

# BITS & PIECES

THE BITMO NEWSLETTER FOR BELLE ISLE TENANTS & RESIDENTS



August 2023

## Help getting access to online services

**While most people now have a way of getting on the internet one way or another, we know that there are still many people that are not online.**

We want to make sure that everyone has access to information and services. That's why as well as using email, social media and the internet, we send out this newsletter four times a year and have just put up four community noticeboards (see below).

BITMO and Belle Isle Senior Action have a number of services to help you:

- Need help accessing online services like Universal Credit, housing applications and council tax?
- Want to learn how to use the internet?
- If you have no Wi-fi or device

**Mondays** 10am-12pm at 26 Broom Crescent. Friendly, social group for over-60s learning how to use the internet. Tablets to lend or bring your own.

**Mondays** 1-3pm – drop in for over-60s at Manorfield Hall - individual help with online services.

**Tuesdays** 1-2pm at Broom Nook 1-2 – friendly, social group for over-60s learning how to use the internet. Tablets to lend or bring your own.

**Tuesdays** 1.30 – 3pm at BITMO's GATE. All age groups. Learn online skills with Tracey and a team of



Tracey & Lisa can help you get online or use online services. Call Lisa on 07918 493455 /Tracey on 07891 270094

beginners. Starts again on 5 September. Stay on for a free hot meal at 3.30pm.

**Tuesdays** 2.30–7pm at BITMO's GATE. Individual help with online services (all ages).

**Wednesdays** – home visits if you have limited mobility.

**Thursdays** 1–7pm at BITMO's GATE. Individual help with online services (all ages).

You can use the Wi-Fi and computers at BITMO's GATE when we are open – see below.

### Belle Isle Community Noticeboards

Look out for regular information on local activities and services on display in the four new noticeboards in these places:

Broom Place, Belle Isle Parade, Windmill Parade, Windmill Road (by Belle Isle Road).



The **BITMO housing counter** is currently open 9am-12.30pm Monday to Friday. This is due to staff shortages. We operate a full day telephone service on 0800 389 5503 or 0113 378 2188.

Emergency out of hours 0113 376 0499. Email [bitmo.enquiries@belleisletmo.co.uk](mailto:bitmo.enquiries@belleisletmo.co.uk)

You can phone the Rents Team directly on 0113 378 2187.

**BITMO's GATE** community centre is open:

Monday, Wednesday and Friday 9am-1pm  
Tuesday and Thursday 1pm–7pm  
and Saturday 9 September 1-4pm

For ways to report repairs you can use this QR code.



# Taking care of Belle Isle

## Spotlight on BITMO's caretaking team

Having our own caretaking team means that we are able to take better care of the Belle Isle estate, deal with flytipping, and carry out minor repairs quickly. Other estates in Leeds don't have this service. It is a feature of tenant management organisations like BITMO that they focus on the local environment, and can quickly respond to requests for things to be done.



Alan, Ellis and Neil, managed by Darren, make up our caretaking team. They work in all weathers throughout the year. A typical day starts with Darren handing out different jobs to the team to do on the estate.

Darren says "We are behind on cutting grass and weed control this summer because we've had so many tenancy terminations. When a tenant moves out, we need to prep the house for the contractor, carry out the repairs needed for it to be relet to a new tenant. Often people leave a lot of stuff that we have to take to the tip. The contractor won't go in if it is very dirty. In the end it takes 2 of us all day to empty the house we are working on and clean it, and we will have to go back to tackle the garden. The ex-tenant is charged with the cost of clearing up.

"I'd say the best parts of the job are interaction with tenants, and working with the guys, and being outside. It's good being active, having variety and using practical skills."

### How are BITMO doing?

96.64% of BITMO repairs were completed within target timescale April to June 2023 (target 95%)

99.9% of BITMO homes meet the Decent Homes Standard as at 30 June 2023 (target 100%)

£1,900,000 spent on improvements to BITMO homes\* during the year ending 31 March 2023

92.3% of complaints were responded to within target timescales from April to June 2023 (target 100%)

\*not repairs – for example new roofs, kitchens, bathrooms

# Free summer food & activities

There's free food and activities at BITMO all summer. There is a hot meal served 4-6pm on Tuesdays and breakfast served 9.30-11.30am on Fridays.

The Summer Festival Finale is on Thursday 31 August from with a barbeque, music, balloon modelling, face painting and more.

To find out more, scan the QR code, check the community noticeboards or come to the GATE.



BITMO's GATE is the community centre in the old library near Kasa.



**Here are just some of the regular sessions from September.**

**Free toasties** 11 - 12.30 on Wednesdays. Any combination of ham, cheese, tomato, onion and beans.

**Repair Café** - bring in anything broken - from toaster and lamps to clothes or toys and our fixers will try to mend them. Saturday 8 September 1-4pm.

**Breakfast** every Friday 9.30—11.30am

**Tutors for Year 4 & 5 Children.** Open day Tuesday 12 September 4.15pm. Classes start 19 September.

**Free hot meal for everyone** served 3.30—5.30pm on Tuesdays.

**MINT Men's Mental Health** Tuesdays 7-9pm

This newsletter is available in large print on request by phoning 0113 378 2188.

 @BITMO\_LS10  Belle Isle TMO

