



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 30th November 2023 at 6.00pm

Refreshments from 5.30pm

**BITMOs GATE
Aberfield Gate
Belle Isle
(With Teams Available)**

Note:

This is the agenda and papers for the Full Board of Belle Isle Tenant Management Organisation (BITMO)

For each item on the agenda there is narrative describing any issues and details of any recommendations requiring Board approval, where appropriate there may be separate reports attached as an appendix

Part A of the Board meeting and related papers are open to the public

Part B is reserved for matters confidential to the Board

Board members who wish to discuss any area of the board papers that requires further information or clarification are welcome to contact Deborah Kelly (CEO) via Karen Hoole 0113 378 2182

FULL BOARD MEETING

Meeting to be held on
Thursday 30th November 2023
at BITMOs GATE at 6.00pm
(With online access available)

Refreshments from 5.30pm

*WOULD BOARD MEMBERS PLEASE PASS ANY ITEMS FOR 'ANY OTHER BUSINESS' TO THE CHAIR
BEFORE THE START OF THE MEETING*

Part A – Public Agenda Items

- Apologies
- Questions from the public
- Issues raised by Board members for the agenda

Presentation: Vicky Nunns from LCC Parks & Countryside and Nicola Kelly-Johnson from Public Health will attend to talk about enhancing Green Spaces on the estate (separate briefing paper enclosed).

Bitesize training:

- (i) Regulatory Framework and the Social Housing Act 2023
- (ii) Handling Complaints - How the process works and what a complaints panel will examine

Meeting items:

1. Minutes and Matters Arising from the Board meeting held 12th October 2023 (page 5 & Appendix 1, page 54)
2. Operational reports and relevance to regulatory framework (page 6 and Appendices 2 (page 63) & 3 (page 70))
3. Community development report (page 34)
4. Finance Committee reports (page 39 and Appendix 4 (page 77))
5. Policy update (page 47 and separately enclosed)
6. Safeguarding and Complaints monitoring (page 48)
7. Board Forward Plan – meeting dates and times for the coming year (page 51)
8. Any other business (page 53)

Part B – Confidential Items (Part B papers - separately enclosed)

BITMO Board meeting 30th November 2023
Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
Presentation item	Enhancement of Green spaces on the estate	BITMO aims to enhance the environment in which residents live and to help face challenges of the climate emergency.	In accordance with its environmental aims, BITMO can do further work to plant and nurture trees and shrubs on the estate to aid bio-diversity.	Further develop an environmental action plan for the estate.
Bitesize training	- Regulatory Framework for Social Housing - Complaints handling	- Framework relevance and its impact on reporting - Work of the Complaints Panel	- Review operational reports in the context of the current regulatory framework - Enhance the work of complaint panel hearings	Take a full part in the training programme, which will be expanded going forward.
Operating reports	- Operational update - Performance - Growth - Service offer - Flat consultation - Ginnel security	Presentation of reports has altered to bring more clarity to decisions and relevance to legislation.	Continue to improve Board control and impact of decision making.	Make decisions on each item.
Community development	Reports on work and consultations.	Community development is at the heart of BITMO's mission.	Continue to enhance outreach work.	Accept report and agree on recommendations.
Finance Committee reports	- Gate kitchen - Revenue accounts - Capital accounts - Grant apps	Review the findings and recommendations of the Committee.	Continue to oversee and monitor financial stewardship of the organisation.	Agree any recommendations of the Finance Committee.
Policy updates	Information Governance	It is vital that BITMO has good and secure information systems and processes.	Renew its commitment to good information governance.	Agree a revised set of policies and procedures.
Safeguarding and Complaints monitoring	To ensure that work in these areas is monitored.	Both areas are of vital concern for BITMO and beneficiaries.	Continue to monitor these areas.	Accept the reports.
Board Forward Plan	To agree meeting and development event dates.	Required for good governance.	To ensure business is carried out correctly and to aid development of Board skills and experience.	Agree the current forward plan.

Part A – Public Agenda Items

Apologies: To be reported at the meeting.

Questions from the Public: All BITMO Board meetings are open to the public. This part of the meeting is set aside for questions to the Board from the public. Time and venue of Board meetings are advertised on the web site. Minutes from previous meetings are also available on the web site.

Issues raised by Board members: If Board members have issues that they wish to raise that are not included on the agenda these should be discussed with the Chair **before** the meeting starts.

1. Minutes and Matters Arising

In this part of the meeting the Board will consider the minutes and matters arising from the **Full Board Meeting held on 12th October 2023 (Appendix 1)**. The table below summarises some of the matters arising from this meeting and other issues that have arisen since.

Full Board 12th October 2023

Item	Update
Health & Safety Forum	Board members were asked if they wish to be on the Forum. The agenda will cover: 2022-23 report, recent incidents, risk assessments and any other business. Date to be set at the Board meeting.
Stock Condition Officer	Following Board agreement for a fixed term post, an officer has been appointed for 12 months and will commence work in the next ten days. LCC has recognised that this post will be important in collating data for performance reporting.

Recommendation:

Board is asked to APPROVE the minutes and discuss any matters arising.

2. Operational reports

2.1 Operational update

BITMO



Board of Management Report

Meeting Date: 30th November 2023

Report Title: Operational Report

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides an update to the Board on matters of relevance to the running of BITMO not covered elsewhere on the agenda. Specifically it presents a recommendation for a revision to the Community Fund, introduces the creation of a garden tool library, and updates the Board on the status of the LIFT OFF Charity ,and updates Board on the intended preparations for the ballot in 2024.

Recommendations:

Board is requested to approve the following :

- Reduce the number of community fund headings from five to three
- Wrap the aspects of it that are concerned with the alleviation of poverty into the newly formed Lift Off Charity and provide seed funding to the charity
- Increase the maximum value of individual awards available

Board are asked to comment on the intended preparations for the ballot.

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report.

Regulatory Framework:

The Home Standard		The Tenancy Standard	
The Tenant Involvement and Empowerment Standard	✓	Governance and financial viability	
The Neighbourhood and Community Standard		The Rent standard	
Value for Money Standard		The Tenant Satisfaction Measures Standard	

The involvement and empowerment standard

The standard requires that providers must regularly consider ways to improve and tailor their services. This report evidences that we have used customer consultation to inform the initiative to develop a garden tool library. .

Community Fund

In 2021 the BITMO Board established a Community Fund. Its purpose is to operate as a mechanism for the utilisation of excess reserves to benefit the community of Belle Isle. An annual budget of £70k was established, funded through reserves. At the end of each financial year, unspent funds are returned to reserves and Board are asked whether they wish to operate the fund and budget for it in the subsequent year.

There are currently five categories of funding.

Estate enhancement: fencing, seating, planting. Decisions on this aspect of the fund are made by the Board, and the limit is £40k per year. Very small amounts have been approved from this funding stream.

Green Strategy: Green energy solutions, planting. Decisions on this aspect of the fund are made by a panel of BITMO Managers. The limit is £5k p.a.

Training and qualifications. This funding stream provides support for individual to access training and qualifications, that they match fund, up to a maximum contribution of £500. There has only been one successful application for this fund, for driving lessons and Board subsequently advised that they did not wish to support similar applications. Total fund value is £5k

Tenancy sustainability/ hardship: This is the most successful funding stream. Typically people apply to it for financial assistance with purchases such as beds, white goods, and carpets. The financial cap is £500, and the total fund value is £5k

Community Group Activity: There have been a small number of applications to this stream. It has funded fun days and crafting sessions in the GATE.

The fund has also been used to support our Winter Warmth and school holidays programmes. It is proposed that we amend the operation of the fund in the following ways.

- Reduce the number of fund headings from five to three
- Wrap the aspects of it that are concerned with the alleviation of poverty into the newly formed Lift Off Charity
- Increase the maximum value of individual awards available

(i) Community and environment

This will cover both environmental improvements and community activities. Applicants will be required to evidence support from four separate BITMO households before the application can proceed – similar to the fun days. We will help go door to door if necessary. Residents then need to work with BITMO to make the case. Where it is a security improvement as a result of crime or ASB, BITMO will provide the Board with statistics on police reports and ASB cases.

Applications would go to Chairs/Finance for discussion in advance of a Board decision so BITMO staff can carry out any research or consultation required before the Board meeting

A cap of £15k is suggested for the fund, with a maximum of £2k per award

(ii) Qualifications, training and small business

The Community Development Team would receive applications and bring proposals for courses that can run in the GATE to be part-funded by the Community Fund. Providers often have funds to provide courses, but they require a minimum such as 10 participants to finish the course. We have in the past received requests to fund driving lessons, and a taxi licence, but Board have not considered these appropriate. Board is asked to consider what training and small business ideas they would like to support

A cap of £10k is suggested for the fund, with a maximum of £500 per award

(iii) Cost of living support to households

This replaces the tenancy sustainability category and covers the Winter Warmth programme.

When initially conceived the tenancy sustainability category allowed for individual grants of up to £300. We are asking for an increase to £500 per household due to inflation since the scheme was agreed 2021.

The Winter Warmth Programme will provide 60 Winter Warmth packs to households nominated by BITMO based upon the thermal efficiency of their home, tenancy record,

and local knowledge regarding income and other schemes they qualify under for e.g. British Gas vouchers. The value of the pack will be £50 for a single person or couple household. £100 for a family. The value can be redeemed against a mix of electric blankets, hot water bottles, blankets, low energy light bulbs, radiator reflector panels.

In addition this fund will be used to provide single room heaters and dehumidifiers to tenants who are in hardship, experiencing condensation and unable to afford to use their central heating sufficient to manage it.

A cap of £20k is suggested for the fund, with individual awards being capped at £500

Miscellaneous

The fund is also used to support the school holiday activity programmes and the free tuition in maths and English.

It is proposed that funds are approved as per the current arrangements.

Garden tool library

Garden maintenance is difficult for some of our tenants. In administering the messy gardens policy and procedure, tenants often tell us that they are unable to maintain their garden because they do not have access to garden tools, and they are expensive to buy.

We hope that establishing a lending scheme whereby tenants can borrow manual or wireless lawn mowers, strimmers, hedge clippers, spades, forks etc will help people to be able to maintain their gardens without the need for enforcement action by BITMO.

The scheme will operate simply. People can request to borrow equipment. We will show them how to use it safely, provide PPE, and ask them to complete a borrowing agreement. A risk assessment has been carried out, and we have consulted with our insurers.

LIFT OFF Charity

The LIFT OFF charity has now been established, and we are commencing a round of fund raising to support its activity. The Trustees of the Charity met on 14/11/23 and made a decision to recommend to the BITMO Board that the activities that BITMO is involved in that are directly concerned with the alleviation of poverty, should be wrapped up in the charity. So, the Winter Warmth programme would be run through the charity, as would the provision of heaters and dehumidifiers. This would enable a transfer of funds to the charity, and evidence of successful delivery of poverty alleviation activities, which would aid successful application for further funds from awarding charities.

It is proposed therefore that £10k is transferred from BITMO to the Lift Off charity, when possible, to act as “seed funding” to provide heaters, dehumidifiers and winter warmth packages, thereby funding activities we are already committed to at no extra cost.

It is also proposed that Mr Robert Chesterfield be admitted as a trustee to join Mr Jonah Ulebor, Fr Chris Buckley and the Chair and CEO of BITMO. Details of skills and experience will be relayed separately.

BITMO Ballot

Preparations are beginning for a successful ballot in 2024. At the Board Strategy Day in August, Board members advised that they wanted to see a clear programme of events and communications designed to raise the profile of the organisation and assure tenants of the value of tenant management and the quality of the services we provide. Board were keen to ensure that we re-use marketing materials from the previous ballot and

With this in mind we have developed a ballot plan that incorporates

- Service knowledge - raising awareness of our service offer via leaflets, and social media.
- Promotion of what makes BITMO special through a series of messages via social media, South Leeds Life, and Community Notice Boards.
- Enhanced services, such as an enhanced kitchen offer as previously agreed by the Board, enhanced caretaker offer, garden tool library. Winter Warmth, Welcoming Space, Repair café and our food offer which will extend to other locations e.g. Winrose
- Improvement to the planters on the estate through recruitment of two grounds maintenance staff on a seasonal fix term contract.
- Canvassing – knocking door to door promoting BITMO. Board members are asked to participate in this
- Shareholder Events - Inviting shareholders to meet to discuss services and how we can improve them. Board members are asked to participate in this also.
- Community events including an Easter Parade, Mid Summer Party, Belle Isle Gala
- Improvements to the GATE to create a more welcoming warm space

Colleagues will be asked to contribute to the further development of this plan at the Colleague conference on 1st December.

Performance

We are pleased to report that performance is continuing to improve – see separate report below.

Recommendation:

Board is requested to approve the following :

- **Reduce the number of community fund headings from five to four**
- **Wrap the aspects of it that are concerned with the alleviation of poverty into the newly formed Lift Off Charity and provide seed funding to the charity when practicable**
- **Confirm the Lift Off charity trustees as above**
- **Increase the maximum value of individual awards available**

Board members are asked to comment on the intended preparations for the ballot.

2.2 Performance

BITMO

Board of Management Report



Meeting Date: 30th November 2023

Report Title: BITMO Performance Q2

Author(s): Deborah Kelly and Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The report presents BITMO performance for the first two quarters of the year.

Recommendations:

Board is requested to Note the report

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report.

Regulatory Framework:

The Home Standard	✓	The Tenancy Standard	✓
The Tenant Involvement and Empowerment Standard		Governance and financial viability	
The Neighbourhood and Community Standard		The Rent standard	
Value for Money Standard		The Tenant Satisfaction Measures Standard	✓

The Home standard

The standard requires that providers must provide homes that are safe, of good quality, and . This report provides information on the way in which we comply with this requirement, particularly in relation to repairs performance and compliance with regard to gas and electrical safety

The Tenancy standard

The standard requires that providers must co-operate with the local authorities strategic housing function, and allocate homes that are designated, designed or adapted to meet specific needs. They must address under occupation and overcrowding in their homes, and must take action to prevent and tackle tenancy fraud.

The report highlights performance across lettings, tenancy changes, and the termination of tenancies. It does not include information on tenancy fraud. This will be included in future performance reports.

The neighbourhood and community standard

This standard covers the maintenance of shared spaces, the promotion of social, environmental and economic wellbeing and the effective management of ASB.

The report covers the work we do on ASB.

The tenant satisfaction measures standard

The Tenant Satisfaction Measures Standard requires all registered providers of social housing to collect and report annually on their performance on a core set of defined measures to provide tenants with greater transparency about their landlord's performance. This report includes this information.

Key Performance Indicators

Key Performance Indicators for the 6 months to 30.9.23 have been compiled and are presented in detail at Appendix 2. A narrative of highlights and key issues follows.

Repairs

System based performance reporting is still not available from LCC, over two years since the implementation of the new Cx product. In governance terms this undermines the local authority's ability, and in turn BITMO's ability to ensure effective internal control. In order to mitigate this failing we have developed shadow systems to extracted data manually.

This continues to be a major issue in the reporting of RR1 (repairs done right first time) and RR3 (appointments made and kept). There remain performance issues with regard to the main repairs contractor as reported above, but work is continuing to overcome these issues. Satisfaction levels remain less than optimal, although better than the City average.

Gas and electrical compliance performance has improved.

Board is aware that we have been working with the main contractor, Mears, to improve performance and we established an improvement plan. Initially performance improved in line with the targets set, but the level of improvement was not maintained. Mears are struggling to resource the contract to the level required. Whether this is because of genuine skills shortages or financial pressures on the contract which make recruitment of additional resource financially unviable is unclear.

We have been in discussion with LCC procurement team to explore options to bring additional contractors into play to support the contract, but this has not been successful , except in so far as Equans will take over the delivery of our kitchen and bathroom programme, which Mears have been unable to deliver.

Rents

Performance continues to be strong and on target. BITMO is consistently in the top three performing areas in Leeds.

Tenancy support

Void property relet times are still above target. We have fundamentally reviewed our void process, and reorganised the staffing resource devoted to managing the allocations process, increasing the number of people involved. Despite this we are struggling to turn the volume of voids around within target timescales for two reasons. 1] Handover of new properties in Middleton created a higher number than usual of tenancy terminations, which we had not been advised of in advance by LCC. 2] The contractor is struggling to deploy the level of resource required to complete void works in target times.

The number of voids at 30.9.23 was lower than target, although the number does vary and is expected to peak again over coming weeks as further properties become available at the Throstle Rec development in Middleton.

Tenancy amendments and mutual exchanges are completed within target time.

Annual Tenancy Check Ins have shown an improvement from Q1 to Q2, although they remain behind target overall. Retirement Life contacts have increased substantially in October and now stand at some 47%. A full warden team will ensure further improvements by the year end. Our strategy is to focus on priority cases, and then to address the general category. We are using a mix of skills from different teams to achieve target performance.

New tenant visits are slightly behind target but a plan is being implemented to address this.

The number of Anti-Social Behaviour cases decreased in Quarter 2. The number of cases being dealt with by Leeds ASB Team, where the case was closed and situation improved, increased in Quarter 2, after a weak Quarter 1.

Governance

A full tenant Board membership is welcome following the AGM. Further events will be held for Shareholders and further calls are going out to recruit new members.

Complaints responses were generally within target times. Numbers have been relatively low but there is a seasonality to such reporting as we expect increased numbers as winter approaches.

Staff

Staff attendance improved in Quarter 2 and anecdotal evidence indicates that the revised Managing Attendance Policy is helping this trend. Overall absences remain high due to some long term illness cases.

Tenant Satisfaction Measures

These are reports on tenant satisfaction that the Social Housing Regulator requires from all social landlords from April 2024. A sample of tenants are therefore asked, on a quarterly basis, to give their opinions on how their landlord is performing on key issues such as repairs, cleaning, communicating, anti-social behaviour, and complaints handling.

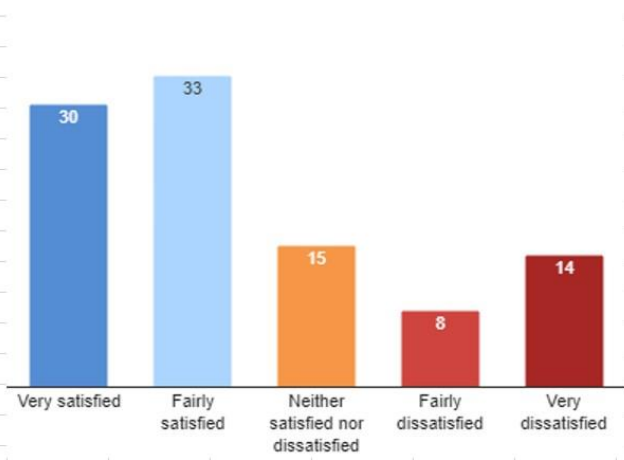
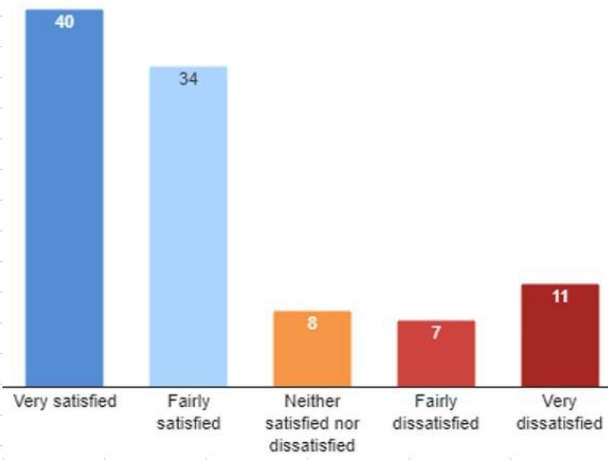
Across Leeds Housing and BITMO, this exercise is being conducted by a firm called Acuity and the surveys are conducted mostly by phone and partly online.

The results for Quarter 2 are as follows:

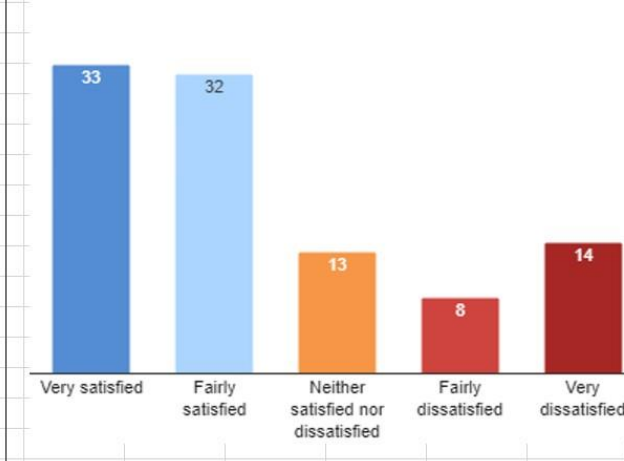
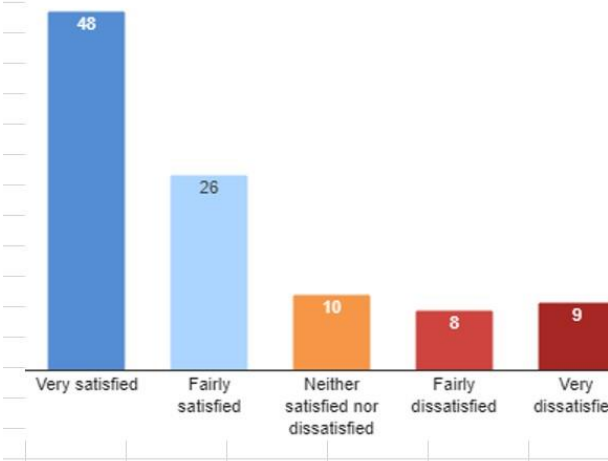
BITMO

LCC

Overall Services



Easy to deal with



**Tenant Satisfaction Measures
2023-24**

	BITMO				LCC				Variance				
	Q2	Q1	Q1-Q2		Q2	Q1	Q1-Q2		Q2	Q1	Q1-Q2		
			Change				Change				Change		
Overview													
Overall Services (%)													
Repairs & Maintenance	%	%	%	%	%	%	%	%	11	5	6	8	
Repairs Service - 12 months (%)													
Time Taken for Repair (%)	74	67	7	71	63	62	1	63					
Your Home									10	7	3	9	
Well Maintained Home (%)	81	75	6	78	71	68	3	69	19	-2	21	9	
Safe Home (%)	86	61	25	74	67	63	4	65					
Communal Areas													
Communal Areas (%)	77	70	7	74	65	67	-2	66	12	3	9	8	
Customer Service, Comms & Info	81	77	4	79	73	73	0	73	8	4	4	6	
Listening & Acting (%)													
Kept Informed (%)	80	71	9	76	61	65	-4	63					
Treat Fairly & With Respect (%) Easy Deal With (%)	67	57	10	62	54	54	0	54	19	6	13	13	to
Your Neighbourhood													
Positive Contribution to Neighbourhood (%)	74	74	0	74	64	65	-1	65	13	3	10	8	
Approach to ASB (%)	80	75	5	78	73	75	-2	74	10	9	1	9	
Making a Complaint	74	73	1	73	65	67	-2	66	7	0	7	4	
Complaint in last 12 months (Y/N)									9	6	3	7	
Complaints Handling (%)													
Number of interviews	78	72	6	75	59	64	-5	61					
Proportion of homes	56	48	8	52	52	50	2	51	19	8	11	14	
Margin for error - current +/-7	28	22	6	25	26	30	-4	28	4	-2	6	1	
Margin for error - projected +/-5									2	-8	10	-3	
+/-2	27	22	5	25	24	30	-6	27	3	-8	11	-2	
	88	85		173	631	600		1231					
	5%	5%		9%	1%	1%		2%					

DISSATISFIED CUSTOMERS												
	BITMO				LCC				Variance			
	Q2	Q1	Change %	Q 1-2	Q2	Q1	Change %	Q 1-2	Q2	Q1	Change %	Q 1-2
Overall Services (%)	18	20	-2	19	22	24	-2	23	4	4	0	4
Repairs Service - 12 months (%)	14	21	-7	17	20	24	-4	22	6	3	3	5
Time Taken for Repair (%)	14	31	-17	22	26	32	-6	29	12	1	11	7
Well Maintained Home (%)	16	25	-9	21	23	23	0	23	-7	-2	9	2
Safe Home (%)	14	17	-3	16	17	19	-2	18	3	2	1	2
Communal Areas (%)	8	24	-16	14	32	30	2	31	24	7	2	9
Listening & Acting (%)	21	28	-7	25	30	33	-3	32	9	9		
Kept Informed (%)	15	14	1	14	24	21	3	23				
Treat Fairly & With Respect (%)	14	14	0	14	13	11	2	12	-1	-3	2	-2
Easy to Deal With (%)	16	13	3	15	22	23	-1	22	6	10	-4	7
Positive Contribution to Neighbourhood (Approach to ASB) (%)	10	16	-6	13	24	25	-1	24	14	9	5	11
Complaints Handling (%)	32	36	-4	34	36	35	1	35	4	-1	5	1
	50	67	-17	58	63	59	4	61	13	-8	21	3
Number of interviews	88	85		173	631	600		1231				

Most results are positive in that they exceed the average performance across the city and have improved in Quarter 2 from Quarter 1. The variance column to the right shows in green where BITMO results are higher than LCC. It should be noted however that because of the relatively low sample size there is a margin of error of up to 7% in these results.

Results will be communicated to tenants in liaison with LCC.

Overall the TSM results, alongside the Key Performance Indicators, show that there is a good base to continue service improvements.

Recommendation:

Board is requested to Note and Accept the report.

2.3 Growth

BITMO



Board of Management Report

Meeting Date: 30th November 2023

Report Title: Growth Plan

Author(s): Deborah Kelly and Peter Sutton

For Information/ Decision/ Discussion

Executive Summary:

At the Board Strategy Away Day, the Board requested the leadership team to consider options for growth. This was ratified by the Board at its meeting in September.

The paper proposes the neighbourhoods that could be targeted for promotion of tenant management and the activities we would undertake to deliver a growth plan.

Recommendations:

Board is requested to approve the goal to increase BITMO's area of benefit to include the South Newhalls, Manor Farm, Cranmore and Raylands and Ring Road Middleton.

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report.

Regulatory Framework:

The Home Standard		The Tenancy Standard	
The Tenant Involvement and Empowerment Standard	✓	Governance and financial viability	
The Neighbourhood and Community Standard		The Rent standard	
Value for Money Standard		The Tenant Satisfaction Measures Standard	

None of the regulatory standards relate specifically to the plan to extend BITMO’s area of benefit, but the Involvement and Empowerment standard will potentially place an obligation on LCC to consult with its tenants if we reach a stage where a change of management arrangements is being considered. To comply with this standard LCC would need to conduct a fair and accessible consultation, provide tenants with adequate time, information and opportunities to consider and respond, set out actual or potential advantages and disadvantages to tenants in the immediate and longer term, and demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.

Introduction

The purpose of the report is to update the Board and seek approval to a plan to promote tenant management to tenants who live in LCC managed properties in the Belle Isle area.

Background

In September the Board agreed that growth should be a strategic priority for BITMO, for two key reasons: 1] We believe that tenant management delivers stronger communities, better services, and more empowered people, and it makes sense that we should seek to expand our area of benefit 2] Each year we lose a number of properties through the right to buy, which means that each year we reduce in size, in terms of units in management, management fee, and capital investment potential. Shrinkage puts the organisation at risk. As we shrink, we become incrementally less able to deliver against our mission, which is to build a better future for Belle Isle.

As well as these benefits, introducing a new pool of people who are keen to see the services they receive improve would be beneficial for the whole Belle Isle Community.

Board agreed that it wants to pursue growth through encouraging neighbourhoods within Belle

Isle, but currently managed by LCC to exercise the Right to Manage and to join BITMO, as part of our organisation.

Issues

Scope and scale

In determining options for growth, we need to make some decisions around which areas we want to target, and adopt, and the scale we want to grow by. It is proposed that we set a target of increasing units in management to 2,500 over the next 5 years, increasing by 700, by focusing a tenant management promotion campaign on the South Newhalls area, Manor Farm, Cranmore and Raylands and Ring Road Middleton.

Process

There are two routes to increase the area of benefit of a TMO. The voluntary route applies when the landlord is supportive of the proposal. It can be achieved via a deed of variation to the original agreement, or simple agreement (if the MMA in use is later than the 1994 edition). The statutory route applies when the landlord does not agree to a voluntary change and is achieved by serving a Right to Manage Notice.

It is essential that we are open and transparent with LCC and seek to work with them collaboratively to increase our area of benefit. Initially we would advise them of our growth goal, before confirming the areas that we are interested in. We would seek to establish whether they will support the endeavour, and which route they would prefer to use.

Gaining support

Our current communication approach is to push positive messages about BITMO, its services, and its achievements via traditional and social media. In preparation for the ballot, we have developed a communication plan that more clearly focuses on the benefits of tenant management, and we would target social media posts in the existing and proposed areas of benefit. This would be supported by a number of events at which tenant management is discussed.

Political support is a key factor in tenant management. We will seek to meet with councillors and political groups to discuss the benefits and processes of the right to manage.

Board Members are asked if they can help with the social media promotion – sharing and commenting on BITMO posts, creating their own posts and taking part in debates on local forums.

Financial viability

We will need to research the stock condition and investment requirements of the areas we propose to focus on to establish whether the prospect is financially viable. It may be that the capital investment requirements, stock turnover and responsive repair costs would mean that growth is not financially viable. If it proves to be viable, we will develop a costed business plan.

Next steps

If Board give approval following evidence of financial viability, and are happy to proceed there are ten steps to carry out (assuming the statutory route):

1. Begin a programme of raising awareness of the benefits of tenant management
2. Gauge the level of interest in joining BITMO in the proposed areas
3. Create a service offer for the extended area of benefit in consultation with potential and existing residents
4. Prepare the business case and plan and submit to LCC
5. Agree the business plan with LCC
6. Agree delivery plan which will include consultation, creating members, a ballot, changing BITMOs rules or memorandum and articles, recruitment of new board members and residents, recruitment of additional staff, variation of existing contracts for maintenance, IT changes and if applicable signing a new management agreement including general meeting approval, and the 'Go live date.'
7. Hold the ballot seeking agreement to service Notice
8. Serve Notice
9. Appoint an approved Assessor
10. Implementation

Conclusion

Seeking to grow is a legitimate business aim for any organisation. Our motivation to grow is based upon belief in the benefits of tenant management, and business need. The process is potentially lengthy and resource intensive. Growth would bring significant benefits for BITMO and the Belle Isle Community more broadly.

Recommendations for approval:

Board is asked to NOTE and ACCEPT the report.

2.4 Enhanced Service Offer



BITMO

Board of Management Report

Meeting Date: 30th November 2023

Report Title: Enhanced Service Offer

Author(s): Deborah Kelly, Alex Orange, Lesley Fothergill

For Information/ Decision/ Discussion

Executive Summary:

As a tenant led organisation it is important that we are able to respond to customer feedback, and provide the best standard of service possible.

A proposal is set out to provide an enhanced service offer for all tenants.

Recommendations:

Board is requested to approve the enhanced service offer, with specific reference to Appendix 2.

Equality Diversity and Inclusion

The enhanced service offer will impact people aged over 75, people living in retirement life accommodation, people with impaired respiratory health, and people engaging with support agencies. No tenant will receive a service that is narrower or of a lower standard than the statutory and contractual commitments between landlord and tenant.

Regulatory Framework:

The Home Standard	✓	The Tenancy Standard	
The Tenant Involvement and Empowerment Standard	✓	Governance and financial viability	
The Neighbourhood and Community Standard		The Rent standard	
Value for Money Standard		The Tenant Satisfaction Measures Standard	✓

Home standard

The standard requires landlords to use available data to ensure compliance with health and safety requirements, the Decent Homes standard, to inform the delivery of repairs maintenance and improvements to stock, and to allocate homes with adaptations appropriately. The provision of dehumidifiers and single room heaters addresses concerns about property condition as a result of damp and mould that is not caused by a structural defect.

The involvement and empowerment standard

The standard requires that providers must regularly consider ways to improve and tailor their services. The enhanced service offer for Retirement Life tenants and those aged over 75 and those with support needs is based on tenant feedback from Retirement Life customers.

The tenant satisfaction measures standard

The standard requires that providers must give tenants information about how they are performing in delivering landlord services, and what actions they will take to improve services. If approved we will promote the enhanced service offer to tenants.

Introduction

The purpose of the report is to gain approval for an enhanced service offer relating to repairs and maintenance that would be available in some aspects to a large number of tenants.

Background

BITMO prides itself on providing a service to tenants that adds value over and above the standard service offer [REDACTED]. We are able to provide a more responsive repairs service, we have a team of caretakers who provide additional services, and we try to be flexible to meet the needs of people, as they are, rather than taking a strict contractual landlord/tenant view. For example we recognise that where households are experiencing problems with condensation, it is largely unhelpful to advise them to increase the temperature and air flow in the property, in a context where people are struggling with energy bills. To address this we have for some time been providing PIV units which address problems of excessive moisture and eliminate mould.

In August, at the Strategy Away Day, Board noted that the quality of repair service we offer to tenants is critical to their positive opinion of BITMO.

Issues

Damp and mould

We want to help people to eliminate the formation of mould as a result of excessive moisture and inadequate heat and ventilation. We do this by inspecting for structural defects, providing specific advice, and where the problem is severe installing positive input ventilation systems (PIV). There are additionally circumstances where the problem is not very severe and does not warrant installation of a PIV (at a cost of over £1k per unit), but is ongoing, and the tenant cannot afford to take the steps necessary to manage it. In these circumstances we are providing dehumidifiers, both to reduce humidity, and to demonstrate to the tenant the amount of moisture that is in the air and condensing on cold surfaces.

Tenant responsibilities

While clarifying what tenants are responsible for, and what the landlord is responsible for, we want to also emphasise where we are able to offer an enhanced service. In some cases, an enhanced service involves doing things free of charge that are not strictly the landlord's responsibility, and sometimes it means doing things and recharging the tenant. A list of activities is provided at Appendix 2.

Older tenants

We propose to provide additional services free of charge for tenants of retirement life properties, and people aged over 75. Specifically, we will change wc seats, light bulbs and remove bulky waste. We will carry out minor handyman type jobs at a rate of £15 per hour.

Tenants requiring support

There are some tenants whose needs are complex, and whose home situation can be difficult. It is sometimes very helpful to go above and beyond to provide a service that is not our responsibility, in order to try to improve their situation, and support their engagement with us or with support agencies. We are proposing that manager discretion is used in such circumstances. Examples might be where a tenant has damaged their home, or has bed bugs. It might be considered appropriate to address these issues without recharging the tenant.

Financial implications

It has not been possible to produce a costed business case for this proposal as we do not have data on likely demand. However we will keep the matter under review and ensure that spend is in line with budgeted sums.

Conclusion

We want everyone to be clear about what BITMO is responsible for and what tenants are responsible for themselves. As a proxy landlord BITMO is responsible for structural defects and maintaining heating, electric and plumbing systems. We have an opportunity to offer a higher level of service [REDACTED], and to do work that our tenants value.

Recommendation

Board is requested to approve the enhanced service offer, with specific reference to Appendix 2.

2.5 Three storey blocks consultation

BITMO



Board of Management Report

Meeting Date: 30th November 2023

Report Title: 3 storey block consultation

Author(s): Deborah Kelly and Peter Sutton

For Information/ ~~Decision~~/ Discussion

Executive Summary:

The Community Development team have established a programme of regular engagement. This report cover the issues identified and addressed in the consultation with residents of three storey blocks.

There is further work to do to deliver on the issues raised by residents.

Recommendations:

Board is requested to Note the report

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report.

Regulatory Framework:

The Home Standard		The Tenancy Standard	
The Tenant Involvement and Empowerment Standard	✓	Governance and financial viability	
The Neighbourhood and Community Standard	✓	The Rent standard	
Value for Money Standard		The Tenant Satisfaction Measures Standard	✓

The involvement and empowerment standard

The standard requires that providers must regularly consider ways to improve and tailor their services. This report evidences that we have used customer consultation to inform the decisions we make in regard to the quality and cleanliness of the communal areas.

The tenant satisfaction measures standard

The standard requires that providers must give tenants information about how they are performing in delivering landlord services, and what actions they will take to improve services. The report evidences that we have listened to tenants, acted on their concerns and reported back to them about the actions that we have taken. It identifies that the issues of vandalism and ASB continue, and we continue to work on them.

The neighbourhood and community standard

This standard covers the maintenance of shared spaces, the promotion of social, environmental and economic wellbeing and the effective management of ASB.

The report highlights the efforts we are making to address issues of ASB in the three storey blocks and the ongoing challenges in doing so.

Introduction

The purpose of the report is to outline the consultation that has taken place with residents of the three storey blocks in 2021 and in 2023, and to detail the improvements that have been made , and the challenges that remain.

Background

BITMO previously consulted residents of the 3-storey blocks in October 2021. Since then a large number of improvements have been carried out. These are:

- Painting of the stairs and foyers
- Installation of electricity and water points to support improved cleaning
- Engagement of LCC to clean the blocks to allow caretakers more time for grounds maintenance
- Installation of CCTV

In 2023 we had the idea of dividing the 3-storey blocks into three clusters:

1. Aberfield Rise, Town Street, Aberfield Crest
2. Winrose Approach and 100-110 Aberfield Drive
3. 103-137 and 179-201 Aberfield Drive

We would then hold a barbeque and open air meeting, with our marquee and seating and invite residents down to discuss block and environmental issues with us.

Issues

Maintenance

A resident from Aberfield Crest raised the issue that their block is missed off programmes and improvements for the 3-storey blocks. They have issues with parking, not having an intercom system and the external appearance of the block. New doors and door entry systems that have been ordered for the blocks have still not been installed over a year after ordering. This is unacceptable.

Cleaning

The quality of the cleaning has improved, but we need to inspect more regularly to maintain the cleaning to a high standard.

Landscaping

Although residents acknowledged the progress in many areas, they felt they had been promised landscaping improvements following the October 2021 meeting, which had not happened. As a result, a site meeting was agreed to discuss landscaping improvements. This meeting went ahead and it was clear to residents and staff that due to the hilly nature of the site, no communal area could be created for the five blocks, and so any improvements would be block by block. As a result, two of the blocks have had successful Community Fund bids for water butts and planters.

Bins

The 3-storey blocks are generally served by one large black and one large green bins. Some blocks have a number of regular one household bins. Leeds Waste Services call any green bin that has had general waste put in it “contaminated”. They will not empty the bin and so it becomes completely full. Residents then need to find other ways of disposing of their recycling. Because of their location, some bins are vulnerable to non-residents flytipping in their bin. This includes the 2-12 Town Street block and 110-110 Aberfield Drive.

CCTV

CCTV was installed in the communal area to deter ASB. There has been a high level of vandalism of the CCTV, and no perpetrators of ASB have been identified. We need to speak to residents about the way forward, and get advice from Mayfair, the supplier of the equipment, about whether it is fit for purpose.

Financial implications

Repairing the CCTV system has cost £X. Changing it to XYZ will cost

Consultation approach

Due to the poor weather and low levels of engagement over the consultation period a different approach was taken for Aberfield Drive. Four staff in teams of two knocked on 29 of the 30 doors. We spoke to thirteen households and left a survey form with a phone number and email address with the other sixteen households. The door knocking took about an hour and a quarter. No-one contacted us via the survey form.

The questions we asked are in italics below, followed by responses and comments.

Are you happy with how BITMO keep your block clean? 13 YES, 2 NO

One person said their stairs were swept, not mopped, and she has to do it herself (127-137 Aberfield Drive)

Are you happy with how BITMO look after your communal garden? 8 YES, 2 NO, 1 OK

One person commented that the grass was not cut.

Are you happy with how BITMO look after the other common parts (bins, car park)? 4 YES, 1 NO

Five people made comments that they were unhappy with the bins being used badly and so not collected.

Every five years there is a vote to decide if BITMO continues to manage the estate. The alternative is that the Council manages the estate directly. If there was a vote today, how would you vote?

- 8 Stay with BITMO
- 0 Be managed by the Council
- 5 No opinion

Is there anything else you would like to tell us about living in your block?

Two households asked for vegetable planters in the communal garden. One household asked for a small children’s play area. One person expressed concerns about quad bikes and feeling unsafe in the street. One person said “the block is brilliant!”

Actions

Delayed installation of doors and door entry systems has been raised with Mears.

Community Development staff will speak to those interested in the vegetable planters and children’s play area and let them know about the Community Fund. We will stress that the Board will want to know that there is wide support for any project and that the costs are reasonable.

Some of the possible ways to deal with this are:

- Education campaigns to make sure all residents know what to put in the green bin
- Regular monitoring by BITMO staff or volunteers within the blocks
- Caretakers to empty contaminated material

Conclusions

There has been progress in addressing the issues that residents raised with us, but there is still work to do to improve the internal appearance of the blocks, ASB, and making sure that all blocks benefit from investment equally.

There is a role for caretakers in managing the bins, carrying out a check on bin day to empty any that have not been emptied by waste services.

Doorknocking proved to be a more successful way of engaging with residents. Residents get a chance to speak directly to BITMO staff in their own block and so can point out any concerns. Staff get to see and discuss together the relative strengths and weaknesses of our services.

Recommendation

Board is requested to NOTE and ACCEPT the report.

2.6 Ginnel Security

BITMO



Board of Management Report

Meeting Date: 30th November 2023

Report Title: Ginnel Security

Author(s): Deborah Kelly and Alex Orange

For Information/Decision/ Discussion

Executive Summary:

Board received a Community Fund application from a group of tenants for a gate to be fitted to a ginnel. Board declined the application and requested a strategic overview of ginnels on the estate.

The paper provides a review of ginnels, and a proposal to consult with tenants to establish what if any problems there are with ASB as a result of ginnels not being gated, and to return to the Board with a costed proposal.

Recommendations:

Board is requested to note the report.

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report

Regulatory Framework:

The Safety and Quality Standard		The Tenancy Standard	
The Transparency, Influence and Accountability Standard	✓	Governance and financial viability	
The Neighbourhood and Community Standard	✓	The Rent standard	
Value for Money Standard			

The Engagement Standard

The standard requires that we take tenants views into account when making decisions. Listening to tenants and taking their views into account helps BITMO to achieve its aim to provide excellent services by tailoring what we do to reflect community priorities.

The Neighbourhood and Community Standard

This standard requires that we work with tenants to maintain the safety of shared spaces.

Introduction

The purpose of the report is to seek guidance from the Board in terms of providing gates to residents to close off access to ginnels where there is evidence of ASB.

Background

In September the Board received a community fund application to install a gate to prevent access to a ginnel at Broom Crescent. The Community Development team had carried out consultation with residents affected by access to the ginnel which supported both the case that there is ASB and the proposal for a gate. During the consultation the team noted evidence of street drinking in the ginnel which supported the claims by residents that people congregate there.

The proposal that the cost of £6k to install a gate be funded 50% from capital works and 50% from the Community Fund was rejected by the Board on the basis that:

1. There are many similar ginnels on the estate, and we need to take a strategic overview of the whole situation
2. There isn't corroborating evidence of ASB from our caseload records or Police records

3. The cost of £6k is very high, especially if we take an estate wide approach.

Issues

There are 28 areas with ginnels across the estate, with the main areas being the Brooms and Nesfields. We need to distinguish between ginnels that are overlooked thoroughfares, and those which are sheltered from view, and dead ends, on the basis that it is the latter which are potentially most problematic. A map of ginnels is provided at appendix 3.

Of these a small number already have gates that have been installed by LCC, BITMO or tenants themselves.

We do not have any current reports of ASB linked to ginnels, but we have had serious reports of drug taking and dealing in ginnels in the past. We also know that reporting of ASB and criminal activity is low.

We are currently undertaking a broad consultation activity asking residents about their experience of ASB linked to ginnels. This is likely to flush a lot of information out, and create the reasonable expectation that we will do something about it.

Provision of galvanised steel gates cost approximately £6k per unit and so the cost of addressing the issue across the estate is likely to be high, but a cheaper alternative may be a wooden gate that has a shorter life but is more attractive and acts as an effective barrier.

Action

We are consulting with tenants on the issue of ASB and ginnels via a Facebook post that directs tenants to a survey on the website. We will emphasise the need to report criminal activity to the police, and to us.

We will revert to the Board with the outcome of the consultation and a possible proposal to install Gates if appropriate.

Recommendation

Board is requested to NOTE and ACCEPT the report.

3. Community Development

BITMO



Board of Management Report

Meeting Date: 30th November 2023

Report Title: Community Development

Author(s): Peter Sutton (Peter Olver - Regulatory Framework references)

For Information/ Decision/ Discussion

Executive Summary:

The Community Development team update is given below.

Recommendations:

Board is requested to Note the report and Agree Recommendations.

Equality Diversity and Inclusion

Equality, diversity and inclusion are vital elements in all such community engagement.

Regulatory Framework:

The Home Standard		The Tenancy Standard	
The Tenant Involvement and Empowerment Standard	✓	Governance and financial viability	
The Neighbourhood and Community Standard	✓	The Rent standard	
Value for Money Standard		The Tenant Satisfaction Measures Standard	

The tenant involvement and empowerment standard

The standard requires that providers must regularly consider ways to improve and tailor their services. This report evidences that we have used customer consultation to inform the decisions we make in regard to community development.

The neighbourhood and community standard

Re: Neighbourhood management

Providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes.

BITMO's GATE attendance

As part of moves towards reintroducing BITMO's GATE membership from January 2024, attendance was monitored for the week 23-27 October.

Total attendance in the week 129

Belle Isle postcodes 109

Middleton postcodes (including Cranmore & Raylands) 10

Others 10

Busiest sessions:

Breakfast 25

Tutoring 19

Men's group 7

Twenty-five people came in for the warm space, including ten who came in for toasties. Fifteen people came in for digital support during the week.

GATE users and staff are not used to monitoring so we believe there will be some people missed. Attendance will be monitored again in the week 27 November – 1 December as we get staff and GATE users used to signing in.

Belle Isle Gala, community events and BITMO's GATE

Board members are meeting with BITMO Community Development staff on Thursday 23 November to discuss the Belle Isle Gala, community events and BITMO's GATE. A verbal report will be given at the Board meeting.

Welcome Space

Warm spaces are now called "welcome spaces". We have been awarded £1000 to maintain our welcome space for winter 23/24, with our existing hours. As a result we can extend the food offer to anyone in Belle Isle and not only BITMO households. The Board are asked to agree to pay £500 of the grant to Belle Isle Community Kitchen to help buy extra food.

Repair Café

The Board agreed to run an initial three repair cafes in May, June and July and then a further four in September, October, November and December. The repair café has been a great success! We have three electrical/mechanical fixers and three textile fixers. Of these, five live locally and two are Board members.

There is much more than a repair café. We provide the regular GATE advice and access to computers We serve free toasties and hot drinks and encourage people to come in to see what's going on without needing anything to be fixed. Mears are attending the October, November and December repair cafes. In October they helped people to make mini-planters. In November they demonstrated how to unblock a U-bend under a sink and change a washer. In November we launched the winter coat appeal. In December we will launch the Belle Isle tool library. We have invited a choir and some stall holders to make it a bigger event.

The Board are asked to agree that the repair café continues as a permanent part of our programme 1-4pm on the third Saturday of the month, with a break in August.

Belle Isle Green Spaces

There will be a report to the Board by Leeds City Council on the wider issue of Belle Isle green spaces. Some updates from the BITMO Community Development Team are:

1. Team members knocked on all doors on Low Grange View as well as the nearest homes on Windmill Approach and Winrose Grove. The feedback was mixed – twelve people supported play areas – either formal or informal – whereas nine people were concerned that formal play areas might attract anti-social behaviour. Four people asked for a picnic area and there were various suggestions for more flowers, nature areas, benches and goal posts. These ideas will be written up for a second round of consultation.
2. Highways Engineers are drawing up their projects to work on during 2024/25 year. This could include improving pedestrian access to Belle Isle Circus. The Board are asked to indicate their support for this.
3. Mears Foundation have agreed to pay for the metal planters on Belle Isle Circus and the 59 Centre.
4. Team members have canvassed opinions from residents in the stretch of Belle Isle Road from 331-357 Belle Isle Road (near the new car park) and in the Low Grange View area for the tree planting programme. Responses were very positive, with support for both fruit and standard trees and residents in the Low Grange View area making extra suggestions such as benches or play equipment.

Cost of living support to households

The BITMO Community Fund has so far supported 37 tenants under the household goods category. This fund has provided the following support:

Carpet	10
Cooker	7
Bed	8
Washing Machine	6
Fridge Freezer	4
Air fryer	1
Paint/Materials	1

The total cost so far is £9,658 since inception. This works out as an average for £261 per household. We currently have eleven live applications pending payment that have been approved.

Community Development staff have distributed 81 air fryers and 19 slow cookers along with food packages and advice and support. There were six well-attended sessions arranged with a talk on nutrition by the Leeds Rhinos Foundation. This was funded by the Inner South Community Committee Wellbeing Fund.

Christmas Holidays

BITMO's GATE will be closed for the bank holidays but otherwise open as normal. There will be a community meal with choir and quiz on Thursday 21 December and then food available every working day until Monday 8 January, and children's activities available on five days.

Decisions

The Board are asked to:

- note the £1,000 grant for welcome space and to agree to pay £500 of it to Belle Isle Community Kitchen so that the food offer can be extended beyond BITMO households for this winter.
- agree that the repair café continues as a permanent part of our programme 1-4pm on the third Saturday of the month, with a break in August
- ask Highways Engineers to include a study of pedestrian access to Belle Isle Circus in their work programme for 2024/25.

Peter Sutton

BITMO Community Development Manager

To discuss any of these issues or seek clarification on any matter before the meeting, please call Peter Sutton on 07891 274237.

Recommendation

Board is asked to:

- **Note the £1,000 grant for welcome space and to agree to pay £500 of it to Belle Isle Community Kitchen so that the food offer can be extended beyond BITMO households for this winter.**
- **Agree that the repair café continues as a permanent part of our programme 1-4pm on the third Saturday of the month, with a break in August**
- **Ask Highways Engineers to include a study of pedestrian access to Belle Isle Circus in their work programme for 2024/25.**

4. Finance Committee reports

BITMO



Board of Management Report

Meeting Date: 30th November 2023

Report Title: Finance Committee report

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The Finance Committee met on 20th November to review current revenue and capital finances.

Recommendations:

Board is requested to Note the report

Equality Diversity and Inclusion

There are no implications for equality, diversity and inclusion arising from the report.

Regulatory Framework:

The Home Standard		The Tenancy Standard	
The Tenant Involvement and Empowerment Standard		Governance and financial viability	✓
The Neighbourhood and Community Standard		The Rent standard	
Value for Money Standard	✓	The Tenant Satisfaction Measures Standard	

Governance and financial viability standard.

Registered providers shall manage their resources effectively to ensure their viability is maintained while ensuring that social housing assets are not put at undue risk.

Value for money standard

Providers must ensure that optimal benefit is derived from resources and assets and optimise economy, efficiency and effectiveness in the delivery of their strategic objectives.

4.1 Revenue accounts update 2023-24

Belle Isle TMO

Management Accounts for the period ending 30th September 2023

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance	Notes
RESPONSIVE MAINTENANCE	1,485,174	596,251	572,341	23,910	1
CYCLICAL MAINTENANCE	631,200	332,107	341,225	(9,118)	2
TOTAL MAINTENANCE`	2,116,375	928,358	913,567	14,792	
GATE	247,447	115,676	119,410	(3,734)	
INCOME AND TENANCY	289,025	144,513	137,750	6,763	
TENANCY SUPPORT	209,338	104,669	88,615	16,053	3
RETIREMENT LIFE	104,038	52,019	41,522	10,497	4
CORPORATE RUNNING COST	162,547	80,343	62,181	18,162	3
CORPORATE STAFFING COST	452,702	228,851	196,404	32,447	3
SERVICE LEVEL AGREEMENTS	60,582	30,291	30,291	0	
DEPRECIATION					
TOTAL EXPENDITURE`	3,642,055	1,684,720	1,589,740	94,980	
Income					
Management Fee and Other Income	3,557,592	1,753,126	1,785,601	32,475	5
OPERATING SURPLUS/(DEFICIT)	- 84,462.85	68,406	195,861	127,455	
Thermal Efficiency	(200,000)	0	0	0	6
Community Fund Costs	(70,000)	(35,000)	(5,799)	29,201	7
Surplus/(Deficit) for the period.	(354,463)	33,406	190,061	156,655	

NOTES

0.01

1. Responsive repairs budget includes projected increases in last 6 months for increased jobs and inflationary uplift.

2. Unbudgeted carbon monoxide costs.

3. Staff cost underspend generally due to accrual of inflation increment and an unfilled post.

4. Underspend due to the delay in the appointment of second warden and saving on utilities cost

5. Additional income re bank interest and grant income, partly offset by void penalty.

6. Thermal efficiency work has been put to tender.

7. Community fund costs to increase with winter warmth programme.

Responsive repairs

Responsive repairs budget includes projected increases in next 6 months for increased numbers of jobs and inflationary uplift. Underspend of £23.9k is after accruing expenditure based on repairs jobs completed but not invoiced by end of September.

Cyclical Maintenance

The Cyclical Maintenance budget is overspent by £9.1k and this overspend is mainly on installation of Carbon Monoxide alarms (£47.5k), whilst there was underspent on Caretaker Services (7.2k), Payroll cost on office based team (3.6k) and Gas Revenue replacement (£29.k)

Tenancy Support

Underspend of £16.k is mainly on payroll cost as some colleagues are opted out of the pension scheme.

Retirement Life Support

Underspend of £10.5k is on payroll cost (6.4k) due to a delay in appointment of the second warden and on utility cost (£3.1k), also some colleagues are opted out of the pension scheme.

Corporate Staffing Cost

Underspend of £32.4k is mainly on payroll cost (£21.9k) and Staff Training & Development (£4.6k), Occupational Health referrals (£1.4k), Car and Motorcycle costs (£1.4k) and Other expenses supporting staff (£2.8k)

Corporate Running Cost

Corporate Running Cost budget is underspent by £18.7k. This underspend is from various budget headings such as Board Members' Expenses (£3k), Insurance (£3.8k), Hired & Contracted Out Services £9.4k, Security Expenses £2.4k

Income

Income in the first six months was £32.5k more than budgeted. This is mainly due to bank interest (£8.9k more than budgeted), and various grants offset by a penalty on Voids (£3.8k).

Conclusion on variances

Revenue accounts are broadly on target. Repair costs are estimated to increase by some 30% per month over the second six months of the year. This would represent an increased number of seasonal jobs plus an inflationary adjustment to contract prices. Salary costs are less than budget due (i) to an inflationary increment due to take effect in December 2023 and (ii) an unfilled post and (iii) recruitment lag.

Gate kitchen

Committee also noted that the Gate kitchen development was now in a position to be implemented following a report that a suitable tender exercise had been undertaken and that the sole quote received to date could be value engineered to meet the allocated budget (£27k), once an agreed external grant had been factored in to calculations.

Recommendation:

Committee recommended that Board ACCEPTS the report.

4.2 Capital accounts update 2023-24

The largest element of the capital programme is the Thermal Efficiency programme, which has been to tender and is now in course of implementation. The work includes new roofs and insulation, pointing, new windows and doors, as well as potential active ventilation systems needed when properties are better insulated. Of those properties surveyed, none needed wall insulation.

Some 26 properties were previously identified as a result of the thermal imaging survey, as being most in need of these works.

It is envisaged as a continuing multi-year programme as per the five year investment plan.

Work on the 26 properties has been allocated to contractors and should be underway soon.

As previously reported to the Board there are pressures on some areas of spend, particularly voids (empty properties being made sound for relet) and adaptations (wet-rooms, extensions, stairlifts etc). It is difficult to estimate the number of applications for adaptations expected in any one year.

Adjustments have therefore been proposed below to the allocation of budgets, to avoid any potential overspend by the year end.

The projected spend includes the £200k allocated by Board from reserves to support the thermal efficiency work.

Spend to date (20.10.23) along with original and proposed variances to budgets are given below. Please note that the negative items relate to amounts expected to fall into last financial year which have yet to be charged.

The overall spend to 20.10.23 was £440k which equates to 23% of the annual budget, but with considerable sums now committed over coming months. It is believed that the budget will be fully spent by the year-end.

Scheme	Budget	Revised Budget	Variance	Comments
Kitchens and Bathrooms	£250,000	£350,000	£100,000	To cover a further 23 kitchens and 3 bathrooms. Slight overhang for additions
Mansard Roofs	£185,148	£175,175	-£9,973	Based on actual quoted works which have commenced
Fire Remedial Works	£30,000	£20,000	-£10,000	Legislation changes requires works
Boiler Upgrades	£150,000	£150,000	£0	Allocated budget and programme
Thermal Efficiency	£637,352	£409,660	-£227,692	See thermal efficiency spreadsheet
Chimneys/ Canopies	£20,000	£20,000	£0	programme ready for release
Fencing	£30,000	£50,000	£20,000	programme ready for release - will clear a back log
Footpaths	£15,000	£15,000	£0	programme ready for release
Electrical Remedial	£30,000	£20,000	-£10,000	5 year periodic testing - adhoc works following tests e.g. rewires
Windows and doors	£20,000	£20,000	£0	capitalisation works
Roofing	£15,000	£17,500	£2,500	Based on 3 adhoc roof - one on programme so far
Adaptations	£200,000	£250,000	£50,000	Increase based on this years trends - 257 BIR incoming (accrual of 57 BIC) would 134k
Asbestos	£30,000	£30,000	£0	Based on removals
Structural Works	£30,000	£0	-£30,000	Captured in adhoc capital works
Decency Failures	£15,000	£0	-£15,000	Captured in adhoc capital works
Unadopted Roads	£15,000	£10,000	-£5,000	Inspections to be done January
Damp Works	£25,000	£50,000	£25,000	Envirovent programme
Capital voids	£150,000	£150,000	£0	Capitalisation works
Legionella	£2,500	£2,500	£0	Awaiting invoicing
Repointing	£0	£20,000	£20,000	Programme ready for release
Adhoc capital work	£70,000	£120,000	£50,000	Unforeseen - already significant spend
Unallocated staff costs	£0	£37,536	£37,536	Capital salary costs
Contingencies	£0	£2,629	£2,629	
Total	£1,920,000	£1,920,000	£0	

The revised budget above shows a decrease in the Thermal Efficiency programme of £227.7k (36%). This is because the final calculations for the properties in the programme came out lower than the maximum budget originally created. Fifty-six properties are included and there is a mixture of works including: roofs, pointing, windows/doors, loft insulation, guttering, ventilation and heating.

Savings in the above programme have meant that increased funding can be allocated to areas where there are considerable pent up pressures: kitchens, bathrooms, adaptations and ad-hoc capital works.

Future years

The five year budget has also been adjusted to encompass the projected variances in areas of spend going forward. These are, however, based on the availability of similar funding levels from LCC, which at present seem unlikely. As soon as initial indications of the capital budget are given for next year, these will be incorporated into calculations.

Preliminary calculations are given in Appendix 4. These give an illustrative spread of costs if:

1. A stand still budget is attained at £1.72m and a potential further injection of £200k is allocated from reserves.
2. An allocation of reserves of £200k, with a possible 6% decrease in central funding.
3. Costs are limited to current levels, which may equate to an injection of £200k and a reduction of central funding of nearly 12%

Levels of reserves as at 31.3.23 stood at £1.755m. The minimum level of reserves may need to be in the region of £830k as at 31.3.24. This will have increased from the current £750k due to inflation. This would leave £925k, of which £200k has been committed to the capital programme in 2023-24 and £70k has been approved for the Community Fund. This would leave £655k available for 2024-25 and future years.

The projections above are given for illustrative purpose only. Full budget proposals will be brought to the Finance Committee and Board in January 2024.

Recommendation:

Committee recommends that the Board:

- **ACCEPTS** the report
- **AGREES** the revised budget spend for the current year, 2023-24

4.3 Grant applications

4.3.1 Clapgate Primary School – Housing Advisory Panel Scheme

Declaration of interest – Peter Olver as School Governor.

The School initially requested £2,800 for a climbing wall as part of a wider well-being project. The Board requested further detail and a re-focussed application. The School stated that it would then prefer to apply for support for a residential trip for students.

An application (circulated to the Committee) was received for a grant of £1,500 to support a residential trip. This was to help support struggling families by contributing to the costs of a residential for 52 Key Stage 2 children to London, providing enriching life opportunities that children may not otherwise experience.

The planned trip required a rapid turnaround. The Board had previously stated a willingness to support a potential residential trip and that a ceiling on any application would normally be £1,500.

Because of the urgent need for a response, the Chairs Group (Chair and Vice Chairs) made a decision to support the project and to ask the Board to subsequently ratify this decision.

It was reported at the Finance Committee that the proposed trip had been cancelled because not enough parents had made bookings.

Finance Committee was therefore informed that the grant would be repaid.

4.3.2 Belle Isle Senior Action – Community Fund Scheme

Finance Committee considered the application from BISA for a resurfacing of the car park at 26 Broom Crescent.

At the last Board meeting an application was outlined regarding plans to renew the carpark at Belle Isle Senior Action. It was noted at the last Board meeting that the cost was high at £23,983.37 and would not therefore fit in with current grant giving scales. An alternative approach would be to patch repair the existing surface. That would still cost some £10k and would have a short life of possibly not much more than one year. Should other sources of funding be found, the Committee is asked whether any contribution to the work could be made and what that level might be.

A query was raised by the Committee as to whether there was any landlord responsibility under the lease. A copy of the lease has been obtained and a further update will be given to Board at the meeting.

Recommendation:

Board is asked to NOTE and ACCEPT the report and to DISCUSS further the application from BISA with a view to making a DECISION as to whether any funding may be available.

5. Policy update

Author: Peter Olver

Relevant to: Governance Standard

Governance arrangements shall ensure registered providers:

- (a) adhere to all relevant law
- (b) comply with their governing documents and all regulatory requirements

Equality, diversity and inclusion has been considered in the review below.

5.1 Information Governance

A review of BITMO's Information Governance policies and procedures has been undertaken as part of an audit currently being completed by Leeds City Council.

The revised policy documentation has been run past the Principal Information Governance Officer at Leeds CC to ensure that it is fit for purpose and several amends have been incorporated.

Information Governance is a vital element of ensuring that an organisation undertakes its operations in an environment which is secure from security breaches which may result in severe potential detriment to individuals and the organisation.

The draft revised Information Governance documentation is separately enclosed.

Recommendation for Approval

Board is asked to APPROVE the above revised Information Governance policy documentation.

6. Safeguarding & Complaints

Author: Peter Olver

Relevance to: Governance Standard

Governance arrangements shall ensure registered providers:

- (a) adhere to all relevant law
- (b) comply with their governing documents and all regulatory requirements

Equality, diversity and inclusion has been considered in the reviews below.

6.1 Safeguarding

The safeguarding team (CEO, Head of Governance and Finance and the Tenancy Support Manager) have diarised meetings twice per month to review cases captured on the Safeguarding Log. This is maintained by the team following any reports which need to be recorded.

The last meeting of the team took place on 17th November 2023. It considered 5 cases and made decisions to close 3 of these because they were not at that time deemed to be persons at risk or because other agencies had taken on responsibility for ongoing work.

Nine cases have been opened since 1st April 2023. They comprise:

- 3 cases of domestic abuse
- 2 cases of mental health issues
- 2 cases of neglect
- 1 case of gang violence
- 1 case of anti-social behaviour

BITMO is linked into the LCC safeguarding mechanisms and other organisations.


Recommendation for Approval

Board is asked to NOTE and ACCEPT the report.

6.2 Complaints

Regular meeting take place to monitor complaints and to pick up on lessons learnt.

Complaints summary and commentary for the 6 months to 30.9.2023:

 COMPLAINTS AND COMPLIMENTS SUMMARY							
1 April 2023 to 30 Sept 2023	Complaints						Compliments
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Total
<i>Providing local access to services</i>	0	0	0	0	0	0	0
<i>Letting empty properties</i>	0	0	0	0	0	0	0
<i>Carrying out repairs</i>	19	Service	19	5	1	14	3
<i>Collecting rent</i>	0	Policy	0	0	0	0	0
<i>Managing tenancies</i>	6	Policy	4	1	0	5	0
<i>Supporting older people</i>	0	0	0	0	0	0	0
<i>Offering advice, training and employment opportunities</i>	0	0	0	0	0	0	0
<i>Providing opportunities for tenants to get involved in their community and their TMO</i>	0	0	0	0	0	0	0
Total for this year	25	Service	23 out of 25	5 out of 25	1 out of 25	19 out of 25	3

	Previous Years						
	Total	Main type of complaint	Response on target	Upheld	Partially upheld	Not upheld	Compliments
April 2015 - March 2016	27	Repairs	25 out of 27	7 out of 27	8 out of 27	12 out of 27	5
April 2016 - March 2017	26	Repairs	26 out of 26	12 out of 26	1 out of 26	13 out of 26	7
April 2017 - March 2018	54	Repairs	53 out of 54	20 out of 54	11 out of 54	23 out of 54	11
April 2018 - March 2019	32	Repairs	32 out of 32	5 out of 32	5 out of 32	22 out of 32	20
April 2019 - March 2020	43	Repairs	43 out of 43	14 out of 43	12 out of 43	17 out of 43	2
April 2020 - March 2021	27	Repairs	22 out of 27	15 out of 27	4 out of 27	8 out of 27	2
April 2021 - March 2022	32	Repairs	20 out of 32	22 out of 32	7 out of 32	3 out of 32	11
April 2022- March 2023	40	Repairs	29 out of 40	5 out of 40	14 out of 40	21 out of 40	6

Comments

From 1st April 2023 to 30th September 2023 25 complaints were received. The majority of complaints involved Repair Issues (19) with the remainder being about Managing Tenancies (6). Most complaints (18) were resolved at Stage 1 of the complaints process. 7 were escalated to stage 2. 23 out of the 25 complaints were responded to within the 10 working days timescale. 2 complaints (8%) failed to meet the deadline. This was due to lack of information available to complete a response. Holding letters/email messages/telephone calls were sent to inform the complainants of the delay. Due to policy changes Stage 3 of the procedure has been removed and all complaints escalated to Stage 2 are now heard by a panel of Board members. Of the complaints escalated to Stage 2 of the Complaints process during this period one complaint was escalated to the Housing Ombudsman. Of the 25 complaints received 5 (20%) were upheld in the complainants favour, 1 was partially upheld (4%) and 19 (76%) were not upheld. During this period 3 compliments were received. These were all responded to within the specified timescales and passed on and congratulations given to the relevant department/service and staff members involved.

Recommendation for Approval

Board is asked to NOTE and ACCEPT the report.

7. Board forward plan

Author: Peter Olver

Relevant regulatory standard: Governance

Governance arrangements should establish and maintain clear roles, responsibilities and accountabilities for the board

Equality, diversity and inclusion has been considered in the programmes below.

(i) Meetings schedule

The following schedule sets draft proposals for Board meetings for the coming year.

In addition to this the Board would be able to establish ad hoc sub committees should this be required.

The following schedule sets draft proposals for Board meetings for the coming year.

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)	
October 12 th	Urgent matters, Correspondence, Estate issues and Tenant feedback		Board elections	
November 30 th		Greening the estate	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour – deferred	
December		No Meeting	N/A	
January 25 th 2024		Supported Living via Community Links	Budgets Repairs Finance Committee	
March 28 th		Financial Inclusion	Budgets (agreed in January) Safeguarding Expanded KPI's	
May 30 th		TSM Survey	GATE Programme Performance KPI's Risk Register (July) Retirement Life	
July 25 th		To be set by Board	HR Report Statutory Accounts Key Performance Indicators Health & Safety report Safeguarding Anti-Social Behaviour Complaints Finance Committee	
August		No meeting	N/A	
September 5 th		To be set by Board	AGM Repairs GATE programme	
September 26 th				2024 Annual General Meeting (AGM)

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2023	(i) Being a Board Member Skills training and responsibilities. (ii) Policy Reviews Priorities and focus
Nov 2023	(i) Social Housing Act 2023 Responsibilities of social housing providers (ii) Handling Complaints How the process works and what a complaints panel will examine
Jan 2024	Community Development activities, including the GATE Impact and development
March 2024	Lettings & Tenant Support How we let properties and support our tenants.
May 2024	Health & Safety Primary areas regarding TMO operations
July 2024	Repairs & Maintenance An overview of Responsive and Planned works
Sept 2024	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.

Recommendation for Approval

Board members are asked to discuss and approve the above forward plan.

8. Any Other Business

None reported as at 23.11.23.

Date of Next Meeting: Thursday 25th January 2024 at 6.00pm

APPENDIX 1

FULL BOARD MEETING MINUTES

12th October 2023

**BELLE ISLE
TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 12th October 2023**

Present: Jean Burton
Leon Kirkham
Tracey Morris
Kim Asquith
Harry Austin
Julie Rhodes
Ashley Knowles
John Oddy
Paul Truswell
Rose Hodgkinson
Sharafath Ghafiri
Lamin Makolo
Emma Walkley
Cllr Sharon Burke
Cllr Wayne Dixon

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Alex Orange (Head of Repairs, Maintenance and Investment)
Peter Sutton (Community Development Manager)
Karen Hoole (Governance & Admin Support Officer)

PART A – Public Agenda Items

Apologies

Apologies were received from: Margaret Brown, Lisa Caley

Questions from the Public

There were no members of the public present.

Issues raised by Board Members for the Agenda

There were no issues raised.

1. Minutes and Matters Arising

The minutes of the meeting held on 7th September 2023 were approved.

Matters Arising from the Board meeting held on 7th September were as follows:

Item	Update
Health and Safety Forum	Board members to be asked if they wish to be on the forum. A meeting to be scheduled.
Gas Contract Procurement	A contract has been awarded. Details to follow shortly.
Growth Plan	To be presented at the November Board meeting.
GATE Kitchen	Quotes are being obtained.
Stock Condition Officer	Details are being prepared for sign off in November.
Additional seasonal grounds maintenance staff	The resource was approved in principle subject to budget sign off in November/January.
Tenant Management Awareness	To be reported to the November Board meeting.

Recommendation for Approval

The Board were asked to approve the minutes and Matters Arising not covered elsewhere on the agenda

Approved

2. Election of Board Members at the 2023 Annual General Meeting - Report

The following tenants were elected to the Belle Isle TMO Board at the Annual General Meeting held on 28th September 2023:

- Kim Asquith
- Harry Austin
- Leon Kirkham
- Sharafath Ghafiri
- Rose Hodgkinson
- John Oddy
- Emma Walkley

The Board members were approved by Shareholders and Belle Isle TMO now has a full complement of Board Members.

Recommendation for Approval

The Board were asked to Note and Accept the Board Election Report.

Noted and Accepted.

3. Election of Cop-opted Board Members

The Chief Executive Officer advised that the Board rules state that the Board can appoint up to 6 co-opted Board Members. These are Board members that are appointed by the Board itself rather than at the Annual General Meeting.

The following people were co-opted to the serve on the Board:

- Margaret Brown
- Ashley Knowles
- Paul Truswell

The Chief Executive Officer reported that two Ward Councillors had been nominated and accepted earlier in the year and these are:

- Cllr Wayne Dixon
- Cllr Sharon Burke

Recommendation for Approval

The Board were requested to Approve:-

Further Co-option of Cllr Sharon Burke and Cllr Wayne Dixon
Further Co-option of Ashley Knowles and Margaret Brown
New Co-option of Paul Truswell

Approved

4. Election of Board Officers & areas of special interest for Board Members

The following Board members were elected as Board Officers:-

- Chair – Leon Kirkham
- Vice Chair and Treasurer – Harry Austin
- Vice Chair and Board Secretary – Jean Burton

The role of Vice Chair and Services Lead is an optional post and is currently vacant.

Board members were asked if they would like to express and interest in the following areas of activity:

- ❖ Sheltered Housing – social events and volunteering
- ❖ Equalities – championing equality and diversity
- ❖ GATE and Community Events - Christmas events, Belle Isle Gala and GATE activities
- ❖ Publicity – involvement in the website, social media and other communications (including Bits ‘n’ Pieces)
- ❖ Repairs and Maintenance – reviewing performance on repairs and gas contract
- ❖ Estate and Environment – monthly estate walkabouts
- ❖ Recruitment – participation in recruitment panels

Current expressions received were as follows:

Recruitment - Harry Austin, Jean Burton,

Repairs and Maintenance - Harry Austin, Lamin Makolo

Estate and Environment – Julie Rhodes, Harry Austin

Retirement Life - Jean Burton, Margaret Brown, Ashley Knowles, John Oddy

Community and Gate Events - Jean Burton, Margaret Brown, Lisa Caley, Tracey Morris, Paul Truswell

Publicity – Paul Truswell

Recommendation for Approval

The Board were asked to Approve the election of Board Officers for the coming year 2023/24.

Approved

Board Members were asked to note the special interest in Belle Isle TMO areas of activity.

Noted

5. Grant Applications

5.1 Community Fund

(i) Planters for Belle Isle Circus

The Community Development Manager outlined a proposal for 4 planters for Belle Isle Circus.

Belle Isle Senior Action are requesting funding of £2500 for four planters for the Belle Isle Circus area. Three would be located on Belle Isle Circus and one in the grounds of the 59 Centre.

The cost of the planters is £2246 for four. The additional costs are for compost to fill the planters and for some plants.

Recommendation for Approval

Board members were asked to Approve the application for planters for Belle Isle Circus (£2,500).

Approved in principle pending further information. To be submitted at the next Board meeting.

(ii) Ginnel gate at Broom Crescent

A consultation has been carried out on a request for a proposed gate for a ginnel at Broom Crescent due to instances of anti-social behaviour.

The proposal is that the c.£6k funding is provided 50% from capital works and 50% from the Community Fund.

Recommendation:

The Board were asked to Approve the application for a contribution of £3,000.

Not Approved. The Chair requested that a future strategy be built for future applications. Residents to be asked to report all incidences of anti-social behaviour to the Police.

(iii) Enhancements re Town Street

An application for a water butt and planter plus compost for local enhancement of environment around 2-10 Town Street at a cost of £500 was received.

Recommendation for Approval

The Board were asked to Approve an application for enhancements to Town Street at a cost of £500.

Approved

5.2 Housing Advisory Scheme (HAP)

(i) Clapgate Primary School

Following the Board decision to ask for clarification on the last bid, a revised application is being considered. It has become a priority to support children to attend residential.

The Chair proposed that Clapgate Primary School be approached to be invited to make an application for a student to go on residential.

(ii) Westwood Primary School

No further detail has been received as to whether the majority of beneficiaries would be BITMO tenants and leaseholders.

Recommendations for Approval

The Board were asked to Approve a proposal for in-principle support for a Clapgate Primary School residential trip.

Approved

Board members were asked to Accept the HAP Report and await further detail.

Accepted

6. Community Development Update

The Community Development Manager provided an update on the current activities and projects being undertaken by the Community Development Team and highlighted the following:-

Gate Membership

BITMO's GATE membership will be reintroduced from January 2024. Staff have already asked all visitors to the GATE to sign in every day during the week 25-29 September.

Belle Isle Gala

The Board have agreed to hold the Belle Isle Gala again in 2024. Windmill Primary have agreed to host the event and it will be held on Saturday July 6. The Board were asked to nominate members on a working group, which ward councillors, partners and residents will also be asked to join.

Belle Isle Green Spaces

BITMO Community Development staff are working with Leeds City Council Public Health and Climate Energy & Green Space (formerly known as Parks & Countryside) to consult on improvements on green spaces in Belle Isle. The consultation process has already narrowed down the focus to Belle Isle Circus, Low Grange View, the area around the MUGA (which may be used for housing) and the green space at the top of Middleton Ring Road. Residents around Belle Isle Circus have already been consulted on short term improvements and have agreed to fun trails on the pavements, planters and bushes.

Recommendations for Approval

Board members are asked to discuss and APPROVE the Community Development Report.

In particular the Board were asked to:

- (i) NOMINATE members on a Gala working group,
- (ii) NOTE the findings, including public support for: improved lighting and pedestrian access to Belle Isle Circus and improvements to Low Grange View,
- (iii) NOTE the popularity of the fun trail on Belle Isle Circus

Noted

Nominations for Community and Gate Events events, noted above, were:

- Jean Burton, Margaret Brown, Lisa Caley, Tracey Morris, Paul Truswell

7. Board Forward Plan

(i) Meeting Schedule

The Board Forward Plan for the forthcoming year 2023/24 was presented at the meeting.

(ii) Board Member Bitesize Learning Sessions

Board members were asked to note the Bitesize Learning Sessions

Recommendation for Approval

Board members were asked to discuss and approve the Board Forward Plan.

Approved

8. An Overview of the Organisation

The Chief Executive Officer presented an overview of the organisation and explained BITMOs current mission, aims and goals.

Recommendation for Approval

Board members were asked to Accept the report and to complete and return paperwork included in the Board Pack provided.

Accepted

9. Any Other Business

9.1 Christmas Opening Times

The Chief Executive Officer submitted the following office Christmas opening times for approval:-

Thursday 21st December – Normal Opening Hours

Friday 22nd December – 9.00am to 4.00pm

Monday 25th December – Closed

Tuesday 26th December – Closed

Wednesday 27th December – 10.00am to 4.00pm – limited hours and staff

Thursday 28th December – 10.00am to 4.00pm – limited hours and staff

Friday 29th December – 10.00am to 4.00pm – limited hours and staff

Monday 1st January – Closed

Tuesday 2nd January – Normal business hours

Recommendation for Approval

Board members were asked to approve the office Christmas opening hours.

Approved

Date of Next Meeting: Thursday 30th November at 6.00pm

APPENDIX 2

Enhanced Service Offer

Doors and locks

	██████████	BITMO service offer
Replacement of keys	██████	We will replace keys but we will recharge even if the keys are lost as a result of a crime, as this should be covered by insurance.
Fitting new locks and latches due to lost keys or damage	██████	We fit new locks but we will recharge it If it is a repeating problem we will discuss consider what support needs the tenant may have.
Internal broken door panes	██████	We will repair internal doors where the disrepair is a result of age, and wear. We don't repair or replace tenant damaged internal doors..
External doors (tenant damage)	██████	BITMO will repair or replace as needed. F the issue is recurring we will consider what the underlying issue may be, and take tenancy action if appropriate.
Kitchen doors in flats (tenant damage)	██████	In flats kitchen doors are fire doors and damage invalidates the fire retardance. We will replace and recharge where there is tenant damage because of health and safety

Door adjustments for new flooring (unless fitted by us)	██████████	We won't adjust doors
Security chain and spy holes	██████████	We can't fit spy holes and chains because they are fire doors

Personal fixtures and fittings

	██████████	BITMO
Coat hooks, curtain rails	██████████	Handy man service available for retirement life and households where all members are aged over 75
Shelves	██████████	
Fitting blinds	██████████	
Toilet seats	██████████	
Bathroom cabinet	██████████	
Lightbulbs	██████████	

Collection of bulky waste

Bulky waste collection can be arranged through Leeds City Council. We will remove free of charge for retirement life tenants and households where all members are aged over 75

Minor plumbing

	██████████	BITMO
Replacement plugs and chains to baths, basins and sinks	██████████	Tenant
Unblocking sinks, toilets baths and basins in houses	██████████	Tenant or recharge it
Unblocking sinks, toilets baths and basins in flats	██████████	BITMO
Replacing silicone around baths, sinks and basins	██████████	BITMO

Isolating the water supply in the event of a major leak	██████████	BITMO
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Heating

	██████████	BITMO
Ensuring the property is properly heated and ventilated to prevent condensation and black mould growth	██████████	If you are experiencing problems with condensation and damp please let us know and we will assess the situation, we may be able to provide a dehumidifier on loan.
Checking and adjusting heating controls including the thermostat and timer	██████████	Caretakers no charge

Decoration Flooring and glazing

	██████████	BITMO
Cracks to plasterwork	██████████	Handy man chargeable @£15 per hour
Decoration to all walls, woodwork, and ceilings	██████████	We will do this following a new installation of a kitchen or bathroom
Repairing and replacement of all flooring (vinyl, carpet, tiles, laminate etc)	██████████	We will replace up to 10 cracked floor tiles unless we are replacing

		the flooring structure as part of installing a new kitchen or bathroom We will remove ready for the tenant to fit own flooring
Screeding and floor levelling	████████	BITMO will assess required remedial works to uneven floors
Reglazing broken or cracked windows caused by tenant, family or visitors	████████	BITMO will repair and recharge
Window damage as a result of a crime, and there is a crime number	████████	BITMO will repair and not recharge. If it is a recurring issue we will assess tenancy management ASB.
Fitting of additional security measures	████████████████████ ██ ████████	Same as Leeds. Permission required
Window locks	████████	If it is unlocked we won't replace If it is locked we will unlock them. If the tenant wants a new window lock we would recharge.

External pipes and drainage

	████████████████████	BITMO
Keeping gully grates clear of blockages	████████	Tenant or we will do it and recharge

Blocked gullies	██████████	Tenant or we will do it and recharge
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Electrics

	██████████	BITMO
Replacement sealed units (kitchen and bathroom)	██████████	BITMO
Fluorescent tubes	██████████	Tenant or recharge
Faulty hard wired smoke detectors including replacement of batteries	██████████	BITMO
Replacement plugs and fuses	██████████	Tenant
Domestic appliance faults such as cooker, fridge etc	██████████	Tenant
Connecting washing machines	██████████	Tenant

TV aerials and telephone lines

	██████████	BITMO
Installation and repair of tv aerials, satellite dishes and resolving signal issues	██████████ ██████████ ██████████	Tenant unless 3 storey flats
TV aerial/internet/telephone sockets	██████████	Tenant

Gardens boundaries and balconies

	██████████	BITMO
Keeping the garden tidy and free from rubbish	██████████	Tenant we have a garden tool library to support tenants
Prevent animal fouling	██████████	Tenant
Ensuring that adequate fencing is in place to prevent any dogs escaping the garden (subject to formal	██████████	Tenant

consent and/or planning regulations) as per separate fencing policy		
Obtaining written consent before planting, removing trees within the garden	██████	Tenant
Renewing broken clothes lines	██████	Tenant
Renew clothes line posts	██████	BITMO
Replacing keys to garages or sheds	██████	Recharge
Repairing fences, patios and steps installed by the current tenant	██████	Tenant
Repairing fences, patios and steps installed by the former tenant	██████	BITMO
Outbuildings not attached to the property.	██████	BITMO
Dividing fences and gates refer to fencing policy	██████	refer to fencing policy

Adaptations and improvements

Before you carry out any change or improvement to your home you must obtain written permission and carry out the work in accordance with the permission granted including reference to building regulations, planning consents and health and safety requirements. If work is not carried out in the correct manner it must be stopped and rectified immediately. Carrying out unauthorised improvements is a breach of the tenancy agreement.

Pests and vermin

	████████████████	BITMO
Wasps nests attached to property	██████	BITMO
Wasp nest in garden	██████	Tenant
Ants	██████	Tenant
Plaster mites	██████	Tenant
Silverfish	██████	Tenant
Mice /rats	██████	BITMO

Cockroaches	██████	Tenant
Squirrels in loft	██████	BITMO
Bed bugs	██████	Tenant

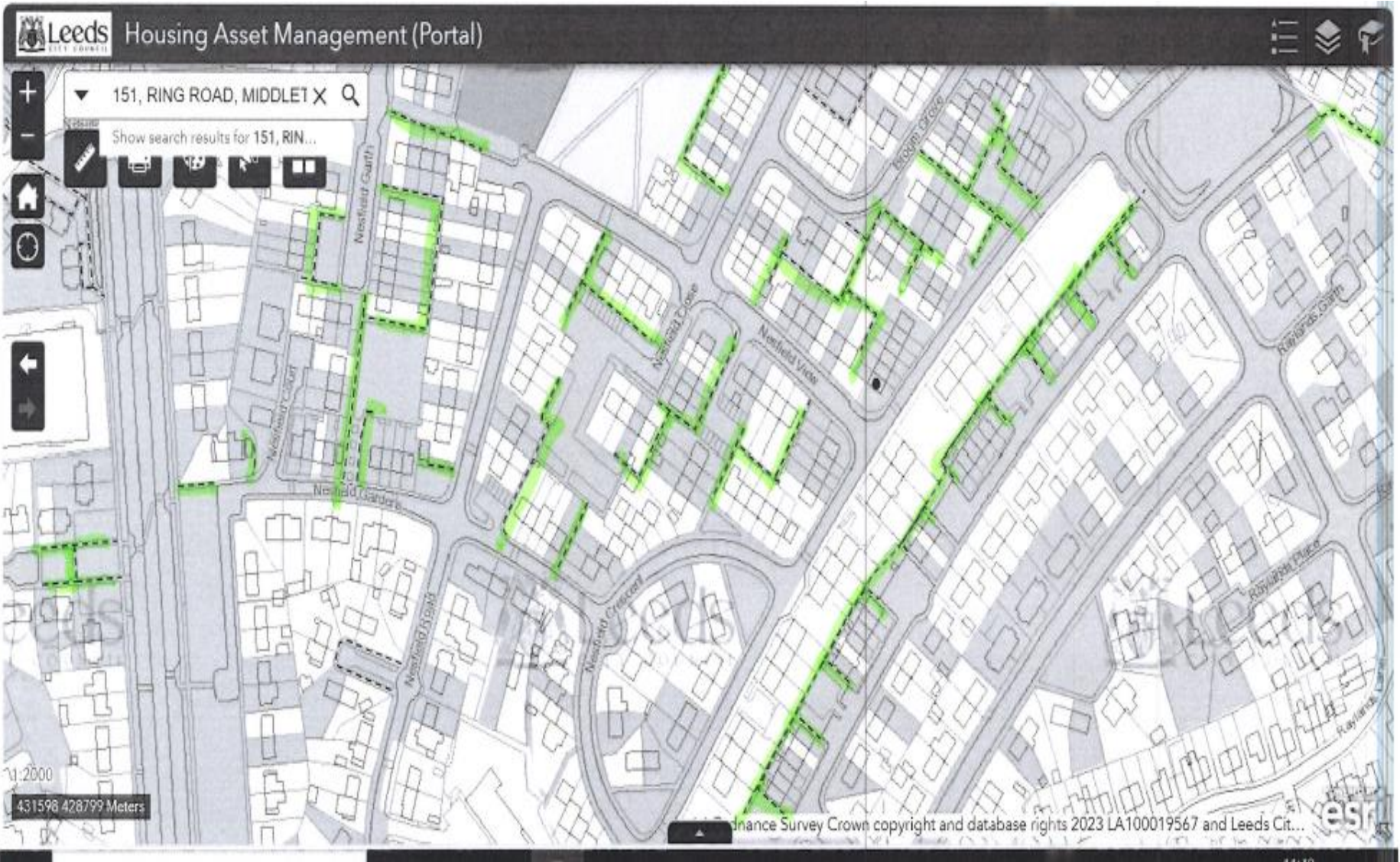
Recharges

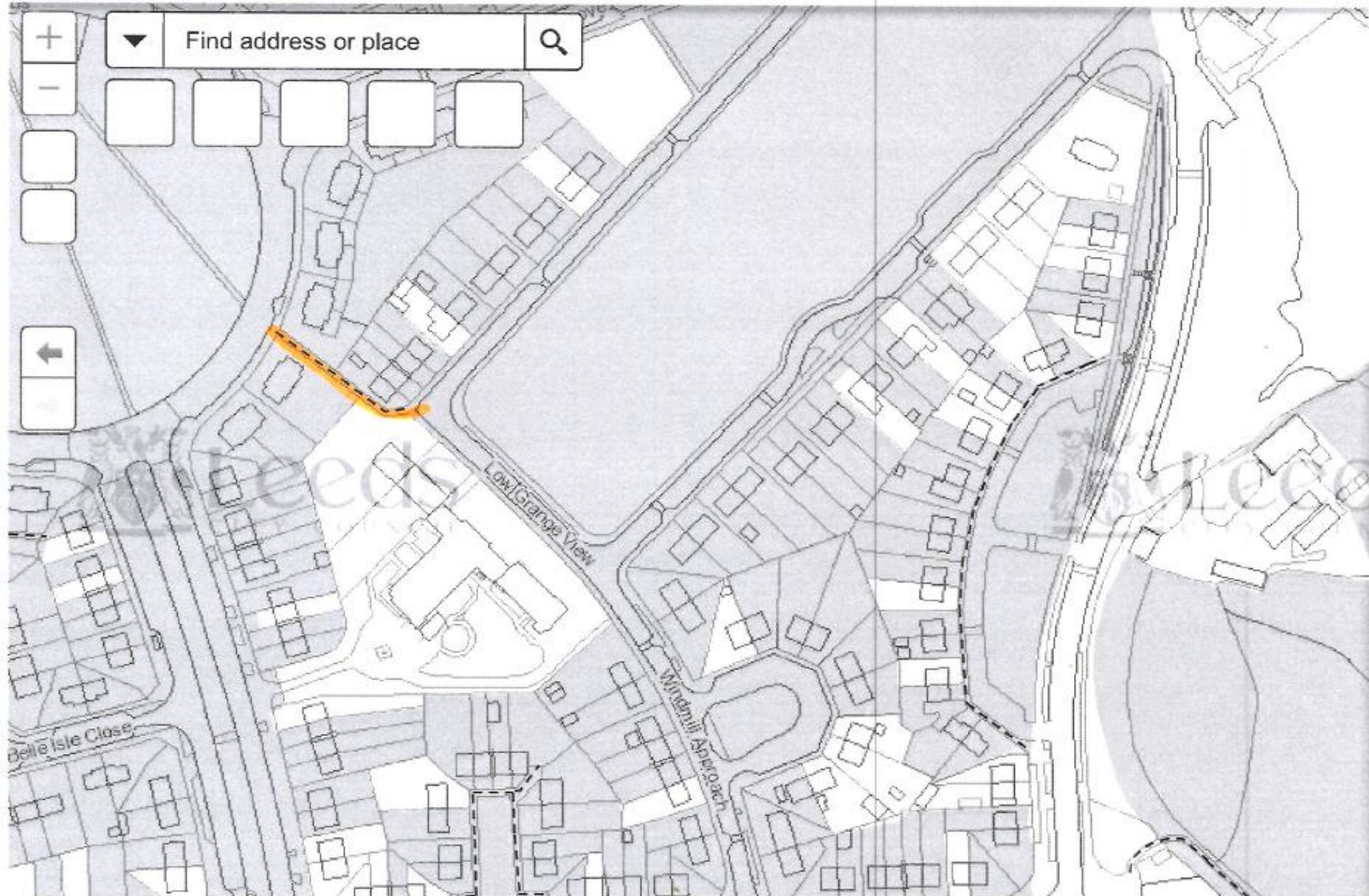
If we carry out a job that you are responsible for as the tenant, we will recharge you for it. Here are some examples of the charges. Charges are based on the schedule of rates price.

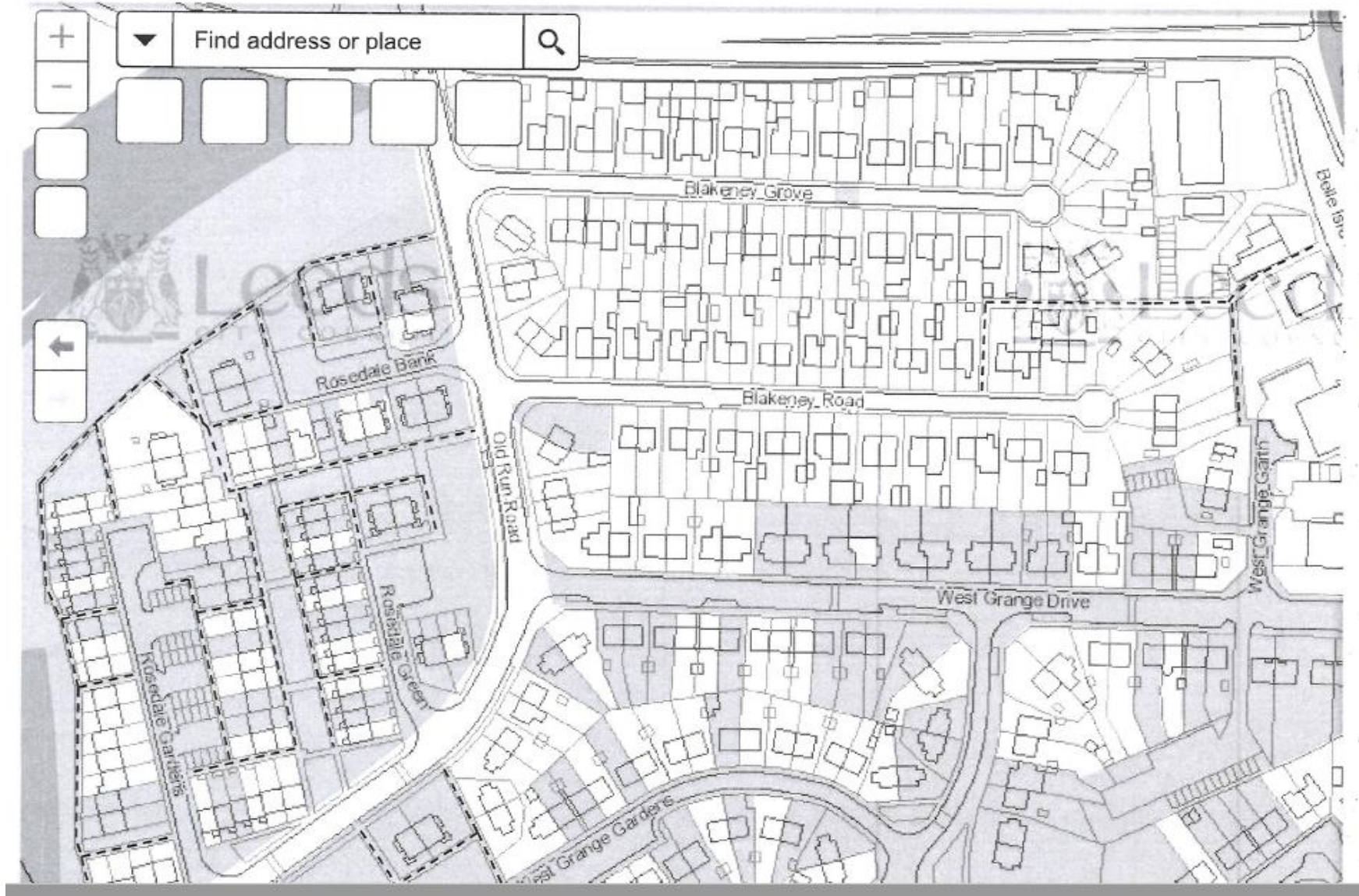
Unblocking a toilet	£40 plus VAT and admin charge
Reattaching a basin to the wall	£55 plus VAT and admin charge
Unblocking a kitchen sink	£25 (£90 if requiring jetting) plus VAT and admin charge
Unblocking a gully	£25 (£90 if requiring jetting) plus VAT and admin charge
Changing a lightbulb	£15 plus VAT and admin charge
Lock change	£55. Plus VAT and admin charge

APPENDIX 3

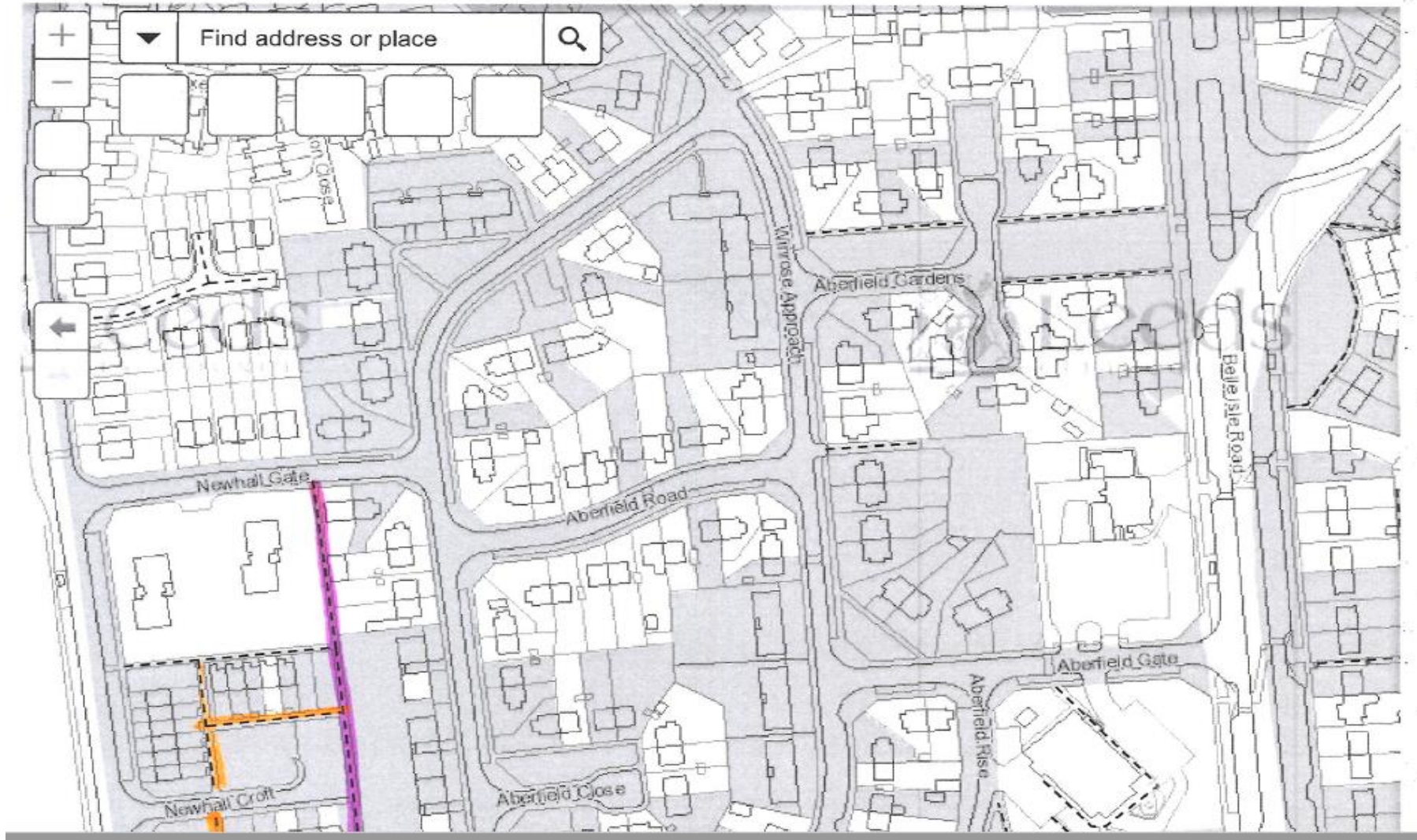
GINNEL SECURITY













APPENDIX 4

DRAFT CAPITAL PROJECTIONS

Scheme	Year 2 - Original	Year 2 Revised - Scenario 1	Comments	Year 2 Revised - Scenario 2	Comments	Year 2 Revised - Scenario 3	Comments
	£1,720,000	£1,720,000		£1,720,000		£1,720,000	
Fencing	£30,000	£30,000		£30,000		£30,000	
Footpaths	£10,000	£10,000		£10,000		£10,000	
Electrical Remedial Works	£25,000	£17,500	Reduced due to less numbers in next year	£17,500		£17,500	
Windows and doors	£20,000	£20,000		£20,000		£20,000	
Roofing	£15,000	£15,000		£15,000		£15,000	
Adaptations	£200,000	£225,000	Increased based on this years trend	£225,000		£225,000	
Asbestos	£30,000	£25,000		£25,000		£25,000	
Structural Works	£30,000	£0	Taken out and all to be captured in adhoc	£0		£0	
Decency Failures	£25,000	£0		£0		£0	
Unadopted Roads	£10,000	£5,000	Based on previous investment any repairs	£5,000		£5,000	
Damp Works	£25,000	£30,000	Increased due to volume of damp and moisture	£30,000		£30,000	
Capital voids	£150,000	£150,000		£150,000		£150,000	
Legionella	£4,000	£3,000		£3,000		£3,000	
Adhoc capital work	£100,000	£150,000		£150,000		£150,000	Would clear 24/25 prog of 23 kit and 5 bath with 6 to be brought forward. Would leave 8 kit and 6 bat
Kitchens and Bathrooms	£150,000	£350,000	Based on 37 kitchens and 11 bathrooms to clear backlog	£350,000	Based on 37 kitchens and 11 bathrooms to clear backlog	£251,650	
Mansard Roofs	£170,471	£185,000	Based on this years costs	£185,000		£185,000	
Fire Remedial Works	£20,000	£0	All remedial works will have been carried out	£0		£0	
Boiler Upgrades	£150,000	£150,000		£150,000		£150,000	
Pointing	£50,000	£50,000		£50,000		£50,000	
Thermal Efficiency	£480,529	£377,850	Based on costs of phase 2 to cover other	£377,850		£377,850	
Chimneys/ Canopies	£25,000	£25,000		£25,000		£25,000	
Planned on demand K&B's	£0	£100,000	Budget to replace on demand with ballot	£0	Programme would start at	£0	kit/bat would be added on to 25/26 and subsequently 26/27 when full/ at budget
Total	£1,720,000	£1,918,350		£1,818,350		£1,720,000	
	Overspend/ Underspend	£-198,350		£-98,350		£0	