



Blenheim Gardens Resident Management Organisation

Resident participation compact



We live on the Blenheim Gardens Estate and we set up Blenheim Gardens Resident Management Organisation (RMO) in June 2001. The RMO gives you the chance to decide how the estate and housing services are run.

Many of you take up the opportunity to have a say over a wide range of estate matters. Some of you don't get involved. The important thing is that we do our best to encourage and support you to get involved on your estate in any way that you can.

We all want to make sure that Blenheim Gardens is an excellent place to live and work. We are committed to making sure we give you the opportunity to get involved or have a say. Our message is **'come on down and get involved'**.

What is a resident participation compact?

- A compact simply means an agreement between two groups of people. In this case, it is between Blenheim Gardens Resident Management Organisation and you (the residents on the estate).
- The resident participation compact explains what we will do to make sure we listen to your opinions, tell you about any issues on the estate and encourage you to get involved.
- It also shows how you can get involved and help make decisions which affect the estate.

Commitment and opportunities

Our commitment to getting you involved

Because we are a Resident Management Organisation we have a lot more say over the estate than most other residents on other estates. But, we still need to do things to support and encourage you to get involved.

- We will respect any ideas or suggestions you have about the estate, your home, services, or this resident participation compact.
- We will help you to get involved in any reasonable way we can.
- We will have open meetings when we make decisions. This means you can attend meetings or ask for the minutes (notes on who said what and issues raised).
- Together we will agree a yearly budget and plan to improve the estate.
- We will make sure that everyone, including children and young people, has an opportunity to have a say.
- We will review this compact every year to make sure it meets your and our needs.

Ways you can get involved

It is important to realise that there are a number of ways you can get involved. You should get involved at a level you are comfortable with. You can get involved in the following ways.

- Become a member of the URH resident panel and discuss what improvements you would like to see made on the estate.
- Take part in our yearly 'focus group', to discuss improvements you would like to see made in specific service areas (for example, the repairs service).
- Post your ideas in the suggestion box at the estate office.
- Write an article for the estate newsletter.
- Go to public meetings and discuss estate issues that affect you and the estate.
- Make sure you fill in and return service satisfaction slips and estate surveys.
- Go to estate walkabouts every three months and help us find what areas need improving.
- Go to resident training and leisure events.
- Consider putting your name forward to become a member of our board or sub-committee.

Communication and keeping you informed

How we will communicate with you

We need to communicate with each other effectively to help you get involved. It is important that you trust the information we give you, and that you can get more detailed information if you need it.

- We will produce a yearly report that shows our performance and plans for the next year.
- We will produce a newsletter every three months, and make sure we deliver it to all residents.
- We will keep our website up to date and provide a computer in our office for you to use.
- We will check and update the notice boards every two weeks.
- We will put up notices of all meetings at least two weeks before they actually take place.
- If you ask us, we will give you a set of minutes from any of our board or sub-committee meetings.
- We will provide translation and interpretation services if you need them.

What you must do

We do not want to confuse you by giving you too much information. We will only give you information when you need it, or when it is important. You should always read the information we send you, and not just put it in the recycling bin.

- Read the newsletter and information we send you. It may be important or interesting.
- Read and keep up to date with news from United Residents Housing (URH) - especially on issues about Decent Homes (such as fitting new kitchens and bathrooms) and any work that will be carried out on the estate.
- Let us know if you have any special needs. For example, if you need information in large print or in Braille, or if you need an interpreter.
- Write a letter or article for our newsletter. You may know about activities or benefits that other people would find useful.
- Let us know if you would like copies of the minutes from our board meetings or any other information about us or the estate.

Consulting and listening

How we will ask for your opinions and listen to you

We have a Management Agreement (a contract) with Lambeth council. Under the conditions of this agreement, Blenheim Gardens RMO now have a number of responsibilities. This means we have to discuss our plans with you and ask you your opinions.

Having effective ways of getting your opinions means we know what issues you think are important. This helps us make the most of our resources.

- We will make sure everyone knows their rights and the responsibility of the landlord to speak to you about important issues.
- We will use your opinions to help us prepare and update our business plan.
- We will speak to you when we review our service standards and performance targets.
- We will work with United Residents Housing (URH) to make sure we give you the widest set of choices and a say over any major work or planned improvements to the estate.

What you should do and how you should respond

If we are going to work together, you are the essential ingredient.

Things you can do include the following.

- **Make an effort to come to our board meetings, general meetings and consultation events, to give your views.**
- **Consider joining the Residents' Panel. There is a separate leaflet with details in the estate office.**
- **Go on estate walkabouts.**
- **Put your name forward and take part in the focus groups we organise.**
- **Young people should take part in Blenheim 'Shout out' events so they can put their views across.**
- **If you are not happy with our services, please make a complaint or use our suggestion box. (Complaints forms are available at the estate office.)**
- **We will listen to what you have to say!**

Getting involved

How we will get you involved

We want you to get involved in making decisions about the estate and issues which affect your home. But, because we are all local residents ourselves, we understand that it's not always that easy. For some of you, getting involved could mean putting your name forward to become a board member. For others, it could mean getting involved in an issue now and again.

We will plan to get you more involved in the following ways.

- **We will offer training on what we do and how we work.**
- **We will pay for childcare and similar costs, so you can come to meetings and events.**
- **We will encourage you to watch the work our board members do, so that you can become familiar and comfortable with the way we work.**
- **We will advertise meetings and events before they take place.**
- **We will introduce yearly membership campaigns to get you involved.**

Ways you can become more involved

You have more opportunities to get involved than most other estates. We are responsible for many of the services we receive and how money is spent managing and maintaining the estate.

- Look out for training events.
- Ask about becoming a member of the board or committee.
- Ask about joining the United Residents Housing Residents' Panel.
- Come along and sit in on our board meetings.
- Go to events arranged by United Residents Housing (URH), and see what opportunities they offer to get involved.
- Give us feedback on the services we provide by filling in surveys and questionnaires, sending us an e-mail, visiting the estate office, phoning us, sending us a text message to 0783 7363 715 or using our comments box.
- Take part in 'service area' focus groups (about repairs, estate improvements and so on).
- Go to our general meetings.

Reviewing and checking progress

How we will review this resident participation compact and tell you what we are doing.

We need to review this resident participation compact from time to time, to see how your needs are changing and to see what works best.

- **Our board will produce yearly reports on how many people get involved. For example, in estate walkabouts, board and general meetings, focus groups and residents panel meetings.**
- **We will monitor and investigate complaints every year and publish our results in our yearly report.**
- **We will have yearly focus groups to assess any changes that we need to make to the compact and service areas (such as repairs, a cleaning service and so on).**
- **We will look into the type of people on our board and make sure they represent the wide range of people who live on the estate.**

Other formats

If you would like this information in large print, in Braille, or in another format or language, please phone 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 yí, ní èdè Òmíràn, ẹjṓ, ẹ kàn wà l'ágogo 020 7926 0158.

Contact us at the estate office:

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24 Prague Place.

Brixton

SW2 5ED

Phone: 020 7926 0158

E-mail: blenheimgardens@lambeth.gov.uk

Website: www.bgrmo.org.uk

My 'to do' list

Sometimes we take big steps to get involved - often it is many people getting a little bit more involved that makes the biggest difference.

What will you do to take a step forward?

Use the space below to write down some of the ways you would like to get involved.

Communication and information



Consultation and having a say



Getting involved



Crystal
Mark
17290



Clarity approved by
Plain English Campaign