

# BITS & PIECES

SUMMER 2024

THE **BITMO** NEWSLETTER FOR BELLE ISLE TENANTS & RESIDENTS

## VOTE YES FOR BITMO. 20 YEARS OF TENANT CONTROL

Belle Isle TMO in publicity  
including newsletters, leaflets  
counts.

not to be used in the future  
member of staff.

For further enquiries please contact the  
Community & Tenant Support Team on 0113 2782190



The BITMO ballot is coming up in September. Belle Isle tenants have a vote every five years to say if they want BITMO to keep managing the estate or for control to go back to Leeds City Council. Belle Isle tenants report higher levels of satisfaction than Leeds City Council tenants. They value having a local office, and staff who they know.

Belle Isle is controlled by tenants, not Leeds Council, and we believe that grassroots control produces better services for local people, because the people who live here can say what they want to be in place, what standard of service they want, and we are free to make that happen. For example, we have a team of caretakers who can respond quickly to issues that you raise, and we have the GATE and all the support and activities that it offers. These aren't things that the Council provides, so if these are things you value, we would really appreciate you voting YES for BITMO in September.

### 10 Reasons why a YES Vote will be better for Belle Isle

1. Because we are tenant controlled, we put tenants first!
2. Your local office is here for you 5 days a week
3. The estate is run by people who live here, and are committed to the community
4. BITMO caretakers look after the estate and do minor repairs for you. This means the service is faster, cheaper and better.

5. Our Financial Inclusion Officers put £347,000 into the pockets of Belle Isle residents in the last year
6. We provide FREE activities for families in EVERY school holiday
7. Our Tenancy Support Team work with individuals and families who are struggling to thrive, to build resilience and coping skills
8. We provide FREE help with maths and English for school children
9. Our Community Cafe provides FREE food three times a week and is a social hub
10. Our Community Fund helps BITMO tenants to buy the household essentials they can't manage without tenants in hardship

BITMO tenants are more satisfied with the service they receive. The table on the next page indicates that tenants whose homes are managed by Leeds City Council are less satisfied overall than people who live in Belle Isle. We think this is because we are led by tenants, who live in Belle Isle, and know what is important to the local community.



**BITMO**

# BITS & PIECES

## Tenant Satisfaction Quarter 1-4 2023-24 #

	TSM	BITMO	Leeds City Council	Variance	National Average *	Variance
Overall Satisfaction	TP01	71%	66%	5%	71%	0%
Well Maintained Home	TP04	76%	67%	9%	71%	5%
Safe Home	TP05	80%	74%	6%	77%	3%
Repairs Last 12 Months	TP02	77%	70%	7%	73%	4%
Time Taken Repairs	TP03	73%	67%	6%	70%	3%
Communal Areas	TP10	79%	64%	15%	67%	12%
Neighbourhood Contribution	TP11	75%	60%	15%	67%	8%
Approach to ASB	TP12	55%	53%	2%	62%	-7%
Safety in neighbourhood		58%	63%	-5%	N/A	N/A
Neighbourhood Appearance		59%	58%	1%	N/A	N/A
Listens & Acts	TP06	62%	55%	7%	62%	0%
Kept Informed	TP07	75%	67%	8%	76%	-1%
Fairly & with Respect	TP08	80%	74%	6%	75%	5%
Complaints Handling	TP09	27%	29%	-2%	34%	-7%
Easy to Deal With		74%	65%	9%	72%	2%
Friendly Approachable		60%	62%	-2%	N/A	N/A
Advice & Support		56%	50%	6%	N/A	N/A
Good Reputation		54%	37%	17%	N/A	N/A
Rent VFM		65%	67%	-2%	83%	-18%

\* consultants measure of social housing organisations, mostly in England. # Tenant Satisfaction Measures data gathered by Acuity Ltd on behalf of Leeds City Council and BITMO.

	TSM's
	Non TSM questions

## What does tenant leadership and control mean for Belle Isle?

It means that tenants make the decisions in Belle Isle. Tenant leadership is about building trust, accountability, transparency and partnership working. It is about giving the people who live in Belle Isle the strongest voice in how their housing is managed.

It is about taking care of every pound of the rent you pay, so that we deliver value for money and spend on the things that matter to you.

## The things they say.....

“Other housing providers just aren’t able to spend the time with tenants that BITMO can. I’ve just spent two months working with a tenant to get a debt relief order for her, she just wouldn’t get that support if it weren’t for BITMO.” **Mark - Financial Inclusion Officer**

“It’s local, we are in the community, and we get to really help people, because we know them and we build relationships based on trust”

**Donna - Rent account Officer**

“The Free Friday Breakfast Club is a time to meet up and chill”

**Sammy and Marie - Tenants**

“BITMO is so much more than a housing office, it’s a unique place that works for the whole community”

**Emma - tenant**

“BITMO is all about the community, and the GATE brings the community together, if people don’t vote for BITMO in September we will lose that” **Harry - tenant**

“We are right in the middle of the estate, so its easy for people to get to us” **Tracey Community Development Officer, and former tenant**

“We are local, responsive, and inclusive”  
**Jo - Community Development Coordinator**



Search Belle Isle TMO on Facebook

# Mr X Case study

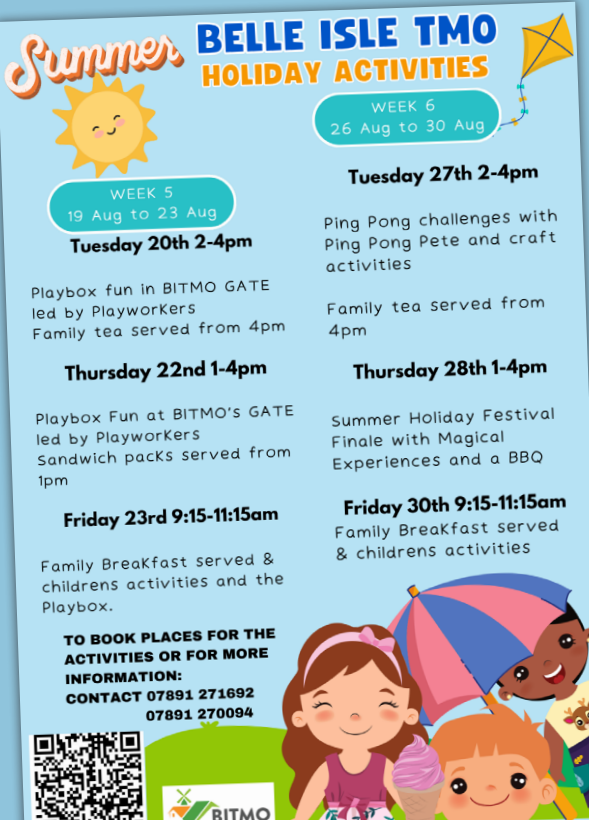
Because we are local people who care about the estate and the people who live on it we go the extra mile to help. Mr X came into the office a few months ago and our staff noticed that he wasn't taking care of himself the way he used to. Our tenancy support team visited him at home and saw that he was struggling looking after his house, and himself. He wanted to move into a smaller property, but couldn't afford to start again in a new place. Buying carpets, curtains and furniture is an expensive business. We got him all the help he needed, and he now lives in a new flat and is thriving, and

joining in social activities that BITMO and others run. In fact he is applying for a passport for the first time in 20 years, so that he can go on holiday! From being isolated and not looking after himself he is now looking forward and planning ahead!

BITMO is special, it does so much more than provide repairs and housing services, it is in the heart of the community, and really cares about the people who live here. A vote for BITMO in September is a vote for tenant control to continue, and for the Belle Isle community to go from strength to strength.

## Our summer programme is here

From 22nd July to 30th August, BITMO are offering FREE summer activities for your children to enjoy every Tuesday Thursday and Friday. To find out more or to book onto the activities contact 07891 271692 or 07891 270094.



**Summer BELLE ISLE TMO HOLIDAY ACTIVITIES**

**WEEK 5**  
19 Aug to 23 Aug  
**Tuesday 20th 2-4pm**

Playbox fun in BITMO GATE led by Playworkers  
Family tea served from 4pm

**Thursday 22nd 1-4pm**

Playbox Fun at BITMO's GATE led by Playworkers  
Sandwich packs served from 1pm

**Friday 23rd 9:15-11:15am**

Family Breakfast served & childrens activities and the Playbox.

**WEEK 6**  
26 Aug to 30 Aug  
**Tuesday 27th 2-4pm**

Ping Pong challenges with Ping Pong Pete and craft activities  
Family tea served from 4pm




**Thursday 28th 1-4pm**

Summer Holiday Festival Finale with Magical Experiences and a BBQ

**Friday 30th 9:15-11:15am**

Family Breakfast served & childrens activities

**TO BOOK PLACES FOR THE ACTIVITIES OR FOR MORE INFORMATION:**  
**CONTACT 07891 271692**  
**07891 270094**



## Free help with maths and English

BITMO is committed to help the children who live in Belle Isle to reach their potential. So we provide FREE tuition in maths and English for primary school children. Additional support in small groups really helps young learners to develop their confidence and skills in these areas, and this in turn helps with all other curriculum areas. Our tutors are all qualified teachers, and the young people who have participated so far have found that their progress has been boosted, and they enjoy the group work. Tuition is on Tuesday evenings.



**FREE AFTER SCHOOL MATHS AND ENGLISH**

**EVERY TUESDAY (term-time only) in BITMO's GATE, LS10 3QH**

- Fully qualified and DBS checked tutors ✓
- Family meal served 3.30-4.15pm ✓
- Lessons are held 4.15 - 6pm ✓
- An adult over 18 must stay with your child until 4.15pm
- Available for children going into Years 3 & 4 from September 2024 ✓
- Priority given to BITMO households ✓





## Belle Isle Gala

This year the Belle Isle Gala was bigger and better than ever. We celebrated 20 years of Belle Isle tenants having control of the community they live in. Next year the gala will be on 5th July. If you'd like to be involved in planning this great community celebration you can join the gala committee. Just contact the GATE to find out more.



## PAUL TRUSWELL FORMER MP AND COUNCILLOR REFLECTS ON WHAT BITMO MEANS TO HIM

**Paul Truswell has been on BITMO's Board since 2014. He has been a Middleton Park councillor and an MP.**

### **Tell us about your background.**

I was brought up on a very large Sheffield council estate by low paid parents. They and my brother moved into that newly built council house in 1949 and a Truswell remained a tenant for the next 72 years. I can't imagine what life would have been like for our family without the security of having a decent and affordable roof over our heads. That background has made supporting council housing and tenants one of my greatest political passions.

### **What are the benefits of tenant management?**

When the Council carries out its tenant satisfaction surveys, BITMO generally comes in the top 2 or 3 housing management areas. That can't be a coincidence. Having a team of officers overseen by a Board largely comprised of tenants brings a dimension to managing the estate that doesn't exist elsewhere. The highly valued caretaker service is a prime example of how the Board reflects tenants' priorities.

### **What would you say are BITMO's achievements?**

Managing, repairing and improving properties is obviously BITMO's prime purpose. This includes setting and monitoring budgets, coping with increasing funding pressures, holding contractors to account and dealing with complaints.

But the BITMO Board also provides a very wide range of services and activities at the GATE and in the community that support the needs and wellbeing of residents – often in partnership with other public services and third sector organisations. That includes providing support like affordable meals, training, benefits advice, activities and tutoring for young people, access to computers and digital skills, local environmental and social projects, and enhancing green spaces like the Circus... to list just a few of BITMO's many tenant-centred initiatives.

### **What do you see as BITMO's future if tenants vote to continue with a TMO?**

BITMO needs to build on its strengths, such as the sort of initiatives listed above. It equally has to recognise those aspects of its activities that need improving through listening closely to tenants and responding to their needs. As an organisation led by tenants it is well placed to respond to those challenges.

You can read the full version of this interview on BITMO's website by scanning this QR code.



### **IMPORTANT PHONE NUMBERS CUT OUT AND KEEP**

Report a repair call **0113 378 2188** or  
**0800 389 5503**

Make a rent payment call **0113 378 2187**

Report anti-social behaviour call **0113 387 2188**

Report issues with bins and bin collections call  
**0113 222 4406** or download the Leeds Bins app

You can find out all the information you need about BITMO on our website:

- Repairs
- Rent
- Help & Support
- News from Belle Isle
- Information on BITMO's performance



Go to **[www.belleisletmo.co.uk](http://www.belleisletmo.co.uk)** or scan the QR code

