







CELEBRATING 25 YEARS OF PUTTING RESIDENTS FIRST 2001 2026

Blenheim Gardens

Residents Management Organisation

25/26 ANNUAL REPORT

Chair's Welcome

Welcome from Chair of The Board, Martin.



I am delighted to introduce this Annual Report, which celebrates 25 years of achievements and our future plans.

As a resident-led organisation, Blenheim Gardens RMO exists for the benefit of our local community. We place residents at the heart of everything we do, ensuring that our decisions reflect their needs and aspirations.

In 2026, we celebrated 25 years of tenant management. Having lived on the estate for over 50 years, I am fully aware of the positive changes introduced by the RMO over this period. The estate is such a different place now. The estate and our services are much more accessible to our residents, we provide service reflective of our community, a local office, a community space, dedicated staff, we now have a cleaner estate with well-maintained homes. This is a complete contrast to when the housing management services and estate was managed by Lambeth Council. I can assure you that the services you receive from the RMO is not standard, BGRMO is a leading tenant management organisation. In 2025, residents provided the RMO with a clear mandate to continue for at least another 5 years following the completion of our continuation ballot.

Over the past year, the estate has been a hive of activity, with significant improvement works. The main project has been the retrofit works to houses, managed by Lambeth Council. Throughout this process, the RMO has supported residents by hosting meetings with the council and their contractor, Wates; ensuring their voices were heard and advocating for their best interests. This year has underlined the real value of having a resident-led organisation—one that can coordinate a unified response and champion the community's voice, in contrast to estates without such representation.

From a social and community perspective, we have kept our programme of events thriving. We have hosted our weekly foodbank service, providing an annual fun day, a seaside trip, as well various activities for our young residents throughout the year. It has been wonderful to welcome new faces on to the estate and further strengthen our

community bonds. The RMO board is excited about the future.

This year we will also be developing a new Business Plan for 2027-2030, it will be co-produced with residents and residents will be at the heart of it. This will ensure the RMO continues to meet the needs of our residents and our obligations under the terms of the Management Agreement we hold with the Council.

I also thank my fellow board members for their dedication and commitment to their respective roles. The decisions we take are for the benefit of all the residents we serve. Without the involvement of residents, the RMO will cease to exist.

Together, we have achieved a great deal, and with your ongoing support, I am confident we will continue to build a strong, connected, and thriving community.

We look forward to a further 25 years.

I hope you enjoy reading our annual report.

Martin Cherry
RMO Chair

Celebrating 25 Years of Tenant Management



During the year the RMO reached its 25-year milestone. The RMO went live on 20th June 2001 and the estate has seen many changes during this period.

The RMO appreciates residents trust in voting for us to manage your estate and housing management services. It is our privilege, always.

We recognise that without the support of residents, there will be no RMO. In turn, the RMO works tirelessly to provide the best housing and estate management services we can.

Thank you for your continued support.

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.



Who we are and what we do?

Blenheim Gardens RMO was set up by residents in the 1990s and went live in June 2001. The RMO took over the management of the estate from Lambeth Council. From that date forward we have had a clear vision of how we want our estate to be, and we remain committed to making this a reality. Our resident-led Board steer the overall direction of the RMO, and it is managed operationally by Danny Howcroft, our Estate Director. Danny is supported by the estate team.

The Board is further supported by dedicated finance sub-committee. Together the Board and the RMO team strive to ensure that the RMO provides good quality, joined up services and that any surplus accumulated is invested back into the estate as improvements or community projects. Any resident over the age of 18 can volunteer as a member – please get in touch if you would like to get involved.

The following residents serve on the RMO board:

Executive members:
Martin Cherry, Chair
Gina Filose, Vice Chair
Maralyn Maiouche, Treasurer
Maureen Champion, Secretary

Board members:
Erin Gill
Sally Hill
Yvonne Aforkpan
Suzannah D'abo
Michelle Greenfield
Eddie Otoyo
Mariam Wolff

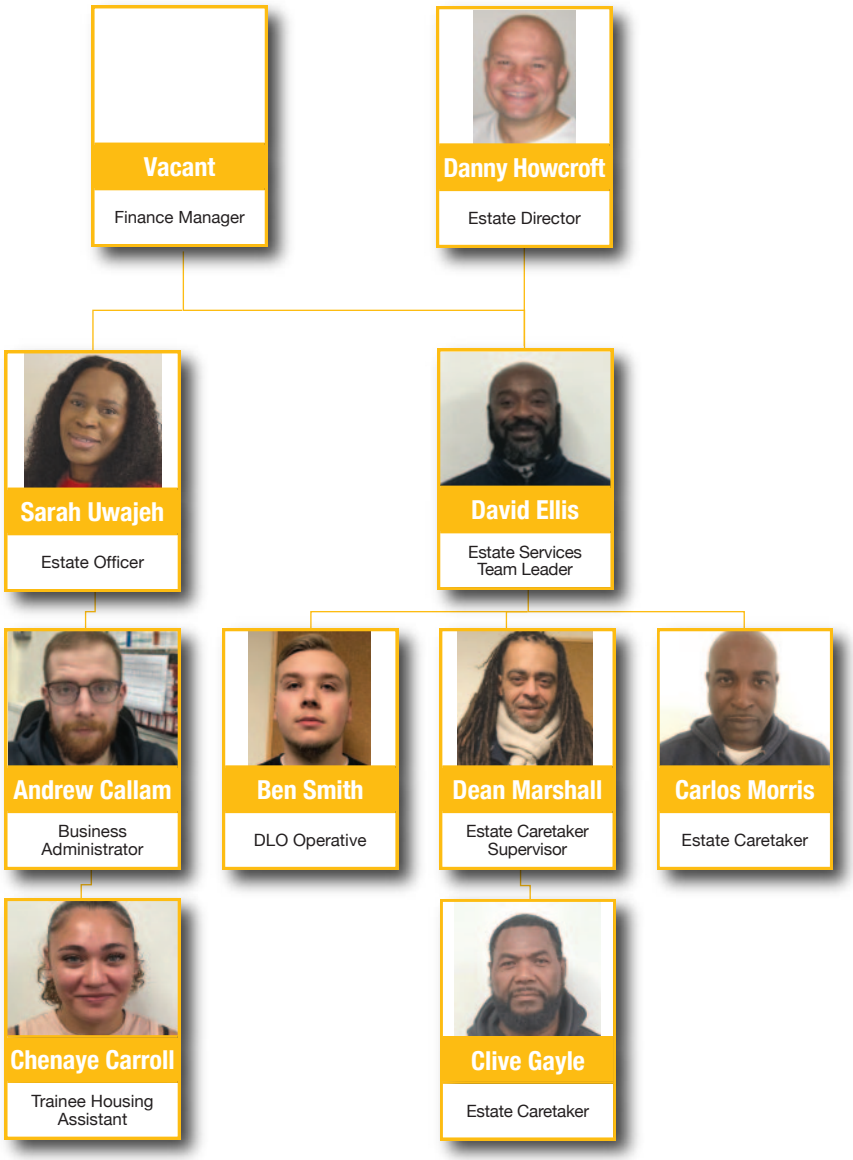
Co-optees:
Colleen Scott
Chinedum Obi

Benefits of getting involved:
- More control of your home and community
- Receive better services reflective of need
- Able to influence service delivery
- Able to highlight local priorities based on local knowledge
- Receive free training and gain experience that may help with career advancement
- Strengthens the local community by developing ways of involving the whole community

How do I join the board?
First, you must be a shareholder, and the cost is 10p for a lifetime membership to the RMO. Then complete a board nomination form attached to the notice of an annual general meeting (AGM) and ask a friend or neighbour on the estate to nominate you by signing the paper. Your friend or neighbour needs to be a shareholder of the RMO. You must return the nomination form to the estate office for the attention of the secretary.

Alternatively, you may simply turn up at the AGM and put your name forward.

Meet our team…



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

COMMUNITY

IMAGES FROM BLENHEIM GARDENS EVENTS
















Breville
SALTER

















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. The year has been a challenging one for Blenheim Gardens RMO however the Governance Board feels there has been significant progress made preparing the RMO for the future and maintaining the delivery of high-quality customer focused services.

Some of the objectives achieved during the 2025-26 financial year included:

- Increased membership to the RMO and Governance board member nominations
- Provided 2 apprenticeship opportunities, including one at level 4 in housing management
- Continued with the boiler renewal programme, installing 14 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 throughout the estate
- Provided an annual fun day
- Increased the estate CCTV coverage
- Supported Lambeth Council's bid to introduce energy efficiency measures on the estate, which included new windows and doors, improved ventilation, new roofs, cavity wall insulation. These measures remain on going at year end
- 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
- Employed an additional caretaker as requested by residents
- Undertook our annual service satisfaction survey
- Undertook a resident involvement survey to ensure we are providing the activities residents want
- Undertook our 5-year continuation ballot and received an overwhelming mandate from residents to continue to manage the estate
- Reviewed and introduced a new policy and procedure for responding to mould and damp in tenant's homes
- Achieved an end of year surplus position after meeting the costs of estate improvements
- Negotiated an improved maintenance and management allowance from the local authority from 1st April 2026

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

Future developments

During the 2026-27 financial year the RMO will endeavour to:

- Provide £1m from the RMO's surplus fund to support the continuation of the retrofit program
- Support the development of a gardening committee for the estate growing areas
- Introduce a radiator replacement program for our directly managed stock to keep homes warmer for longer
- Continue to offer a hardship fund to residents
- To provide a summer annual fun day to celebrate 25 years
- Continue to discuss the possibility of taking on additional responsibilities with the Council
- Continue with the estate painting programme
- Continue with our boiler renewal program, installing 'A' rated boilers
- Continue to reshape service provisions to meet future local needs of the communities we serve
- Continue to support wider community groups and initiatives which benefit the Blenheim Gardens Estate community
- Continue to help and support other RMOs in its role as a NFTMO Guide TMO
- Continue to increase membership to the RMO and Governance board member nominations
- Review and update the RMO's business plan (2027-2030)
- Recruit a part-time community support worker as agreed by residents
- Undertake a good governance kitemark reassessment with the NFTMO
- Provide a budget to resolve leaks being experienced from porch roofs on houses

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.

Thank You!

Complaints

We strive to provide the best service and hope you never have reason to make a complaint. But if you are unhappy with our service please let us know so that we can put things right and learn lessons.

You can submit a complaint form online at https://www.bgrmo.org.uk/online-services/comments-and-complaints/comments-and-complaints-form/ , visits us at the estate office or send an email blenheimgardens@lambeth.gov.uk



"To build a greener, safer and a more prosperous future with the community we serve"

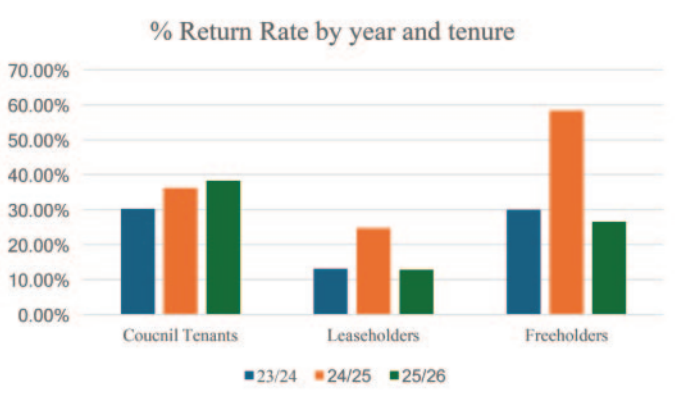
Service Satisfaction Survey 2025/26 – Summary

% of satisfaction has been worked out as follows. 100 / Overall respondents * returns. For example, 100 / 440 (total surveys sent out) x 136 (those who returned survey) = 30.90% 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 136 surveys returned. This is a return rate of 30.9%. In comparison to last year, we received 165 responses. This is a decrease of 29 surveys. We received more council tenant surveys than in previous years, even though the overall numbers returned dropped. During 2024/25, we increased our survey method scope to include a survey online, via 'survey monkey'. Unfortunately this doesn't seem to have correlated into this year.

This year we received responses from 38.35% of council tenants, 12.87% of leaseholders and 26.60% of freeholders.



This year, and on average, the RMO had achieved 97.36% satisfaction, a top quartile performance. This is also an increase compared to last year, where we received 95.83% satisfaction which is a positive direction of travel.

% of satisfaction for each of the 25 questions on the survey was above 90% apart from 1, where the RMO received 88.88% 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.

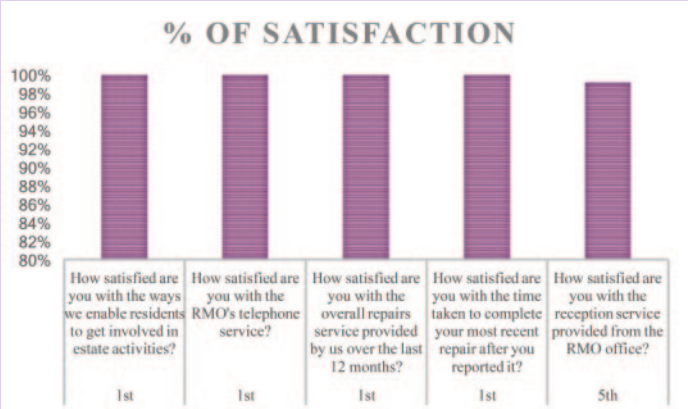
The areas where the RMO received our lowest satisfaction were as follows:

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

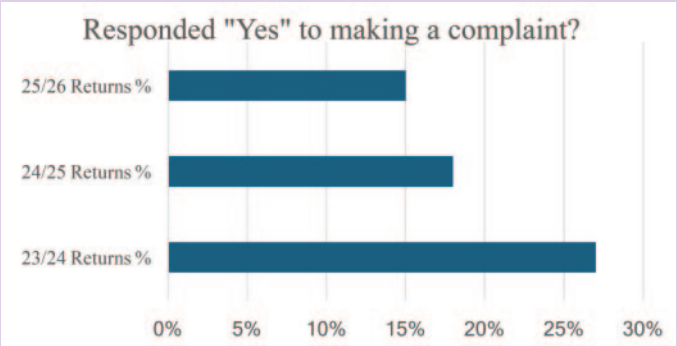
This questions similarly received the lowest satisfaction level last year also. Of the 136 surveys returned, only 21 people reported having made a complaint. Of those, 16 people responded with positive feedback, 2 with negative and 3 "No opinion". Due to the low number of complaints, the % is more greatly affected by negative feedback. It may also be the case that the complaint wasn't regarding a service provided by the RMO since you cannot tell from the survey. BGRMO don't provide all services, and we know many residents have experienced a roof leak or has an issue with capital works over the last 12 months, which are not managed by the RMO.

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

We had 4 questions which received 100% satisfaction!



We asked residents if they've made a complaint to us over the past years. We received a "Yes" response from 15% of respondents this year, in comparison to 18% in the year previous, and 27% the year prior to that. This shows a continued downward trend in the number of complaints made to us over a 3-year period.



The annual services survey is also a great way for Blenheim Gardens RMO 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 homes. We had 12 reports of damp and mould from the surveys returned, which shows that our approach to this has been effective in reducing the number of tenants suffering with damp and mould issues.

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

"More security gates at the entrances of the estate"

"Building works are a nuisance they have spent weeks working with no end in sight"

"A regular physical presence around the estate during summer in the afternoons and evenings"

"Good communication and care to residents"

"Bins and recycling services could be improved"

"The houses are very cold during the winter because of the conditions"

"Car parking spaces are not spacious enough for modern cars"

"RMO staff are very caring, hardworking and respectful"

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.

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.

This may be because we had a few different surveys overlapping and some resident may be confused with which we are chasing to be returned. 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 2026 for reporting in 2027.

Financal Report

How was your money spent?

At a glance…

Yearly Income	
2026 £1,058,885	2025 £1,047,397

Employment Costs	
2026 £373,996	2025 £415,999

Direct Estate Expenses	
2026 £407,695	2025 £469,520

Office Administration Expenses	
2026 £127,437	2025 £167,261

Committee & Communication	
2026 £35,682	2025 £33,219

Results:

The **surplus** for the year after taxation was £369,322 (2025 - £260,768) before actuarial gains on the pension scheme of £89,000 (2025 - £152,000).

Surplus Fund carried forward was £3,175,453 (2025 - £2,739,339).

Our performance - This is how we do it…

The RMO performance is monitored and measured by Lambeth Council. At year end the RMO achieved the following:

Rent collection:
At the end of 2025-26, BGRMO exceeded the target for Rent Collection in year achieving 100.26%.
BGRMO is 1st out of 9 TMOs on this indicator. BGRMO rent collection performance has exceeded targets consistently throughout the year

Service charge collection:
At the end of March 2026, BGRMO collected 376% on service charges, exceeding the set target by 271%

Repairs completed on time:
BGRMO met the target for repairs completed on time consistently throughout 2025-26. We achieved 100%.

Gas Servicing:
Through working with their contractor Clapham Heating, we were able to maintain the completion of all its gas servicing within 12 months of the previous service, achieving the 100% compliance target.

Empty properties (voids):
BGRMOs average turnaround time was 13.3 days and so was well within the 30-day target.

Complaints:
BGRMO received 6 complaints and 5 ME's during 2025-26,

All complaints and MEs received were responded to within the target time, achieving 100%.

Anti-social behaviour:
In the first quarter of 2025-26, we received 11 medium category ASB cases. In the second quarter there were 12 medium categories. In the third quarter, there was 1 high category, 13 medium category and in the fourth quarter, there was 1 high category, and 10 medium categories.
All complaints were responded to within the target time.

There were no ASB cases involving hate crime during 2025-26.

Repair satisfaction survey:
The RMO recorded 101 returns in the first quarter, 100 in the second, 146 in the third quarter, and 100 in the fourth quarter.
Overall, 447 returns were received from 1520 repairs completed.
All returns had 100% satisfaction.

Tenancy checks:
During the year, the RMO completed 48 tenancy checks.

Financial framework:
We have complied with the TMO Finance Framework by providing all reports within the specified timescales for 2025-26 to the Council.

Internal audit by Lambeth Council:
Blenheim's Last Audit was 2024-25. Assurance Level attainted was 'Substantial' outlining: 'No significant improvements are required. 'There is a sound control environment with risks to key service objectives being well managed'.

Feedback from the TMO client team

"Performance has remained strong at Blenheim Gardens RMO during 2025-26. Given the economic challenges with the Cost-of-Living crisis and rising energy bills it is impressive that BMGRMO were able to meet all performance targets including Rent & Service Charges during these challenging times. Community engagement continues to be an area of strength for BGRMO with a wide range of community activities and events for residents in place.
Management and running of the RMO continues to be excellent via good leadership and robust management of process and procedures
It has been a very good year for the RMO and given the above comments achievement of targets is predicted to continue into 2026-27"

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.)



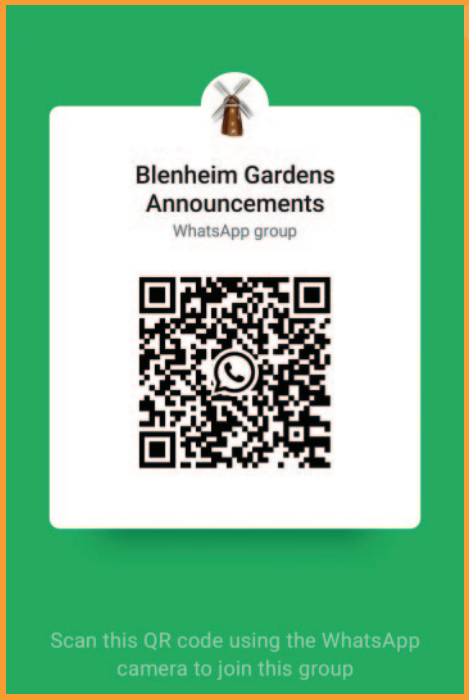
Blenheim Gardens RMO address and contacts

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



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 - 07984 618 930
Clapham Heating - 07845 028 636
Housing benefit & Council Tax - 034 5302 2312 or email benefitsinfo@lambeth.gov.uk
Age UK - 0800 169 6565
Non- emergency Police service - 101
Noise Nusiance - 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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Français: Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 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 yìí, ní èdè Òmíràn, ejọ, ẹ kàn wà l'ágogo 020 7926 0158.