated with anything going on around the estate.

The group will be for administrators to post notifications for the office, local clubs, groups, activities, food bank surplus, donated items and much more.

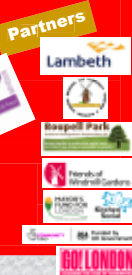
If you'd like to join the group, please scan the QR code below or follow the link; <https://chat.whatsapp.com/H9KKI1JhUzk5O3nggcY6cS?mode=wwt>

If you have any questions before joining, please contact Blenheim Gardens RMO on 0207 926 0158.



Blenheim Gardens
Announcements
WhatsApp group





#WINTER-BREEZE 2025

The BootCamp @CEFLyncx

5 Days of PURE Activities, Fun & Food BootCamp
From, Mon., 22nd to Wed., 24th & Mon. 29th to Tues., 30th December 2025 (10am to 3pm)

Age 7 to 16 and also, Volunteering/Work Experience Opportunities For 16 +

Arts & Crafts, Music, Dance, Workshop

Multi Sports/Games Boot Camp

Youth Leadership & Opportunity Workshops

Youth Enterprise Development Workshops

A Healthy Lunch Every Day & More

This is a COVID-19 Safety Compliant Camp and it is taking place at the Windmill Gardens (Park), Blenheim Gardens SW2 5DA with LIMITED PLACES allocated on first-come-first-served basis
Registration is NOW OPEN ONLINE!! To Register, Scan QR Code or EMAIL: #Winter-Breeze 2025 to COMMUNITY7@CEFL.ORG.UK
For Enquiries, contact: Christian on 07496 951 957 or Visit our Website, www.cefl.org.uk/our-sharp-offer; Facebook, CEFLyncx

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 wo pe saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.

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

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
Estate Emergencies: 0790 382 4072

Email:

blenheimgardens@lambeth.gov.uk
W: www.bgrmo.org.uk
Twitter: @DannyBgrmo1
Facebook: Blenheim Gardens RMO
Skype: Blenheimgardens1