

Annual Tenant Report 2022/23





Message from our Chairman Sharafath Ghafiri

I'm proud to have been the Chairman of Belle Isle TMO since September 2022. As a tenant for seven years, I have seen the progress that BITMO has made to support our community through two years of pandemic and the cost-of-living crisis.

We are all feeling the impact of higher inflation, and inflation has had a big impact on the costs of providing services. We haven't sat on our hands. We've been working hard to negotiate with contractors and suppliers so that we can deliver value for the rent you pay.

There have been setbacks. IT issues, construction industry supply issues and a lack of labour have hit our repairs performance, but we are working through the issues to improve our service to you.

We are changing the way we resource our tenancy support team to improve how we manage anti-social behaviour, and how we support new and established tenants.

We are increasing the work we do in the community. This is at the core of what BITMO is. We are tenant led and community based.

We are not just tenants. Together, we have the opportunity to lead BITMO to improve life for the people who live in Belle Isle, now and in the future. That is a great opportunity for all of us. I hope you will take the opportunity to get involved and work with us to build a better Belle Isle.

Shaf



Message from our Chief Executive Deborah Kelly

Our Annual Report 2022 sets out how we've performed over the last financial year and includes some key figures and information we hope you'll find interesting. You will see from the information that follows that there are lots of areas where we are doing really well to build a better future for Belle Isle, but also opportunities for us to do things even better. As a tenant led organisation, we rely on the commitment of our tenants to tell us what their priorities are, and to provide leadership through our Board.

We remain committed to our core objectives.

- 1. Provide high quality services.**
- 2. Build a stronger safer Belle Isle**
- 3. Be a well-run TMO.**

I'm very grateful to the Board for their work over the last twelve months to steer us through some challenging situations, and to support me and the management team to deliver on their behalf. I'd also like to thank our staff for their ongoing commitment to making a difference in Belle Isle.

This year we are able to show you our tenant satisfaction results compared to those for Leeds City. We work closely with colleagues at Leeds City Council to make sure you get the best service possible from BITMO.

Our five-year plan has a clear focus on continuous improvement, providing services that get better every year, learning from experience and pushing standards up. We are very committed to our green agenda and our work on planting trees, growing food, and recycling. We are also investing significantly in insulation and thermal efficiency works on the estate to reduce the Belle Isle carbon footprint and put money back in people's pockets.

We provide training support and devices to help people get digital. A lack of digital skills and access to digital kit puts people at a disadvantage in accessing services, information and work. We support our community to close the digital divide.

Meeting community needs and developing our organisation to do that better is what we are all about. If you would like to find out more about BITMO or get involved in our volunteering programme or maybe join our Board. Please get in touch, we'd love to hear from you.

Deborah



Safety

We invest a lot of time and effort into maintaining the safety of the homes we manage.

We have effective systems in place to monitor the safety of gas and electrical installations, water, asbestos, and fire safety. We have added the detection and investigation of mould and damp to our arrangements.



Homes with a current gas safety certificate	99.40%	There are 11 homes that don't have an up to date certificate, this is because the tenant has not allowed us access within the year, and we are taking action to gain access.
Homes with a current electric periodic inspection certificate	69.12%	We have plans in place to bring this up to 100% by the end of March 2024.
Fire safety inspections	100%	We inspect 157 communal areas each year. These inspections are all up to date.
Asbestos safety checks	58%	1074 homes have asbestos records showing that either there is no asbestos in the property, or there is asbestos, and it has been tested and found to be safe.
Water Safety checks	100%	We test communal water supplies every year, and these are all up to date and found to be safe.
Lift Safety checks	100%	We inspect 66 lifts per year. The programme of inspection is up to date and no defects have been found.
Mould and damp	We maintain a register of homes where mould and damp have been reported. We inspect to identify the root cause and rectify any structural defect or provide assistance with ventilation or dehumidification as appropriate.	
Green spaces and footpaths	100%	We carry out inspections of green spaces and footpaths every year, and keep our records up to date, so that hazards are minimised

	BITMO	City	
Satisfaction that homes are safe	61%	62%	All potential health and safety issues are inspected straight away, and the required action taken to ensure the safety of our tenants



Engagement and Accountability

As a tenant led, community-based organisation, engagement and empowerment are fundamentally important to BITMO.

We provide a range of opportunities for tenants to get involved in reviewing what we do and participate in decision making. In the last year we have met with residents in our flats and improved security and décor in response to comments made. We have improved the cleaning regime in blocks and provided CCTV.

We run community consultation events over the Spring and Summer, bringing people together to enjoy a BBQ and share with us their priorities and what we can do better. We are always looking out for tenants to get more involved and participate in working groups or our Board, to really influence how we work.

	BITMO	City	
Satisfaction that BITMO listens to tenants views and acts upon them	59%	44%	We have a programme of tenant engagement throughout the year to make sure we are hearing and acting on what is important to you.
Agreement that BITMO treats tenants fairly and with respect	70%	62%	





Quality

As a Tenant Management Organisation, it is important to us that the services we provide are of the highest quality, and reflect the priorities of the community, and demonstrate a well-run organisation.

	BITMO	City
Overall satisfaction with services	72%	61%
Satisfaction with handling of complaints	52%	39%

We don't think that 72% satisfaction is good enough. We are working hard to increase that improving our repairs service, and speaking with customers about the things that are important to them.

	BITMO	City
Tenant satisfaction with repairs	76%	66%
Satisfaction with time taken to complete repairs	70%	61%
Satisfaction that homes are well maintained	61%	61%

We are increasing the amount of money we invest in people's homes, with a particular focus on thermal efficiency and kitchens.

Repairs completed within timescale	55% (approximately)	This is uncertain at the moment due to IT issues, but we know the figure is not where we expect it to be. An action plan is in place to improve this.
Homes that meet the Decent Homes Standard	100%	
Number of repairs carried out in the year	3925	Approximately 75 repairs per week, with an average cost of £114 each.
Money spent on day-to-day repairs	£448,981	
Income collection	95.99%	There is £268k owing in rent arrears. We aim to collect all the rent owing as this is the money that pays for the services we provide. We have carried out 3 evictions for non-payment of rent this year and served 98 households with notice that we will take them to court if they don't pay their rent.
Capital investment delivered	100%	We have spent £1,954,000 on improvements to homes providing new kitchens, bathrooms, heating systems and new roofs.
Complaints	19	We received 19 complaints in the year, the majority of these were about repairs.
	47% of complaints were responded to within 10 days and 67% within 15 days	We need to get a lot better at responding to complaints within target timescales.



Tenancy

We operate open and transparent systems for how we let the properties we manage. We comply with the Leeds City Council property allocation policy and the priorities that they set.

Number of homes let	102	
Number of exchanges	26 formal proposals received	We have approved 14 proposals for mutual exchanges and were all within the statutory 42 day decision timeframe. The exchanges were between BITMO and: BITMO tenants (6) / other council tenant area (4) / housing association tenants (4)
Number of tenancy changes	35 requests received	Nearly half of these requests (16) were as a result of the death of a tenant and the right of succession was then assessed. There were also requests to change names following marriage, divorce, or deed poll
Evictions for tenancy breaches	4	All tenancies are regulated by a clear tenancy agreement. Where tenants do not comply with the tenancy agreement, we take legal action to ensure compliance or to end the tenancy



Transparency

BITMO tenants are invited to become shareholders in the organisation, and to attend Board meetings. We encourage involvement and have a clear programme of tenant engagement opportunities published on our website.

	BITMO	City
Satisfaction that tenants are kept informed of things that matter to them	67%	53%





Neighbourhood Standard

BITMO's objectives are to build a stronger, safer, greener community.

Our ethos is about supporting the community to thrive and develop initiatives that meet local needs. We have a £70,000 Community Fund to support local initiatives and help tenants experiencing hardship.



Anti-social; behaviour cases	52	We had 52 active cases of ASB to investigate and seeking solutions to. We have two cases that are currently in the court process
Messy garden cases	97	We want to work with residents to look at options around opening a garden tool lending scheme to help people to look after their gardens
Environmental damage	Fly-tipping and damage to Belle Isle Circus by quad and other bikes are being addressed through environmental enforcement action and fencing of the circus	We have two environmental action notices in place, with tenants being fined for the damage they have caused

	BITMO	City
Satisfaction that communal areas are kept clean and well maintained	69%	56%
Satisfaction that your landlord makes a positive contribution to neighbourhoods	62%	55%
Satisfaction with handling of ASB	45%	42%

BITMO'S Gate

BITMO is much more than a landlord. We are a community development organisation.

This last year has seen us develop a strong vision for community development that is based on valuing what is strong and working with community members, seeking their views to find their passion and support them to develop projects that have meaning for them and will support involvement, address isolation, well-being and an improved physical environment on the estate.

COMMUNITY GARDEN

We have supported a group of tenants to develop a community garden in a disused garage site. The group has created a growing space for fruit and vegetables, where people gather and work together.

COMMUNITY ORCHARD

We worked with sheltered residents and children from the local primary school to design and plant a community orchard, that will grow fruit for harvest throughout the year.

BELLE ISLE LEARNERS

We have set up a tutoring service to provide additional help with English and Maths for primary aged children in the community because levels of achievement in these subjects are low in our neighbourhood.

"MUMS AND TOTS"

We have a parent and toddler group that meets in the GATE every week, it helps to address isolation, and goes some way to recognising the fact that there are high levels of domestic abuse in our community and women need a safe space to talk to each other, get support and be able to access specialist services discreetly.

HEALTHY LIFESTYLES THROUGH FOOD PROVISION

We work with other organisations to give our community access to free food, cooking lessons and distribution of slow cookers to help families to eat well and economically.

TEAM DEVELOPMENT, OUR VOLUNTEERS

Community development is about the people who live in the community, developing their confidence, their skills and their impact. Our volunteers run our activities with support from our staff. Firm friendships are formed, and isolation is reduced.

NETWORKING

We have set up a working group of all the community groups in the area, so they all know what each other is working on, work supportively, collaboratively and develop synergistically and inspire each other. We believe that the total benefit to the community will be much greater as a result.

COMMUNITY CONSULTATION

We have a regular timetable of community and shareholder events to attract participation and take the important conversations about tenant management to people where they live. Through engaging with local residents about their priorities we have developed a service model that has altered the

times we are available. We now are available two evenings per week and on Saturdays to meet the needs of a wider group of tenants and their families, as well as standard 9 - 5 office hours.

BITMO has never had such an active programme of engagement and participation. Our vision, shifting us from passively meeting service needs to active engagement and putting tenants in the driving seat means that we are a much more successful tenant management organisation rather than just a landlord. We believe that we will be able to grow as an organisation as a result and increase our area of benefit organically.



Priorities for the Next Year

BITMO has three key objectives which have not changed since we were formed.



Provide high quality services



Build a stronger, safer, greener Belle Isle



Be a well run TMO

In 2019 we developed a five year plan which had **5 themes**:



Continuous Improvement



Our Green Agenda



Being Digitally Enabled



Meeting Community Needs



Developing Our Organisation

Comments from some satisfied customers

I have had no issues and if I have any repairs they get it fixed straight away most of the time

To be honest my flat is okay so I am happy with it. This Friday I just had a tenancy visit which I have every year and there are no concerns here. I am happy with my property

I have had a lot of issues and they have been really helpful

Every time I have a problem, they sort it out straight away

I am happy with everything no complaints

When I have an issue they do their best to sort it out in good time

They're nice people and when I come to the office they're always very helpful with me and my wife

They have always been very good and any time I have had any issues they deal with it quickly

Case Study

Because we are tenant led, managed by a tenant Board, it is tenants who set our priorities. Our Tenant Board said that they wanted to be able to provide extra help to BITMO tenants who are in financial difficulty.

Janine spoke to us about her rent debt and a court order for council tax payment. She was struggling as she was on a low income and as a single parent with 2 children, she'd had a change in her work hours that affected her in-work benefits. We made a temporary arrangement to start to pay off the debt, that she could afford, then made an appointment for her to speak with our Financial Inclusion Officer for in depth help.

We established that Janine would be better off by £100 per month if she moved onto Universal Credit. We applied for an advance payment for her, a fuel support payment and sorted out food bank vouchers for her. We applied to have the court costs that had been added to her council tax bill to be removed, and this was done. We also supported her to set up a new affordable payment arrangement with Yorkshire Water and applied for a one-off grant payment to clear the debt she had with them. We then completed a discretionary housing benefit application, and she was awarded a payment that cleared all her arrears. All in all Janine gained over £1,000 as a result of working with our Financial Inclusion Officer, and a huge amount of stress and worry.

