



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

BOARD MEETING

AGENDA AND PAPERS

Thursday 29th May 2025 at 6.00pm

Refreshments from 5.00pm

**A presentation of the Belle Isle Tapestry will take place at 5pm
in advance of the Board meeting.**

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

Notes:

Relevant confidentiality

- 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 29th May 2025
at BITMOs GATE at 6.00pm
(With online access available)

*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

Presentations:

- (i) Crimestoppers UK – new partnership initiative
- (ii) Bitesize training – Gate development and activity.

Meeting items:

1. Minutes and Matters Arising from the Board meeting held 30th January 2025 (page 6 & Appendix 1, page 54)
2. Operational report (page 8)
3. Compliance with Consumer Standards (page 17 & Appendix 2, page 68)
4. Quality Assurance – Compliance, Damp & Mould (page 28)
5. Operations Committee (page 36)
6. Retirement Life Services Annual Report (page 40 and Appendices 3-5, page 95ff)
7. Board Forward Plan – meeting details (page 49)
8. Any other business (page 53)

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

BITMO Board meeting 29th May 2025

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 items	Crimestoppers UK – proposal for a local partnership Bite Size training – community development plans and activities.	Partnership working on anti-social behaviour and community development are of great potential importance to the estate.	Feedback issues from the estate and inform residents and board members.	Review proposals and forward strategy.
Operating reports	Operational update.	Provide insight into the quality of service we provide.	Continue to improve Board control and impact of decision making.	Discuss and advise.
Consumer Standards Compliance	Regulator of Social Housing standards for landlords and their agents.	BITMO must adhere to statutory guidance and best practice.	Plan and implement any required amendments to policies and procedures.	Review and continue to monitor going forward.
Quality Assurance review – Damp & Mould	First of a series of internal quality assurance reviews.	To ensure that the damp and mould policy and procedures comply with regulatory requirements.	Ensure that best practice is followed.	Discuss and recommend any other quality assurance areas for review.

Operations Committee	Review of the first meeting of the Committee	Important operational activities will be reviewed by the Committee which will then advise the Board.	Operational activity will be reviewed In order to streamline reporting to Board.	Review the scrutiny and recommendations of the Committee.
Retirement Life Services	Annual Report	The service is a highly important part of BITMO's operation, serving some of the most vulnerable in the community.	Continue to maintain and enhance services.	Review the report and comment on any queries or proposed improvements.
Board forward plan	To agree meeting and development event dates.	Required for good governance.	Update as appropriate.	Discuss and agree the forward plan.

Notes:

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 27th March 2024 (Appendix 1)**. The table below details updates on items not dealt with elsewhere on the agenda.

Full Board 27th March 2024

Item	Update
Finance Committee	Please note that the next Finance Committee is planned for 12 th June, as previously notified. The Committee will review the 2024-25 management accounts and initial draft financial statements, along with a capital accounts update. Draft financial statements are currently under preparation.
Board Member Responsible for Complaints (MRC).	In accordance with requirements of the Housing Ombudsman, Board appointed Trevor Brown as the Board representative. Initial induction has been undertaken and monthly updates to the MRC will follow.
Tree Nursery	LCC Asset Management tasked with constructing a draft lease.
Parkside Hub	Costs being collated and Councillors consulted.
Belle Isle Circus	Refer to LCC Highways presentation above.
Lift Off charity	All documentation complete and chasing bank for account details.

Recommendation:

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

Notes:

2. Operational Report

BITMO

Board of Management Report

Meeting Date: 29th May 2025

Report Title: Operational Report

Author(s): Deborah Kelly

For Information/ ~~Decision~~ Discussion

Executive Summary:

The report draws together an update to the Board on matters of relevance to the running of BITMO not covered elsewhere on the agenda.

Specifically, it presents the latest building safety dashboard, a summary of tenant engagement since the last Board report, and an update on various community projects.

Recommendations:

Board is requested to NOTE and comment on the report.

Equality Diversity and Inclusion

There are no implications arising from the report

Regulatory Framework:

The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard			✓

The safety and quality standard requires that landlords provide safe good quality homes and landlord services to tenants. The building safety dashboard shows performance of the repairs service and tenant satisfaction with it.

The tenancy standard sets the requirement for how tenancies are managed. The transparency influence and accountability standard is focused on improving the quality of the landlord tenant relationship, ensuring that tenants are treated with fairness and respect and that diverse needs are taken into account in the design and delivery of services. The level of community engagement demonstrates compliance with this.

The neighbourhood and community standard requires providers to evidence partnership working and positive contribution to the appearance and safety of the neighbourhood.

Building Safety Dashboard

Ref	Indicator	Description	Target	FY2024/25	Comments
				April	
BS01 (TSM)	Gas Safety Checks	Proportion of homes for which all required gas safety checks have been carried out	100%	98.80%	1808/1830 properties have a valid CP12 certificate
BS02 (TSM)	Fire Safety Checks	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	
BS03 (TSM)	Asbestos Safety Checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	88%	73 (302 properties) blocks require reinspections - 64 (219 properties) have had a reinspection carried out - 10 (34 properties) require a reinspection - New Asbestos contractor appointed in April 25 and not set up on keystone for BITMO - working with LCC to put this in place
BS04 (TSM)	Water Safety Checks	Proportion of homes for which all required legionella risk assessments have been carried out	100%	0%	Current LRA have expired - new LRA have been booked in with contractor 28/05/25
BS05 (TSM)	Lift Safety Checks	Proportion of homes for which all required communal passenger lift safety checks have been carried out	N/A	NA	BITMO have no passenger lifts
RP01	Decent Homes	Proportion of homes that do <u>not</u> meet the Decent Homes Standard	≤ 1%	3.7%	67 dwellings on the ND list for April 25 - 1 x Chimney - 2 Effective Insulation - 2 x Roof Covering - 52 Wall Covering - 9 Windows - inspections raised to check wall covering and insulation
RP02a	Repairs Completed in Target (Emergency)	Percentage of emergency repairs completed within target timescale	≥ 94%	98.8%	80/81 emergency jobs completed on time in April 25
RP02b	Repairs Completed in Target (Non-Emergency)	Percentage of non-emergency repairs completed within target timescale	≥ 85%	96.6%	259/268 Routine jobs completed on time in April 25
TP05 (TSM)	Tenant Satisfaction that the Home is Safe	Proportion of respondents who report they are satisfied that the home is safe	≥ 80%	79%	
BS06a	Gas Services Overdue	Proportion of gas services overdue and within access procedure process	≤ 0.2%	1.22%	22 properties have an overdue gas service - 8 @ 0-4 week overdue, 12 @ 1-3 months overdue, 2 @ 3-6 months overdue
BS06b	Gas Servicing - Non-Domestic	Proportion of non-domestic gas services carried out	100%	100%	4 Properties - 28 Belle Isle Circus, 58 Belle Isle Circus, 3 Winrose Grove & Broom Nook Community room
BS07a	Gas Audits - Workmanship	Proportion of gas quality control audits passed - workmanship - cumulative score	≥ 90%	100%	Checked by LCC

BS07b	Gas Audits - Paperwork	Proportion of gas quality control audits passed - paperwork - cumulative score	≥ 90%	100%	Checked by LCC - comments have been fed back to the contractor regarding tenants signing the inspection form.
BS08a	Electrical Testing - Fixed Wired Domestic	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Domestic	100%	63.7%	1165/1830 properties identified as having a valid EICR. Programme in place to bring this up to 100% in 2025/26
BS08b	Electrical Testing - Fixed Wired Communal	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Communal	100%	80%	20 out of 25 communal areas have a current EICR (containing 115 Properties) - Keystone issue with mapping across to contractor
HMA6	Void Properties	Proportion of void properties (HMA2) expressed as a % of total stock	≤ 1%	0.27%	5 void properties in April 25
BS09a	Fire Safety - HRRB	Proportion of Fire Risk Assessment completed for High Risk Residential Buildings (in scope of Building Safety Act)	100%	N/A	BITMO have no High Rise Buildings
BS09b	Fire Safety - Non-HRRB	Proportion of Fire Risk Assessment completed for non-High Risk Residential Buildings (out of scope of Building Safety Act)	100%	100%	FRA for 157 communal areas are in date (containing 410 Properties)
BS09c	Fire Safety - FRA Action Monitoring - HRRB	Proportion of Priority A Significant Findings outside target timescale - High Risk Residential Buildings (in scope of Building Safety Act)	< 0.01%	N/A	BITMO have no High Rise Buildings
BS09d	Fire Safety - FRA Action Monitoring - Non-HRRB	Proportion of Priority A Significant Findings outside target timescale - non-High Risk Residential Buildings (out of scope of Building Safety Act)	< 0.01%	N/A	
BS10	Fire Alarms	Proportion of fire alarms tested within programme	100%	80%	4 out of 5 blocks have current fire alarm cert
BS11	Fire Fighting Equipment	Proportion of fire fighting equipment maintenance visits completed within target	100%	100%	
BS12	Emergency Lighting	Proportion of emergency lighting maintenance visits completed within target	100%	100%	16 blocks (69 properties) have had the emergency lighting check
BS13a	Flat Entrance Doors External Inspection	Proportion of flat entrance door inspections completed within programme - process followed and external inspection completed	100%	100%	68 flat fire doors externally checked monthly during the communal inspections
BS13b	Flat Entrance Doors Inspected Both Sides	Proportion of flat entrance door inspections completed within programme - access gained and both sides of door inspected	≥ 70%	90.0%	369/410 properties flat fire doors have been checked as part of ATV
BS14	Stock Condition	Proportion of homes that have had a full stock condition survey completed in the last 5 years	≥ 90%	82%	1494/1830 properties have a SC survey

BS15	Damp & Mould	Number of open damp & mould cases	18	79	The high number relates to the recording system not having been updated. Records show there are a very small number of properties where there is a risk to health as a result of damp, mould or condensatin. These cases are actively managed.
BS16	Sprinkler Maintenance	Proportion of homes for which sprinkler maintenance inspections have been carried out	100%	N/A	BITMO have no sprinkler systems installed
BS17	Asbestos Action Monitoring	Proportion of actions identified at asbestos inspections within target	100%	100%	Actions indentified are completed
BS18	Water Hygiene Action Monitoring	Proportion of actions identified at water hygiene inspections within target	100%	0%	Current LRA have expired - new LRA have been booked in with contractor 28/05/25
BS19	Carbon Monoxide Detectors	Proportion of homes containing fixed combustion appliances with carbon monoxide detectors installed	100%	100%	
BS20	Smoke Detectors	Proportion of homes with smoke detectors installed	100%	100%	
BS21	Radon Testing	Proportion of radon testing undertaken against programme (note - programme commenced July 2023 and runs to July 2025)	188		Information awaited from LCC

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BITMO Tenant Engagement

There has been a delay in implementing the ballot survey ,but this is due to go live in the next two weeks. In addition we will be sending weekly messages to all tenants reminding them of our commitment to supporting the community in addressing ASB and asking them to report what they see to the police and to us.

We have now completed two ASB action days in the Rosedales, Winrose Crescent, and West Grange Close. During these events we spoke with tenants who are experiencing ASB, and some who are causing it. Where we witnessed tenancy breaches and criminal behaviour ourselves this was reported to the police.

Community projects

Belle Isle Parade proposed tree nursery – Work is ongoing

Parkside Hub – There has been no progress in this proposed project.

We need to make progress on understanding the business case for BITMO taking on the lease.

In order to move forward we need clarity on:

- Running costs including utilities, insurance, lease charge
- Staffing costs
- Projected income
- Business model and governance ie, who is involved in running it, in what capacity, what are the obligations of the stakeholders.

When we have this we will construct a business case for decision by the board, after which if the board wish to proceed we will present an application to the council.

Belle Isle Circus Update

Safe access to the Circus on foot – either to use the space, or to cross when walking in the area – is central to the aim of reclaiming the Circus as a safe space for Belle Isle people.

Highways have been invited to attend the Board on two occasions but have declined to do so. A consultation report I s expected imminently from Highways and this will be circulated as soon as possible.

There is wide public support for safe pedestrian access. The Board are asked to make its support known to the Council, and Ward Councillors are asked to help to bring about the feasibility study.

Conclusion

There remain opportunities to improve performance, but overall performance is good, and compares favourably to local comparators. Considerable community engagement is taking place and there is clear evidence of the tenant voice in the work of BITMO, and the projects we run. Our contribution to partnerships in the community is also evidenced and continues to strengthen. Staff engagement and satisfaction is very positive and overall there is reason for a high level of confidence in the organisation.

Recommendations:

Board is asked to ACCEPT and comment on the report.

Notes:

3. Compliance with Consumer Standards

BITMO



Board of Management Report

Meeting Date: 29th May 2025

Report Title: Compliance with Consumer Standards

Author(s): Deborah Kelly

For Information/ Decision/ Discussion

Executive Summary:

The report provides an update to the Board on compliance with the Consumer Standards and identifies the areas where improvements and changes to arrangements are needed. The first self-assessment in May 2024 led to an improvement plan being developed. The majority of action have been implemented and the level of compliance is higher than 12 months ago.

Recommendations:

Board are asked to Note and comment on the report.

Equality Diversity and Inclusion

The main areas of weaknesses in compliance with the Consumer Standards relate to the inability to evidence that service access and outcomes are equal across the tenant base. This is an area that LCC are looking into developing as part of their preparations to fully comply with the standards.

Community Consultation

The improvement plan will be subject to community consultation at the community meeting on Wednesday 25th June.

Financial implications

There are no financial implications to the report at this stage.

Risk implications

The key risks relate to compliance and governance and brand loyalty and customer experience.

Links to Regulatory Framework:

The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓		

Introduction

The purpose of the report is to provide the Board with an appreciation of BITMO's position and arrangements in relation to the new regulatory framework, and the improvements we are planning to those arrangements and service delivery over the coming months.

The information below is intended to help the BITMO Board, LCC and all stakeholders to understand BITMO's preparedness and degree of compliance with each of the Consumer Standards together with the plans in place to strengthen compliance, and improve service delivery.

Background

Evidencing compliance with the regulatory requirements is a detailed, painstaking exercise that requires concrete evidence that is based on objective data, about money spent, services provided, interventions made and customer experience. LCC and BITMO have been working towards improving evidence of compliance and an improvement plan has been put in place. Of the 53 actions, 34 have been completed, 13 are in progress, 6 have not yet been started.

Key Issues

(i) Safety and quality

This standard relates to the health and safety compliance regime, property condition and services. It emphasises the importance of maintaining effective systems to ensure the safety of people's homes. It draws heavily on the Building Safety Act 2022. It requires accurate asset records that hold real time data regarding all aspects of compliance in reportable form. This is referred to as the "golden thread".

It requires providers to make sure their homes are decent and in good repair, and that property-based services to tenants achieve Key Performance Indicator (KPI) targets and deliver a responsive service that tenants are satisfied with. It should be evidenced quantitatively, qualitatively and should cover customer experience.

Compliance in this area has improved in the last twelve months, particularly in terms of stock condition data, repair completions times and customer information around our enhanced service offer. Non-compliance relates to management arrangements around damp and mould reports.

Strengths: Health and Safety legal compliance requirements are met, as evidenced by KPIs. Stock quality data Remedial actions are carried out in a timely way. It is easy to report repairs. See Tenant Satisfaction Measures. Repair completion times and customer satisfaction Five year investment plan We have a clear adaptations policy and leaflet that makes clear what tenants can expect, we can evidence value for money in the delivery of services as a result of competitive pricing, and works order controls which have reduced variations, renewals and costs.	Weaknesses Some Cx system reporting constraints Management arrangements around damp and mould reporting Communication with tenants around repairs.
Improvement Plan Improved management control around damp and mould, more proactive customer contact regarding cancelled jobs and access problems.	

73% of tenants say their home is well maintained, 79% say that it is safe, 75% are satisfied with repairs completed in the last 12 months, 82% are satisfied with the time taken to complete repairs and 69% are happy with the management of communal areas. Source – Tenant Satisfaction Measures (TSM's) Quarters 1-4, 2024-25.

Transparency influence and accountability

This standard requires housing providers to involve and empower tenants in decision making processes that affect them. It includes requirements such as providing clear and accessible information. It incorporates the importance of equality diversity and inclusion. Providers need to be able to evidence clearly concrete examples of how tenants influence decisions and hold the provider to account, and how services are delivered with regard to protected characteristics.

The standard requires providers to develop a culture of openness in which it is easy for tenants to access information, understand the quality of service that is to be provided and challenge when it falls short. The Tenant Satisfaction measures support this standard.

The main areas of non-compliance are in relation to evidencing fairness and respect through data which shows that services are accessible and that outcomes are consistent across the characteristics of diversity.

Strengths Range of opportunities for engagement Feedback to tenants on the difference their engagement makes Supporting tenant led activities Building tenant control is a strategic priority We can evidence efforts to capture tenant priorities and act upon them Customer service information.	Weaknesses Disaggregation of transactional data and analysis by demography or protected characteristics Analysis of accessibility of services e.g inbound call failure rates are not currently available but this is being addressed for the future Evidencing provision of support that meets the diverse needs of tenants.
Improvement Plan There are no actions that BITMO can take that will substantially alter the assessment of weaknesses in relation to analysis of service access by protected characteristics. The issue lies with data configuration and reporting capability within Leeds IT systems.	

TSM data for the year to 31.3.25 indicates that 65% of tenants feel that BITMO listens to them and acts on what they say, 78% feel they are kept informed about the things that matter to them, 79% feel they are treated fairly and with respect, 77% feel that BITMO is easy to deal with.

We will promote our work in tenant engagement and the benefits of tenant leadership

(iii) Neighbourhood and community standard

This standard requires housing providers to promote and support thriving neighbourhoods and communities. It includes the requirement to work with other agencies to improve the local environment, support community initiatives, and address anti-social behaviour and other issues that affect quality of life in local areas. It is necessary to evidence the impact of its work in this area thorough quantitative and qualitative measures which capture data on ASB, crime, actions taken and tenant satisfaction with its impact.

Areas indicated by the TSMs as requiring improvement relate to the management of Anti-Social Behaviour (ASB) and hate incidents. We are working closely with the council to increase prompt and appropriate action using the full range of tools available to support tenants experiencing ASB. We are unable to report on engagement with the ASB service in terms of diversity.

Strengths Work with 3 rd party agencies such as Health for All, local Registered Social Landlord's, GroundWork and Fruit Works Cooperative to improve shared spaces. Local relationships with Police Engagement in MARAC (multi-agency risk assessment conference) and tasking group. Funds are in place to support tenant led neighbourhood improvements Tenancy support team focusing on ASB and support At risk tenancy meetings to provide cross team support. ASB action days initiative, customer information .	Weaknesses System reporting, speed of action, decisive use of tools to rectify problems of ASB
Improvement Plan QA is due to be completed.	

TSM data 2024-25 indicates 75% are satisfied with the services provided overall. 71% feel that BITMO makes a good contribution to the neighbourhood. 55% are satisfied with the approach to ASB.

(iv) Tenancy

This standard requires providers to offer tenancies that are fair, transparent, and flexible (where it is policy to do so), to provide clear information on tenancy terms and conditions, let homes in a fair and transparent way considering housing needs, demonstrating that we make the best use of available housing, are compatible with the purpose of the housing, and contribute to the local authorities strategic housing function and sustainable communities. Providers must provide a clear application and appeals process and facilitate transfer and exchange by way of internet enabled systems. It relates to tenancy sustainment, evictions, and tenancy fraud.

Strengths Tenancy support team, community fund, Financial inclusion work, tenancy fraud work Customer information on MX and succession.	Weaknesses Lack of targeted approach to tackle under occupation, no clear published information on tenancy management Inadequate system reporting to evidence equality and diversity in tenancy management
Improvement plan Produce tenancy leaflets giving information about Tenancy Support, Financial Inclusion.	

TSM data 2023-24 indicates that 75% are generally satisfied with the way BITMO manages the services they use.

3. Tenant Satisfaction Measures

There are 22 tenants' satisfaction measures covering 5 themes.

The five themes are:

- 1] keeping properties in good repair,
- 2] maintaining building safety
- 3] respectful and helpful engagement
- 4] effective handling of complaints and
- 5] responsible neighbourhood management

These measures are designed to assess how well social housing providers are meeting the needs and expectations of their tenants and to drive improvements in the quality of social housing services. The BITMO Board has set a target to achieve over 70% satisfaction in all areas, which is challenging but usefully focuses action for improvement over time. The areas where we currently do not achieve this target are: Satisfaction that the home is well maintained (73%) Satisfaction that we listen and act on people's view (65%), satisfaction with complaint handling (41%), satisfaction that communal areas are kept clean and well maintained (69%) satisfaction that we make a positive contribution to the neighbourhood (71%), satisfaction with handling ASB(51%).

TABLE 1 BITMO Comparative TSM performance

	Overall - All areas	IS						BITMO		Hunslet, Beeston, Middleton	South total		
		Beeston & Holbeck		Hunslet & Riverside		Middleton							
		2024/25	2024/25	Difference to 2023/24	2024/25	Difference to 2023/24	2024/25	Difference to 2023/24	2024/25			Difference to 2023/24	Average
Count of properties	52097	2096	-	1921	-	2060	-	1849	-				
Count of responses	2523	95	-	86	-	87	-	300	-				
Statistical accuracy - confidence interval	2%	10%	-	10%	-	10%	-	5%	-				
Overall satisfaction with services provided	66%	75%	9%	66%	-12%	58%	-12%	75%	3%	67%	8%	66%	8%
The home													
Percentage of tenants who had a repair in the last 12 months	70%	71%	5%	67%	-7%	77%	4%	75%	5%	72%	3%	72%	3%
Satisfaction with overall repairs service received in the last 12 months	70%	73%	-1%	63%	-21%	70%	-2%	82%	5%	69%	13%	70%	12%
Satisfaction with time taken to complete most recent repair	69%	75%	-3%	57%	-18%	60%	-7%	82%	8%	64%	18%	66%	16%
Satisfaction that landlord provides a home that is well maintained	67%	79%	3%	69%	-5%	62%	-9%	73%	-3%	70%	3%	69%	3%
Satisfaction that landlord provides a home that is safe	72%	79%	6%	67%	-16%	69%	-4%	79%	0%	71%	8%	74%	6%
Contact and communication													
Satisfaction that your landlord listens to your views and acts upon them	54%	57%	-5%	51%	-18%	53%	-9%	65%	3%	54%	11%	55%	10%
Satisfaction that you are kept informed about things that matter to you	67%	70%	-7%	70%	-3%	58%	-10%	78%	4%	66%	13%	66%	12%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect	73%	75%	-1%	73%	-8%	64%	-11%	79%	-1%	71%	8%	73%	7%
Percentage who made a complaint in the last 12 months	28%	38%	13%	33%	10%	28%	3%	27%	2%	33%	-6%	28%	-2%
Satisfaction with your landlord's approach to complaints handling	26%	42%	13%	26%	-4%	8%	-10%	41%	13%	25%	15%	23%	18%
Satisfaction that your landlord is easy to deal with*	65%	63%	-8%	67%	-2%	62%	-4%	77%	2%	64%	13%	66%	11%
Neighbourhood and community													
Satisfaction that communal areas are kept clean and well maintained	62%	78%	8%	48%	-34%	67%	-19%	69%	-10%	64%	5%	66%	4%
Satisfaction that landlord makes a positive contribution to your neighbourhood	59%	67%	-1%	63%	-7%	56%	3%	71%	-3%	62%	9%	60%	11%
Satisfaction with your landlord's approach to handling anti-social behaviour	52%	63%	18%	54%	-9%	45%	-11%	51%	-4%	54%	-3%	53%	-1%

[Intentionally blank]

Table 1 shows that

The areas of relative strength for BITMO are:

- Overall satisfaction
- The maintenance of homes,
- The time taken to complete repairs,
- Contribution to the neighbourhood,
- The appearance of the neighbourhood,
- Listening to tenants and acting on what they say
- Keeping tenants informed of issues that matter to them
- Complaints handling
- Being treated fairly and with respect, and
- Being easy to deal with.

The areas where we need to improve tenant experience are in relation to:

- Communal areas,
- Complaints handling,
- Managing ASB,

These issues are being discussed by BITMO colleagues and an improvement plan is being prepared.

Conclusion

Self-assessment against the consumer standards indicates an organisation that is preparing to be fully compliant with the requirements of the regulatory framework, that is performing well against key metrics, and is developing clearly defined improvement plans to strengthen its arrangements and service outcomes.

Recommendation:

Board is requested to NOTE the report.

Notes:

4. BITMO Quality Assurance – Compliance, Damp & Mould

BITMO Board	
Meeting Date: 29 th May 2025	
Item No:	
Report Title:	Compliance, Damp and Mould Review
Author(s):	Deborah Kelly
For Discussion / <u>Information</u> / Decision *Delete as appropriate	
Executive Summary:	
Purpose The purpose of the report is to present the findings of a review of the internal controls in place in relation to damp and mould and compliance.	
Introduction An enhanced system of quality assurance(QA) is being implemented at BITMO. The Operations committee received a report earlier in the month setting out the scope of the arrangements. This report marks the completion of the first QA review of compliance, and damp and mould, which are fundamental to the safety and quality consumer standard.	
Scope The scope of the review was to identify whether clear policies and procedures are in place and whether these have been clearly communicated to colleagues responsible for carrying out the work, the records held are complete and accurate and appropriate performance management arrangements are in place	
Findings The arrangements in place were found to be good in relation to compliance, and weak in relation to damp and mould.	

Conclusion Significant improvements need to be made in relation to the management of cases of damp and mould. Controls in relation to compliance are good. Next steps An improvement plan is to be implemented.	
Recommendations: Board are requested to NOTE the report.	
Appendices Attached:	Appendix 2

PURPOSE

The purpose of quality assurance is to check that work that is carried out is performed to the appropriate standards, achieves service targets, delivers a good customer service and is largely free of errors. Quality Assurance aims to ensure quality throughout the entire lifecycle of a service, from design to delivery.

BACKGROUND

BITMO has responsibility for discharging the landlord obligations to ensure the health, safety and welfare of our customers, staff and others who may be affected by defects in the properties that BITMO manages. Arrangements for safety testing in gas and electrical installations need to be compliant with statutory and regulatory requirements. New statutory requirements around damp and mould are coming into place in October 2025, Each of these areas is fundamental to the safety and quality consumer standard.

Damp and mould inspections are carried out by in-house surveyors, and the records are captured on a spreadsheet. KPIs to Board, LCC and tenants are presented via the building safety dashboard and published on our website. The legislation in this area sets out requirements for investigation, diagnosis and rectification of damp and mould comes into effect in October 2025. It is Clause 42 of the Social Housing (Regulation) Act 2023, and is known as Awaab's Law.

Gas safety inspections are carried out by Sayes, certificates are stored in E-files. The primary legislation regarding gas safety in the UK is the Gas Safety (Installation and Use) Regulations 1998 (GSIUR). It's complemented by the Approved Code of Practice and guidance published by the Health and Safety Executive (HSE). These regulations cover the installation, maintenance, and use of gas appliances, fittings, and flues in domestic and certain commercial premises.

Electrical safety inspections are carried out by Leeds Building Services, certificates are stored in E-files. Records are captured on a spreadsheet. The main pieces of legislation regarding electrical safety are:

- Landlord and Tenant Act 1985
- Housing Act 1988
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- Electrical Equipment (Safety) Regulations 1994
- The Construction (Design and Management) Regulations 2007
- Building Regulations (including Part P requirements)
- The Health and Safety at Work Act 1974
- Electricity at Work Regulations 1989
- Requirements for Electrical Installation IET Wiring Regulations 18th Edition BS7671:2018 and Amendments

METHODOLOGY OF THE REVIEW

Records of gas safety and electrical safety were examined against 15 addresses. The addresses selected were those where annual tenancy contact had been achieved in the first quarter of the current financial year.

The full set of records for damp and mould was inspected.

The scope of the review was to identify whether clear policies and procedures are in place and whether these have been clearly communicated to colleagues responsible for carrying out the work, the records held are complete and accurate and appropriate monitoring and reporting arrangements are in place

Key Findings

1. Are clear policies and procedures in place?

A damp and mould policy and procedure was produced in 2022. It establishes that surveyors carry out the property inspection, specify the root cause of the problem and arrange corrective action needed to resolve the problem, communicate the action to be taken by BITMO and by the tenant and follow this up in three month's time to make sure that the action taken has been effective.

The procedure has not been updated to include the requirements of Awaabs law.

A gas access/ no access procedure was produced in 2021. This has been adopted as part of the periodic electrical inspection process.

Conclusion

I] The damp and mould policy and procedure needs to be updated to include the requirements of Awaabs law.

II] The access/ no access procedure needs to be updated to fit into the current format.

2. Have policies and procedures have been clearly communicated to colleagues responsible for carrying out the work?

Training in all relevant policies and procedures should be provided to staff when they begin employment with BITMO and should be refreshed when there are any changes.

The colleague responsible for gas and electrical safety compliance was involved in producing the procedure and is familiar with it.

Colleagues responsible for carrying out damp and mould inspections did not seem clear about the requirements of the procedure, in particular the need to maintain records accurately, and follow up at prescribed intervals to check that the action taken has been effective.

Conclusion

iii] Maintenance Surveyors need to be trained in the proper procedure to follow in relation to damp and mould

3. Are the records held complete and accurate ?

Electric and gas. 15 records were examined. The majority of records were complete and accurate with follow up works carried out. Pass rate 87%

Damp and mould 78 records held were examined. Errors in records were numerous. Pass rate 35%

Incorrect addresses were found, colleagues had to double check against diaries and CATS records. This type of error makes follow up work and monitoring time consuming.

Advice given to tenants was not always captured on the spreadsheet, CATS or provided in writing to tenants

Where works are ordered works order numbers are not recorded, checking on completion becomes onerous as a result.

Follow up visits were not diarised.

The spreadsheet is not being updated regularly

Conclusion

iv] The records held are not complete and accurate

2. Appropriate performance management arrangements are in place.

The review highlighted that no regular monitoring of the information held takes place. The errors in the records indicate that the reporting that is done may be inaccurate. Effective performance management requires a consistent adherence to agreed ways of working. It also requires effective monitoring and control, and identification and correction of errors.

v] Performance management arrangements are inadequate.

REGULATORY FRAMEWORK

The Regulator of Social Housing establishes, that providers of social housing must comply with Clause 42 of the Social Housing (Regulation) Act 2023 in order to:

- provide a safe environment for tenants, colleagues, third party employees, contractors and visitors who live, work at, or visit our properties.
- Respond effectively to individual reports of damp and mould, focusing on identifying the cause to implement the right solution.
- Treat customers reporting damp and mould with respect and empathy and provide support where required.
- investigates, identify and record the details of any reports of issues with damp, mould growth and/or condensation and produce a written report within 14 days of the hazard being reported.
- Ensure that any remedial works to resolve issues of damp, mould growth and/or condensation that are deemed to be a “significant” hazard are commenced within 7 calendar days of the written report being issued and that all remedial works are completed in a reasonable time.
- Ensure that any necessary emergency repairs are completed within 24 hours.
- Ensure that steps are taken to remedy and resolve issues of low level damp, mould growth or excessive condensation in habitable rooms within 21 days.

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Finding	Action	Who	When
The damp and mould policy and procedure needs to be updated to include the requirements of Awaabs law.	Update damp and mould policy	CEO	June 25
The gas and electric access/ no access procedure needs to be updated to fit into the current format.	Update access/ no access procedure in current procedure template	CEO	June 25
Maintenance Surveyors need to be trained in the proper procedure to follow in relation to damp and mould	Set up co-design working group to agree updated operating procedure	CEO	June 25
The records held for damp and mould are not complete and accurate	Work with Surveyors to amend the spreadsheet and set out clearly the standard of recording to be done	Head of Repairs	June 25
Performance management arrangements in relation to damp and mould are inadequate.	Carry out quarterly review of damp and mould records and arrangements	Head of Repairs	June 25

Overall conclusions

Gas and Electric

The control environment for gas and electrical safety inspections is acceptable. There are some control weaknesses that present a medium risk to the organisation. The controls mainly operate as intended with some exceptions that have been identified and corrected.

Damp and Mould

There are significant control weaknesses that present a high risk to the organisation in terms of regulatory compliance, and the need to evidence a golden thread of accurate data. The weaknesses are with recording, rather than the condition of properties.

Recommendation:

Board is asked to review and ACCEPT the detail of the report.

Notes

5. Operations Committee report

BITMO



Board of Management Report

Meeting Date: 29th May 2025

Report Title: Operations Committee report

Author(s): Peter Olver

For Information/ ~~Decision~~ / Discussion

Executive Summary:

Report on the first meeting of the Operations Committee.

Recommendations:

Board is asked to note and ACCEPT the report.

Equality Diversity and Inclusion

There are no EDI implications of this report.

Regulatory Framework:

The Safety and Quality Standard		The Tenancy Standard	
The Neighbourhood and Community Standard		Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard	✓	The Rent standard	

Introduction

The first meeting of the Operations Committee was held on 1st May 2025. Seven Board members attended along with three non-voting tenants.

Detail

The meeting agenda covered:

- Committee terms of reference
- Board succession planning
- Engagement activities
- Key Performance Indicators and Tenant Satisfaction Measures

1. Terms of reference

It was recommended that the Committee exists to:

- Encourage tenant engagement and influence
- Review and challenge performance
- Carry out scrutiny exercises
- Work on business improvement
- Provide assurance to the board that plans are being delivered.
- Make recommendations to the Board for action and decision.

It was intended that The Committee would be a sub-committee of the Board. Non-board members who are tenants would be invited to attend the meetings and to participate in all the deliberations of the committee, but would not have voting rights unless permitted by the Committee (then with a maximum of 2 tenants).

Committee meetings would be quorate when at least six board members are present

Board is asked to agree the above terms of reference.

2. Board succession planning

The Committee discussed the issue of recruitment of volunteers and Board members. It requested a future report on recruitment activities to date as well as an action plan going forward. It would re-consider the Tpas consultancy proposal once that further information was available. A report will be presented to the next meeting of the Committee. This will also include an update on Board appraisals and training.

3. Engagement activities

Three recent initiatives were highlighted:

(i) Communication about recharges

BITMO has to date recharged tenants for various works, some of which are agreed and others where charges are needed to rectify the non-performance of tenant obligations (such as garden clearances).

Large sums of money have historically been spent on making good the condition of a property when vacated by tenants in contravention of their tenancy agreement. There has been enforcement of the requirement of the tenancy to leave the property in a fit state.

Work has been done to better document and evidence the state of properties when vacated. This will bolster any recovery procedures for recharges made.

This intention to recharge is being communicated to tenants with the aim of persuading all to leave properties in a good state when vacated. The purpose of the messaging is to change behaviour, reduce the amount of tenant damage and save by using resources carefully. The issue has had some social media feedback and we believe that the message is getting through.

(ii) Customer leaflets

A series of customer information leaflets have been produced in relation to key service areas. These will be available via the website, and in hard copy. The aim is to support consistency in service delivery and enhance transparency, influence and accountability.

(iii) Anti-Social Behaviour (ASB) days of action

Board had previously been advised of a number of ASB action days to target areas where it is known that there is significant ASB but from where we receive a low level of complaints. Levels of satisfaction with how we tackle ASB are low, and we are concerned that there is a perception that there is no point in reporting it, as nothing will be done.

A campaign has therefore been launched to change this perception and demonstrate our commitment to supporting the community by addressing ASB and encouraging reporting to us, and to the police. Twenty two members of Belle Isle staff knocked on doors at Winrose Crescent on Wednesday 16th April to speak to people about ASB, drugs and drug dealing. We left letters, nuisance diaries, our new ASB leaflet, and a post card entitled "Belle Isle Says No to Drug Dealers". We spoke to approximately half a dozen tenants. We identified drug use while on site and spoke to the tenant directly. We reported this to the police, and followed up with a letter to the tenant setting out the actions they need to take to comply with their tenancy agreement.

The next day of action is on Wednesday 21st May and Board will be updated on the activity at the meeting. Other locations will be targeted over coming week and Voicescape telephone messaging is being used to support the campaign going forward.

4. Performance reporting

Tenant Satisfaction Measures (TSM's) and other Key Performance Indicators (KPI's) for 2024-25 were presented for discussion.

Comparison of TSM data with the remainder of South Leeds and the closest comparators (Middleton/Hunslet/Beeston) were given – see Table 1 above.

Comparisons were generally good with the exception of the issue of Anti-Social Behaviour.

Recommendation

Board is asked to:

- (i) AGREE the terms of Reference for the Operations Committee and
- (ii) ACCEPT the above report.

Notes

6. Retirement Life Services Annual Report

BITMO

Board of Management Report



Meeting Date: 29th May 2025

Report Title: Retirement Life Annual Report

Author(s): Lesley Fothergill

For Information/ ~~Decision~~/ Discussion

Executive Summary:

The annual report covers the Retirement Life service offered to elderly and vulnerable tenants.

Recommendations:

Board is requested to discuss the report and indicate any areas of query.

Equality Diversity and Inclusion

The service is aimed at older and vulnerable persons.

Community Consultation

Residents are involved in most activities.

Financial implications

N/A.

Risk Implications

Health & Safety risks are reported upon. There would be reputational risks for any lapse in service.

Links to Regulatory Framework:

The Safety and Quality Standard	✓	The Tenancy Standard	
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures Standard			

BACKGROUND

This report – aims and sections.

This report compiled by The Tenancy Support Manager covers BITMO's Retirement Life Schemes and aims to

- Provide an ongoing update on the service.
- Review working practices and policies.
- Provide an ongoing action plan for service development and improvement.

DETAIL

This report contains the following sections.

1. Information about the service (Web based and printed)
2. Lettings and allocations (Processes and numbers)
3. Key policies
4. Risk assessments (How and why these are done)
5. Support planning (Review of this process)
6. Home visits (Process, targets and achieved)
7. Communal facilities (Current programme)
8. Positive outcomes (Service or Personal Stories – anonymised)
9. Resident involvement (Schedule of meetings – key issues)
10. Feedback

Information about the Service

Information about the Retirement Life service can be found on the BITMO website.

Lettings and Allocations

Lettings Figures for Retirement Life services - April 2024 to March 2025

Type	April 2024	May 2024	June 2024	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	March 2025
1 Bed Flats	1	0	0	0	0	0	1	0	0	0	1	1
1 Bed Bungalows	3	0	3	0	0	0	2	1	0	2	0	1
Total	4	0	3	0	0	0	3	1	0	2	1	2

Tenancy Terminations & Reasons for Termination for April 2022 – March 2022

Termination Reasons	April 2024	May 2024	June 2024	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	March 2025
Death of Tenant	2	0	1	0	0	0	2	0	0	1	1	2
Admitted to Care Home	0	0	1	0	0	0	0	1	0	0	0	0
Internal Transfer	1	0	1	0	0	0	1	0	0	1	0	0
Transfer to Other area	0	0	0	0	0	0	0	0	0	0	0	0
Live with family or friends	1	0	0	0	0	0	0	0	0	0	0	0
Rehoused by Housing Association	0	0	0	0	0	0	0	0	0	0	0	0
Total	4	0	3	0	0	0	3	1	0	2	1	2

Key Policies

No Policies have been reviewed during the last 12-month period. The relevant policies for Retirement Life are listed below:

- Professional Boundaries
- Service Standards & Working Practices
- Lone Worker Policy
- Assessing Needs & Risk Assessment
- Needs & Risk Assessment Form
- Communal Room/Laundry Room Policy

- Policy for Fob Holders & Booking of Communal Rooms
- Registered Fob Holder Form
- Non-Sheltered Housing Residents Registration Form
- Support File Policy & Procedures
- Safeguarding

The key policies will be reviewed as required.

Risk Assessments

A Needs and Risk Assessment should be undertaken with an applicant prior to an offer of sheltered accommodation. The reason for this is to help identify that sheltered housing is the most appropriate type of housing for the applicant and if so will help to determine what care packages need to be put in place for example whether there are any mental health issues, substance and/or alcohol abuse issues. The warden conducts the Needs and Risk Assessment usually at the applicants' home. Applicants are contacted by phone in the first instance or by letter if required.

Support File

The support file is divided into four sections:

- Resident Core Information
- Support File Summary
- Support File Updates
- Incidents – Observations - Actions

Section 1 - Resident Core Information – Personal Information

This section contains all the residents' personal details and must be completed within one week of a new tenant moving into a sheltered property.

The resident information sheet needs to be reviewed on a six-monthly basis to ensure that all the information is up to date or prior if you know or the tenant advises that there has been a change in any of the information.

Section 2 - Support File Summary

There are six headings in the Summary Section, and all must be completed over the first 56 days of the resident moving into a property, this should include the recording of any actions taken in relation to the information gathered and a risk rating of low/medium or high given.

Section 3 – Support File Updates

This section is used to log notes, issues, events, concerns relating to the tenant and should be completed at any time that is needed.

Section 4 – Incident – Observations - Actions

This form is completed when there are any requests for change, or an incident or Safeguarding concern is identified.

Support File Six Monthly Reviews

During the 12-month period April 2024 – March 2025, 117 Support Plan reviews were carried out by the team and a **100%** return was achieved. However, we have some residents who are difficult to engage with and it can often take several attempts and many staff hours to gain access and conduct their reviews. All residents know that they can request a review at any time in between if they feel they need additional support. The wardens will always report any concerns to the Tenancy Support Manager if they notice any changes or hear of any concerns from other residents, BITMO staff or family members.

Independent Outcome Stars

In April 2022 we implemented a new type of support review called an Outcome Star, these were conducted by members of the Tenancy Support Team and not the Wardens as in the case for the normal six-monthly review.

The purpose of this alternative type of contact by other staff members was to look at residents from a different viewpoint and to measure and plot any changes in their needs through using the Independent Outcome Star.

Due to staffing issues these last took place in June 2023, but the intention is to resume these again when the Tenancy Support Coordinator takes up the post fully.

Home Visits

From 1st June 2009 a choice of contact was introduced to all Retirement Life customers living in LCC Category 2 Sheltered accommodation. The service allows for a variety of types of contact i.e. daily visits, occasional contact, phone call, text, email, or the customer can choose to decline contact. Extra contact can be made in the event of a sheltered customer being ill or particularly vulnerable. The choice is the customers own, to suit their lifestyle.

The warden has a checklist with details of the customer and what type of visit is required and will record each contact when it takes place on a spreadsheet.

On average we carry out 143 welfare checks per week which equates to approximately 7,400 per year.

The breakdown is shown below:

Face to Face	114 per week
Phone	22 per week
Text	7 per week

Communal Facilities

Communal Rooms

There are three Retirement Life Communal Rooms on Belle Isle Circus and one at Broom Nook. These facilities are provided for the use and enjoyment of all Retirement Life customers including their invited guests.

Retirement Life staff actively encourage social activities within the communal rooms. The activities we currently have in place are going from strength to strength and we are looking to diversify further over the coming year. Wherever possible assistance is offered to those Retirement Life customers who wish to attend but require help to participate.

Where possible these activities are opened out to other older people living in the wider community and they are welcomed to join in any activities taking place.

Current Programme of Events

A current timetable of activities taking place is attached.

We have recently established 3 Winrose Grove communal room as a games room. There is a pool table, dart board, cards and dominos.

We actively encourage residents to use the communal facilities whether to attend an organised session or to just meet up with friends for a coffee.

Appendix 3 – Program of events.

Private Use

The private use of a communal room by a Retirement Life resident is acceptable for special occasions. Common requests include birthday parties and funeral services. If all Retirement Life residents are invited this is not regarded as private use.

Appendix 4 – Current Charges

Laundry Facilities

There are laundry facilities located in all communal rooms. The washers and driers are provided for Retirement Life customers use only but may be used on their behalf by relatives or carers.

Positive Outcomes

All Support plan reviews were completed in this period.

All Annual Tenancy Contacts were completed.

Newsletters were sent out to all residents including those who we do not have regular contact with, this ensures that all residents are kept up to date with any changes and what has been discussed at the Quarterly Residents meetings.

We moved the venue for the Belle Isle Circus Retirement Life Residents meeting to 26 Belle Isle Circus where it coincides with the breakfast session. As a result, the number of attendees has increased.

August 2024, we hosted Summer Tea Parties for residents – these took place at 26 Belle Isle Circus and Broom Nook – this was paid for by BITMO and included afternoon tea a free raffle and of course no tea party would be complete without a game of bingo!

December 2024, we hosted a Christmas party – there was a charge to residents towards the cost of food and entertainment. The feedback was that it was very enjoyable and that they would like the same entertainer next year – we've already got him booked!

On 3rd April we hosted a Line Dancing event at the Gate. Residents paid a small charge and were served pie and peas. Ann & Jack from Middleton Winter Aid taught us all how to line dance and a lot of laughter and fun was had

Some residents have been actively involved in the planning of the design for Belle Isle Circus, the Gate team have spent a lot of time with residents over the past 12 months listening to their ideas and including residents in the design for that space. The residents are keen to see it put to good use.

We have recruited to the position of Tenancy Support Coordinator. Dawn amongst other things will be dealing with the day-to-day management of the service and staff. She will be looking at ways to improve the quality of the service offered from support planning, activities, facilities, staff training etc and looking at how we can work more effectively and efficiently.

Three wheelchair friendly picnic tables have been installed one at the rear of 26 Belle Isle Circus, another more recently to the rear of 58 Belle Isle Circus and another to the rear of 3 Winrose Grove. The hope is that these will encourage residents to meet outdoors when either using the communal facilities or just with other residents or friends and family.

The wardens were available to support several outings that were planned by residents.

Resident Involvement

Residents' meetings are held on a quarterly basis, last year they took place on the following dates.

DATE	BROOM NOOK	26 BELLE ISLE CIRCUS
4 th April 2024	10:00 – 11:00	11:30 – 12:30
24 th July 2024	10:00 – 11:00	11:30 – 12:30
16 th October 2024	11:00 – 12:00	09:30 – 10:30
29 th January 2025	11:00 - 12:00	09:30 – 10:30

Attendance is historically low, and we are always trying to find incentives to encourage residents to attend, this is an area the Tenancy Support Coordinator will be working on in the coming months.

The key areas for discussion focus on tenant involvement, Safeguarding, Health & Safety and future events these meetings give residents an opportunity to put their ideas and concerns forward.

In addition to the face-to-face meeting a newsletter is sent out to all Retirement Life Residents.

Appendix 5 – Quarterly Newsletter.

Residents Feedback

This year we have not carried out a satisfaction survey amongst residents, however this is something that we will be looking to implement in the coming year. In addition to general satisfaction, we will also be monitoring the quality of the events and activities that we deliver.

From the survey carried out in 2023/4 one of the recommendations was to improve the service provided when the regular warden is off. The appointment of the Tenancy Support Coordinator has allowed us to offer another regular face who is fully trained and knows our residents. We hope that this will ensure a seamless handover when the regular wardens are out of the office.

We will be looking to improve communications with residents in the coming 12 months, ensuring that we carry out regular satisfaction surveys and listening and developing our services to meet our user's needs.

Recommendation:

Board is asked to ACCEPT the report.

Notes

7. Board forward plan

BITMO



Board of Management Report

Meeting Date: 29th May 2025

Report Title: Board Forward Plan

Author(s): Peter Olver

For Information/ Decision/ Discussion

Executive Summary:

The report provides a summary of the agreed plan with suggested changes.

Recommendations:

Board are asked to Accept the report.

Equality Diversity and Inclusion

Equality, diversity and inclusion has been considered in the programmes below.
The Plan will allow flexible and accessible methods of working

Community Consultation

The Plan is drawn from available community consultation where possible.

Financial implications

There are no financial implications.

Risk implications

The key risk is that the plan does not cover the breadth and level of work needed.
Governance arrangements should establish and maintain clear roles, responsibilities and accountabilities for the Board.

Links to Regulatory Framework:

The Safety and Quality Standard	✓	The Tenancy Standard	✓
The Neighbourhood and Community Standard	✓	Transparency Influence and accountability standard	✓
The Tenant Satisfaction Measures	✓		

(i) Meetings schedule

The following schedule sets draft proposals for Board meetings for the 2025-26 year, to the AGM and first meeting of the new Board.

Date of future Board meetings have been pushed back by one week from the time that they have historically been set so as to enable fuller participation. This has been advised to Board previously.

Provisional Operations and Finance Committee meetings are also included below – for agreement.

Month	Board	Annual General Meeting	Operations Committee	Finance Committee
June				12.06.25
July			09.07.25	17.07.25
August	07.08.25		TBA	
September	04.09.25	25.9.25		
October	16.10.25			

Board agenda items

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 10 th	Urgent matters, Correspondence, Estate issues and Tenant feedback	Leeds Lifelong Learning	Board elections
November 29 th		Greening the estate	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour
December		No Meeting	N/A
January 30 th 2025		Police matters	Budget preparation Repairs KPI's Risk Register Finance Committee
March 27 th		Highways Financial Inclusion	Budgets Complaints Safeguarding Finance Committee
May 29 th		TSM Survey	GATE Programme Performance KPI's (Ops Comm) Risk Register (b/f March) Retirement Life
August 7 th		To be set by Board	HR Report Statutory Accounts Key Performance Indicators Health & Safety report Safeguarding – verbal update Anti-Social Behaviour Complaints - postponed Finance Committee
September 4 th		To be set by Board	AGM Complaints Safeguarding Risk Register Repairs GATE programme
September 25 th			2025 Annual General Meeting (AGM)

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2024	Being a Board Member Skills training and responsibilities.
Nov 2024	Board members as community leaders
Jan 2025	Repairs & Maintenance Responsible and Planned works
March 2025	Rent collection and support An update on how we support a positive rent payment culture.
May 2025	The GATE: Development and Impact Implementation of the new outreach strategy.
Aug 2025	Lettings How we let properties
Sept 2025	Community Development opportunities Partner discussion.

Recommendation

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

Notes

8. Any Other Business

None as at 22.5.25.

Date of Next Meeting: Thursday 7th August 2025 at 6.00pm

APPENDIX 1

BOARD MINUTES

27th March 2025

**BELLE ISLE TMO
FULL BOARD
Minutes of a Meeting
Meeting held on
Thursday 27th March 2025**

Present: Jean Burton
Margaret Brown
Harry Austin
Tracey Morris
Gerry Roberts
Ashley Knowles
Trevor Brown
Paul Truswell
John Oddy
Sharafath Ghafiri
Emma Walkley
Cllr Wayne Dixon
Cllr Emma Pogson Golden

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Curtis Jenner (Head of Repairs and Maintenance)
Peter Sutton (Community Development Manager)
Stephen Oldham (Income and Tenancy Manager)
Karen Hoole (Governance & Admin Support Officer)
Tracey McGarry (Community Development Officer)
Simon Richardson (LCC)

PART A – Public Agenda Items

Apologies

Apologies were received from: Rose Hodgkinson

Questions from the Public

There were three members of the public present - Angela Shaw, Fred Broadbent, John Newbould, Representatives of Supreme Starlets. There were no questions raised.

Issues raised by Board Members for the Agenda

There were no issues raised.

Presentations

(i) Bitesize Training – Rent Collection and Support

The Income and Tenancy Manager, Stephen Oldham, delivered training on the Rent Collection process and support provided to tenants.

(ii) Supreme Starlets

Representatives from Supreme Starlets attended the meeting to give an overview of their activities and to discuss their request for funding.

1. Minutes and Matters Arising

The minutes of the meeting held on 30th January 2025 were approved.

Matters Arising from the Board meeting held on 30th January 2025 were as follows:

Item	Update
Belle Isle Green Spaces	The Tree planning programme for 2024/5 has now been completed.
Board Query re Heating	Re carrying out of a flush of the heating system after fitting a new boiler. Contractor use a chemical flush not a power flush. A chemical flush is more gentle using chemical to solution added to the system water. It breaks down sludge and debris over time while the system operates and is left in for a couple of weeks and is good for systems that are well maintained every year. Power flushing is harsher.
Lift Off Charity	Bank details sent to trustees.

Recommendation for Approval

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

Approved

2. Operational Report

The Chief Executive Officer presented the Operational Reports and highlighted the following:-

Q3 Performance - The CEO advised that performance continues to be strong and the latest Tenant Satisfaction results show positive performance in most areas. A full year end review of performance will be submitted at the next Board meeting in May.

Paul Truswell left the meeting at this point.

BITMO Tenant Engagement - Community consultation began on 26th March on the vision and review of the objectives for BITMO at a meeting held with engaged tenants. A survey of all tenants who didn't vote in the last ballot will be undertaken with a view to understanding what the barriers to voting were and how we can overcome them in future ballots. A repairs workshop was held in March to establish what tenants experiences of the repair service is and how this can be improved. The issues raised are being discussed with Mears and Sayes.

Community projects

Belle Isle Parade proposed tree nursery – There is support from the council for this initiative. A community day has been arranged.

Parkside Hub - A greater understanding of the business case for BITMO taking on the lease of this venue is required. Information about the remedial works need and costs have been obtained. When the necessary information is available a business case will be constructed and submitted to the Board for decision before an application to the council is made.

Support to Windmill Children's Centre - In March 2023 the Board agreed to give £500 from the Community Fund to Windmill Children's Centre so that they could provide emergency support to families with babies. The Children's Centre provided receipts showing that they had bought items like nappies, baby grows and baby milk. The Board were asked to repeat their donation of £500.

Support for the Belle Isle Community Kitchen - A Warm Spaces grant of £828 has been received. This will enable the Gate to function as a place to keep warm over winter months and save on heating bills. An important part of this activity is the provision of meals through the Belle Isle Community Kitchen. It is proposed that half of the grant (£414) be donated to the Kitchen to help affray its cost over the winter months.

Belle Isle Circus Update - Parks (now known as Climate, Energy and Green spaces) have agreed to mow the grass very short around the edge of the Circus and allow the area under the trees to be more like woodland. This will make a 400m circular path.

Balance Beam - We have asked Mears Foundation to pay for a metal balance beam, with 3 metal steps up on either side and safety matting underneath. If funded, this will be installed near the central path of Belle Isle Circus.

Floor Is Lava - BITMO staff have spoken to children at Windmill Primary School to gather their ideas about the Circus. A suggestion was a "floor is lava" pavement painting, where you have to avoid the red and orange flames. A quote is being obtained for this.

Safe Pedestrian Access to the Circus - Safe access to the Circus on foot – either to use the space, or to cross when walking in the area – is central to the aim of reclaiming the Circus as a safe space. Highways originally agreed to produce a feasibility study in this financial year but this has not been undertaken as this has become part of the Up Your Street consultation in Inner South (Hunslet & Riverside, Beeston & Holbeck, Middleton Park) that was carried out in October-November 2024. We invited the team who carried out this consultation to attend the Board. The Board were asked to make its support known to the Council, and Ward Councillors are asked to help to bring about the feasibility study.

Seating - Consultation was undertaken with residents and it was established that residents want to see seating that encourages people to talk together. Board members were asked to agree the following:-

- Games table. Cost £1,288 plus delivery and installation.

If agreed, the items will be funded from the £50k provision made by the Board for environmental funding. We will apply for match funding starting with Wades Charity.

Windmill Close Update - BITMO staff have been consulting with tenants and making improvements to Windmill Close over the last six months. Improvements have been made and the next steps are:-

- Closure of a garden fence to prevent another cut through.
- Appointment booked with Cleaner Neighbourhoods for a litter bin. If they agree to install one there will be a cost to BITMO of £256.48. The Council would then put the bin on their route for regular emptying.
- Residents support the planting of a “statement tree” in the middle of the green and have selected a ginkgo tree. This will cost £210.

The Board were asked to agree funding for the litter bin and ginkgo tree at a total cost of £466.48 from the Community Fund.

Digital Initiative – ‘Get Box’ from Jangala - We are pursuing a free wifi initiative for those tenants most in need. It is through the company Jangala. <https://www.janga.la/get-box>. The Community Development Team has requested 12 Get Boxes to get started. These will be delivered to us in April once a partnership agreement has been signed.

ASB and drugs initiative - We are aware that the prevalence of drug use and dealing in some parts of Belle Isle causes significant problems for the people living next to it. We are also aware that there is very low if not non-existent reporting of drug use and dealing to the police. Additionally, people are very reluctant to provide us with evidence and witness statements to support any action we might be able to take. To address this we have identified a handful of tenants who we believe to be involved in the supply and/or use of drugs to an extent that is causing problems for neighbours and have started a communication campaign to promote the reporting of incidents.

Cost of living – The Board are aware that many of our tenants live in exceptional hardship. The Board has made resources available over many years to help to support tenants in hardship. We want to make sure that we are reaching those tenants who are in the greatest difficulty, who do not necessarily regularly engage with us through existing projects and opportunities.

An exercise has commenced to identify the households that are most affected by withdrawal of the winter fuel allowance and the child benefit cap and we are writing to all of these households offering additional support if they are in hardship

Recruitment - Existing staff member, Dawn Cocking has commenced work in the post of Tenancy Support Co-ordinator. We are currently seeking to back fill her position as Tenancy Support Officer. We are also recruiting to the post of Estate Services Planner, and when this post is filled will commence recruitment of the Handyperson role.

NFTMO Awards and Annual General Meeting - The NFTMO Annual General Meeting will take place over the weekend of 27-29 June 2025, at the Crowne Plaza Hotel in Stratford upon Avon. BITMO has secured three places and Board members have been asked to write to the Chief Executive if they would like to attend (deborah.kelly2@belleisleimo.co.uk or at Aberfield Gate, LS10 3QH). It would be helpful if they could also state the reasons why they think they and BITMO might benefit from attendance. Board members were asked to make any representations before 5pm on 15th April 2025.

The Board were asked to consider potential applications in each category for the NFTMO Awards for achievement in the TMO sector.

Recommendation for Approval

The Board were asked to Accept the report and to Approve the following:-

Report Accepted

- (i) Donation of £500 to Windmill Children's Centre

Approved

- (ii) Donation of £414 to Belle Isle Community Kitchen

Approved

- (iii) Agree to seek funding for the following:-
- Seating on Belle Isle Circus £2,938
- Games table on the circus £1,288

Approved

- (iv) The Board are asked to agree funding for the litter bin and gingko (total £466.48) from the Community Fund

Approved

3. Five Year Strategic Plan

The CEO reminded the Board that a revised risk map and strategic framework had previously been approved. Its renewed focus is to build a safer stronger greener Belle Isle, where people want to live, and to do this by investing in people's homes, building tenant control, and supporting people to live well.

A plan identifying the key areas of focus in the first year of the five year plan was provided at the meeting. The five year plan is a "work in progress" and will be further developed with Board, colleague and tenant engagement.

The Board were asked to Approve the five year plan framework for 2025/26.

Approved

4. Policy Updates

The CEO presented the Policy Update Report and advised that the following have either been updated or require review:-

Safeguarding Policy

This was last reviewed in 2024 and some further amendments have been requested by LCC to reinforce the collaborative way in which the two organisations work together.

Data Protection Policy

This policy was last reviewed in 2018. A new policy has been drafted which is based upon that of LCC. The old policy covered the same ground but was in a different format. The new draft policy has been reviewed by LCC staff.

Anti-money laundering Policy

The existing policy has been reviewed in line with the recent LCC Policy. The LCC policy has not been used in its entirety as parts are not applicable to BITMO.

Anti-bribery Policy

The LCC policy of 2024 has been used as a template for a revised BITMO policy.

Recommendation for Approval

The Board were asked to review the detail of the report and to Approve the policies presented.

Reviewed and Approved

5. Complaints Annual Self-Assessment & Member Responsible for Complaints

The last self-assessment exercise was conducted by the Board in 2024.

The review was conducted in conjunction with LCC staff as the assessment falls under LCC reporting requirements as the landlord.

Points 9.5-9.7 in the assessment states that a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC'). Board member – Trevor Brown – volunteered his services as 'MRC'. Full training for the role will be provided.

Recommendation for Approval

The Board were asked to Accept the self-assessment.

Accepted

The Board were asked to nominate a Board member to be the Member Responsible for Complaints 'MRC'.

Trevor Brown was nominated and Approved as MRC

6. Community Fund Update

The Community Fund was launched in December 2022 as a means of providing help to tenants in hardship and opportunities for development as well as to enable voluntary groups to undertake community work. It was also intended to help enhance the estate through a strategy of tree planting.

Estate Enhancement - 48 standard trees have been planted during the last 2 years. The costs have been supported by a grant from the White Rose Forest. In addition 47 fruit trees have been planted across the estate, including the community garden off Belle Isle Circus.

Training and Qualification - These costs have mainly been to provide English and Maths tuition for young people on a Tuesday evening at the Gate.

Tenancy Sustainability and Hardship - From February 2022 – March 2025 there were 129 applications for household items from families in financial hardship. The approximate total cost of such items is £35,230.

Other Funding - A large part of the Other category is helping tenants with fuel debts £1,400.

Winter Warmth - In addition to these there have been other cost regarding the Winter Warmth Campaign, which has proved very important for many families.

Supreme Starlets Funding Request – Representatives from Supreme Starlets attended the meeting to present their request for funding. The Supreme Starlets are a not for profit organisation providing majorette training for children and young people from ages 3 to 21. The group requested support from the Community Fund to enable them to buy pom poms for the majorettes at a cost of £500.00.

Recommendation for Approval

The Board were asked to discuss and Accept the Community Fund Report and Approve the Supreme Starlets funding application.

Accepted and Approved

7. Finance Committee Reports

7.1 Revenue Accounts

7.1.1 Revenue Management Accounts 2024-25

The Head of Governance & Finance presented the Management accounts for the period ending 31st January 2025.

Recommendation for Approval

The Board were asked to Accept the report (recommended by the Finance Committee)

Accepted

7.1.2 Revenue Draft Revised Budget 2025-26

The provisional Management Fee allocation previously given by LCC previously has now been confirmed.

The overall increase in the management fee will be £142,020 (with the void incentive targets excluded). This would equal some 3.8% overall of the fee from last year.

There is an assumption by LCC that salary costs will increase by 3.5% (discussions underway with unions) and that other costs will increase by 3%. The 3.5% salary figure has been adopted but in light of some uncertainty about the overall rate of inflation an increase of 4% on most non-salary costs has been assumed.

The increase in repair costs under the main contractor agreement is set at 4.1% for the year from 1.10.24. This is set by reference to the Building Constructors Industry Scheme rate as costs affect building materials etc.

An initial draft budget for 2025-26 was presented to the Finance Committee and Board in January 2025. That budget indicated a break-even position, with a small surplus of £1k. There was then a projected Community Fund spend of £52k plus a contribution to capital schemes of £100k.

The Board had been advised told that any revisions would be brought to the Board meeting in March 2025. Revised figures were presented at the meeting.

The Head of Governance & Finance advised that Corporate running costs had potentially been increased by £22k for the following reasons:

TPAS Consultancy

A consultancy cost of £6,800 to enhance governance structures and Board recruitment. This has arisen from the recommendations of the Governance Audit of 2023. A letter has been sent to Board members asking if this could be approved. An email was then sent to gather further responses. Five responses were received – four in favour and one against. In light of this indicated preference, the fee has been incorporated into the revised budget figures.

The Board discussed this item and agreed, whilst not against the principle, that initially the Operations Committee would be established to work towards Board recruitment in the first instance and the Committee would then decide, if and when, support is required.

Office Lighting

A quote for renewing the lighting in the office has now been obtained and would cost £11k. The lighting will utilise movement sensors to further reduce future energy costs. It is expected that the cost will be recouped by reduced running costs over a four year period and would also aid the green strategy of the organisation. An additional amount had been estimated for motion sensitive activation, but it was reported to the meeting that this additional amount would not be needed.

Front Counter Structure Revision

A revision of the front counter would create a more permanent screen between the counter and the public area. Associated to this would be a new hearing loop system to aid people with hearing difficulties. The cost of this would be £6.2k.

Recommendation for Approval

The Board were asked to recommend Agreement of the Revised Revenue Budget 2025-26 and specifically the following amends:-

- (i) *TPAS Governance Consultancy work £6,800 – Finance Committee requested further information to be put to the Board.*

The Board agreed the following:-

To set up the Operations Committee and not to dismiss the TPAS proposal out of hand but to decide when and what support is needed once the Committee has been established. The Committee will concentrate on recruitment to the Board in the first instance.

- (ii) *Additional spend of office lighting*

Accepted as not required

- (iii) *Development of the Housing Counter Structure £6,200. Recommended by Finance Committee*

Approved

7.2.1 Capital accounts 2024-5

The Head of Governance & Finance presented the Capital Accounts 2024-25 at the meeting and advised that the accounts indicate that there may be a total spend close to 90% of initial budget.

Recommendation for Approval

The Board were asked to Accept the report (recommended by the Finance Committee).

Accepted

7.2.2 Revised Capital Budget 2025-26

An initial budget was presented to the Finance Committee in January 2025 with the expectation that a revised budget would be brought to the Committee and Board in March 2025.

The needs of the asset management strategy are based upon the most up to date stock condition data. This data set is now almost up to date. The Head of Governance & Finance presented the latest Capital Programme.

Recommendation for Approval

The Board were asked to Agree the Revised Capital Budget 2025-26 (recommended by the Finance Committee).

Agreed

8. Board Forward Plan

The following schedule sets draft proposals for Board meetings for the 2025-26 year, to the AGM.

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

Date	Headline Report	Discussion topic	Area for Scrutiny and approval (not including standing items)
October 10 th	Urgent matters, Correspondence, Estate issues and Tenant feedback	Leeds Lifelong Learning	Board elections
November 29 th		Greening the estate	Safeguarding Complaints Performance KPI's Finance Committee Anti-Social Behaviour
December		No Meeting	N/A
January 30 th 2025		Police matters	Budget preparation Repairs KPI's Finance Committee
March 27 th		Financial Inclusion	Budgets Safeguarding KPI's (to May)
May 29 th		TSM Survey	GATE Programme Performance KPI's Risk Register (July) Retirement Life
July 31 st		To be set by Board	HR Report Statutory Accounts Key Performance Indicators Health & Safety report Safeguarding – verbal update Anti-Social Behaviour Complaints - postponed Finance Committee
August		No meeting	N/A
September 4 th		To be set by Board	AGM Complaints Safeguarding Repairs GATE programme
September 25 th			2025 Annual General Meeting (AGM)

(ii) Board Member Bitesize Learning Sessions

Date	Title
Oct 2024	Being a Board Member Skills training and responsibilities.
Nov 2024	Board members as community leaders
Jan 2025	Repairs & Maintenance Responsible and Planned works
March 2025	Community Development opportunities Partner discussion
May 2025	The GATE: Development and Impact Implementation of the new outreach strategy.
July 2025	Lettings How we let properties
Sept 2025	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.

Recommendation

Board members were asked to discuss and APPROVE the Board forward plan.

Approved

9. Any Other Business

There was no other business.

Date of Next Meeting: Thursday 29th May 2025

APPENDIX 2

Consumer Standards

Self-Assessment 2025

BITMO Consumer Standards Self-Assessment 2025

SAFETY AND QUALITY STANDARD Stock quality To have an accurate, up-to-date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes.	
Decency Ensure that tenants' homes meet the standard set out in section 5 of the Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the Regulator.	
Health and safety Landlords must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.	
Repairs, maintenance and planned improvements To provide an effective, efficient and timely repairs, maintenance and planned improvements service for homes and communal areas.	
Adaptations Assist tenants seeking adaptations to access appropriate services.	
SELF ASSESSMENT: Strategy / Policy / Process Is there an approved strategy or policy documenting the approach to meeting the expectation? Is it up to date or does it need to be reviewed? Are there a clear, current processes / guidance available to be followed to support staff in meeting the expectation? Quantitative and Qualitative Data Is there a TSM linked to the expectation and if so what is performance benchmarked to others? Is there data available to evidence our compliance with the expectation? Is the data accurate – is there QA in place? Is the data monitored to track progress in strengthening compliance? Is customer feedback collected on ongoing basis and used to improve? Openness and Transparency Consider and include key actions identified in the Communication and Engagement self assessments relevant to this standard. Is the strategy or policy published? Were customers involved in the strategy / policy development? How is it communicated to tenants? Is outcomes data reported to tenants? Where is compliance reported in LOC? Overall Delivery (Assessment of Compliance column only) Overall assessment of strengths and weaknesses of compliance. Consider the self assessment and identified actions from last year and progress that has been made over the last year in delivering actions. Consider recent regulatory judgements relevant to the standard. RAG Rating assessment: <i>Red – potentially non compliant</i> – either the expectation is not met or there are significant weaknesses which mean that there is limited compliance <i>Amber – minimum compliance with improvement opportunities</i> – whilst the minimum level of compliance is achieved there are some weaknesses e.g. in the strength of our data or in the transparency of our compliance and improvement opportunities have been identified. <i>Green – robust compliance</i> – there is significant evidence available of our compliance with good levels of transparency. There may still be opportunities to improve our compliance further.	
2025 APPROACH: Head of Service leads to work with managers to complete a refresh of the self assessments, giving consideration to 2024 assessments and actions, provided an updated RAG rating and actions – by end of May To involve Tenant Scrutiny Board in the self assessments – approach to be considered and agreed with TSB during March Report updated Consumer Standard self assessments and actions to Leeds Housing Board 17/06 Report outcome of updated self assessments to the RSH – meeting on 24/06 To updated action plans for each of the Consumer Standards to reflect the revised actions – by end of June Report progress on ongoing basis to new Housing Regulatory and Compliance Board	
Date Review Completed	
Date Next Review Due	
Summary Self-Assessment RAG	Red: Amber: Green:

Summary of Self-Assessment:

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
Stock Quality & Decency	1.1	Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up-to-date.	Stock Condition Surveying Strategy Provide system for recording stock condition with contractor system integration Provide system reports Data quality at a citywide level, evidenced through audits Data analysis to understand investment need / define investment priorities at a citywide level	Stock Condition Surveying Strategy agreed with LCC Follow policy and process Use of Council systems to record stock condition data Data quality, evidenced through QA + audits Data analysis and reporting of investment need	BITMO has 90% stock condition data, and plans to complete 20% per year to maintain this level.. The information is held on the LCC IT system and is used to develop a five year investment plan	Fully compliant	None	Green
	1.2	Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including: a) Compliance with health and safety legal requirements b) Compliance with the Decent Homes Standard c) Delivery of repairs, maintenance and planned improvements to stock d) Allocating homes with adaptations appropriately	As 1.1 Asset Management Strategy Health and safety / Repairs and Maintenance / Adaptations Policy 10 /30 year investment plan	As 1.1 Develop and deliver Asset Management Plan in support of Asset Management Strategy and agreed with LCC Health and Safety Policies agreed with LCC Repairs and maintenance policy and procedures agreed with LCC 10 year investment plan Opportunity for ongoing resident engagement / feedback Promote access to services Reporting to Board and tenants	BITMO has an asset management plan and a five year investment plan based on robust, comprehensive stock condition data. We use LCC procurement, contracts and KPIS and report performance to the Board and LCC. Copy of Building Safety Dashboard - Mar 25.xlsx Currently 67 homes are not compliant with the decent homes standard, the main reasons being brickwork. non decent stock list 28/04/25 . These will be added to the investment programme this year.	Fully compliant	None	Green
Health & Safety	2.1	Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.	Electrical Safety Policy Fire Safety Policy Other H+S policies Provide system for recording Provide system reports Health and Safety Lead Data quality at a citywide level, evidenced through audits	Health and safety policy agreed with LCC Management of activity Data quality, evidenced through QA + audits Opportunity for ongoing resident engagement / feedback Reporting to Board and tenants Provide assurance to LCC Health and Safety Lead	BITMO complies with LCC policies and procedures and reports performance to Board and LCC. Reports of damp mould and condensation are recorded and acted upon. QA process has been completed record keeping is poor, but property condition is good. No severe risks to health have been identified. NEW MASTER DAMP REGISTER SEPT 2024.xlsx Weaknesses in taking timely action in relation to damp and mould have been identified and are being	Partially compliant	Implement improved management controls	Amber

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
					addressed through a two monthly QA process.			
	2.2	Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.	As 2.1	As 2.1	Check fire actions list with Curtis			
	2.3	Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants	Health and safety policies ATCIs Fire safety checks / block inspections Estate walkabouts Provide system for recording Provide system reports Data quality at a citywide level, evidenced through audits	Health and Safety Policies agreed with LCC Management of activity Data quality, evidenced through QA + audits Opportunity for ongoing resident engagement / feedback Reporting to Board and tenants	Comprehensive QA activity carried out in May shows weaknesses in record keeping and monitoring, however no issues about to ensure compliance with policies and data quality. .	Partial compliance	Implement improved management control	Amber
Repairs, Maintenance & Planned Improvements	3.1	Registered providers must enable repairs and maintenance issues to be reported easily.	Repairs and maintenance policy System for recording repairs with contractor system integration Provide system reports Data quality at a citywide level, evidenced through audits	Repairs and maintenance policy agreed with LCC Management of activity Information for tenants Data quality, evidenced through QA + audits Data analysis and trends Opportunity for ongoing resident engagement / feedback Report to Board and tenants	R&M requests can be online, by phone, in person. The majority are telephoned through. Internal controls ensure that works in progress are monitored, no access issues are addressed before target completion date, and where jobs are cancelled due to no access, the tenant is notified. Where people express concerns through TSMs, repairs satisfaction calls, or complaints, these are addressed swiftly.	Fully compliant	None	Green
	3.2	Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.	As 3.1	As 3.1	Timescales for repair completions are set out in the tenants handbook, on the website, and communicated when repairs are requested. 94.25% of repairs are completed within target timescales. TSM data shows that 82% of people are satisfied with the repairs service.	Fully compliant	None	Green
	3.3	Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.	As 3.1	As 3.1	Where appointments are made to complete repairs, 97% are completed as per the appointment. We have identified that tenants whose repairs are cancelled by the contractor due to	Compliant		Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
					no access are not made aware of this, and we have addressed this. Planned maintenance programmes are advertised on the website			
	3.4	Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.	As 3.1 Fire safety checks + risk assessments / Block inspections Service Level Arrangements with other internal service providers	As 3.1 Follow LCC policy or have policies and procedures agreed with LCC Service level arrangements with other internal service providers	We do not have any high rise buildings. Weekly inspections of 3 storey blocks take place but record keeping in respect of safety checks in communal areas is inadequate.	Partially compliant	Commission fire safety checks and block inspections as per LCC process.	Amber
	3.5	Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money.	As 3.1 Resident engagement in policy development	As 3.1 Resident engagement in policy development	BITMO has an enhanced service offer determined by the tenant board. We run tenant workshops to discuss ways in which the service can be improved. Value for money is measured through procurement activity.	Fully compliant.	None	Green
Adaptations	4.1	Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services	Adaptations Policy Provide system for recording adaptations Provide system reports Data quality at a citywide level, evidenced through audits	Follow LCC policy Information for tenants Customer communications Data quality, evidenced through QA + audits Data analysis and trends Opportunity for ongoing resident engagement / feedback Report to Board and tenants	BITMO adaptations policy Adaptations policy Customer leaflet customer leaflet We are developing reporting to Board on disabled adaptations.	Partially compliant	Develop reporting	Amber
	4.2	Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants	As 4.1	As 4.1	See above	Partially compliant		Amber

BITMO Consumer Standard Self Assessment 2025

TRANSPARENCY, INFLUENCE AND ACCOUNTABILITY STANDARD

Fairness and respect

Registered providers must treat tenants and prospective tenants with fairness and respect.

Diverse needs

In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenant.

Engagement with tenants

Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.

Information about landlord services

Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

Performance information

Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

Complaints

Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

SELF ASSESSMENT:

Strategy / Policy / Process

Is there an approved strategy or policy documenting the approach to meeting the expectation? Is it up to date or does it need to be reviewed?

Are there a clear, current processes / guidance available to be followed to support staff in meeting the expectation?

Quantitative and Qualitative Data

Is there a TSM linked to the expectation and if so what is performance benchmarked to others? Is there data available to evidence our compliance with the expectation? Is the data accurate – is there QA in place? Is the data monitored to track progress in strengthening compliance?

Is customer feedback collected on ongoing basis and used to improve?

Openness and Transparency

Consider and include key actions identified in the Communication and Engagement self assessments relevant to this standard. Is the strategy or policy published? Were customers involved in the strategy / policy development? How is it communicated to tenants? Is outcomes data reported to tenants? Where is compliance reported in LCC?

Overall Delivery (Assessment of Compliance column only)

Overall assessment of strengths and weaknesses of compliance. Consider the self assessment and identified actions from last year and progress that has been made over the last year in delivering actions. Consider recent regulatory judgements relevant to the standard.

RAG Rating assessment:

Red – potentially non-compliant – either the expectation is not met or there are significant weaknesses which mean that there is limited compliance

Amber – minimum compliance with improvement opportunities – whilst the minimum level of compliance is achieved there are some weaknesses e.g. in the strength of our data or in the transparency of our compliance and improvement opportunities have been identified.

Green – robust compliance – there is significant evidence available of our compliance with good levels of transparency. There may still be opportunities to improve our compliance further.

2025 APPROACH:

Head of Service leads to work with managers to complete a refresh of the self assessments, giving consideration to 2024 assessments and actions, provided an updated RAG rating and actions – by end of May

To involve Tenant Scrutiny Board in the self assessments – approach to be considered and agreed with TSB during March

Report updated Consumer Standard self assessments and actions to Leeds Housing Board 17/06

Report outcome of updated self assessments to the RSH – meeting on 24/06

To updated action plans for each of the Consumer Standards to reflect the revised actions – by end of June

Report progress on ongoing basis to new Housing Regulatory and Compliance Board

Date Review Completed

Date Next Review Due

Summary Self-Assessment RAG	Red: Amber: Green:
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Summary of Self-Assessment:

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
Fairness and respect	1.1	Registered providers must treat tenants and prospective tenants with fairness and respect.	Tenant Communication and Engagement Policy Customer Service Standards Complaints Policy and Procedures Performance / outcome reporting of complaints	BITMO Communication and Engagement Policy agreed with LCC Customer Service Standards agreed with LCC Follow LCC Complaints Policy and comply with HOS Code Promote access to services Performance reporting	We comply with LCC service standards and processes as a minimum. See Consultation and engagement policy See also customer service leaflets. 1] complaints , 2] compensation , 3] disabled adaptations , 4] fencing policy , 5] gardens , 6] mutual exchange , 7] tenancy changes , 8] decoration allowances , 9] My community , 10] What is a TMO? 11] Tell Us Website BITMO Belle Isle Tenant Management Organisation Performance is reported here as well as in the annual report to tenants. TSM data for the year to 31.3.25 indicates that 65% of tenants feel that BITMO listens to them and acts on what they say, 78% feel they are kept informed about the things that matter to them, 79% feel they are treated fairly and with respect, 77% feel that BITMO is easy to deal with.	Compliant	None	Green
Diverse needs	2.1	Registered providers must use relevant information and data to: a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and	Knowing Our Customers – policy on customer data Vulnerability Policy Provide systems for recording Provide reports of equality / vulnerability data Undertaking analysis / trends to inform policy / procedure improvements / system changes	Follow LCC policy / process on Vulnerability or own policy agreed with LCC? Use LCC systems for recording Data quality, evidenced through QA Undertaking analysis / trends to inform service improvements	We do not analyse service use or outcomes in relation to protected characteristics. We have no data enabling us to assess whether outcomes are equitable	Not compliant	Encourage LCC to develop equalities reporting	Red

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		additional support needs; and b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants						
	2.2	Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants	Tenant Communication and Engagement Policy Customer Service Standards Vulnerability Policy	BITMO Communication and Engagement Policy agreed with LCC Customer Service Standards agreed with LCC Vulnerability Policy Promote access to services Customer communication	See 1.1 above	Compliant	None	Green
	2.3	Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required	As 2.2 Provide tenant portal Data analysis of portal usage / communication routes Promote access to services Customer Communication	As 2.2	We have low take up of the tenant portal. We encourage it through sign up and our digital together group.	Partially compliant		Amber
	2.4	Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services	As 2.2	As 2.2	We are very open to advocacy arrangements	Compliant		Green
Engagement with tenants	3.1	Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	Tenant Communication and Engagement Policy Customer Service Standards	BITMO Communication and Engagement Policy agreed with LCC Customer Service Standards agreed with LCC Promote access to services Report of outcomes to Board / tenants	We hold regular shareholder, new tenant and location based meetings to encourage people to talk to us about issues of interest or concern to them. We run surveys on the website, via Voicescape, and	Compliant	Complete self assessment of consultation and engagement policy	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
	3.2	Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.	As 3.1	As 3.1	Our Community Fund supports tenants to develop activities to influence services. We have established an Operations Committee to which non board members will be invited to influence and scrutinise strategies, policies and services.	Partially compliant	Complete scrutiny exercises	Amber
	3.3	Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 3.1 and 3.2.	As 3.1	As 3.1 Equality monitoring of engagement - reporting to Board	We don't currently carry out any meaningful equality monitoring of this activity.	Partially compliant		Amber
	3.4	Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.	Tenant Communication and Engagement Policy MMA and PMF agreed with BITMO	MMA and PMF agreed with LCC				
	3.5	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Tenant Communication and Engagement Policy Tenant engagement / consultation / EIAs on policy changes Citywide engagement / consultation with residents on LCC policy changes	Engage / consult with residents on BITMO policy approaches	We can evidence extensive consultation with tenants in relation to ASB, repairs, estate improvements, digital inclusion, community development, an enhanced service offer re repairs, and will be consulting this year on our local pride initiatives and priorities, our five year plan, and other matters as they arise, led by our tenant Board.	Compliant	None	Green
	3.6	Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a	Agreed approach in line with MMA	Agreed approach in line with MMA				

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		<p>formative stage and take those views into account in reaching a decision. The consultation must:</p> <p>a) be fair and accessible</p> <p>b) provide tenants with adequate time, information and opportunities to consider and respond</p> <p>c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term, and</p> <p>d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision</p>						
Information about landlord services	4.1	<p>Registered providers must provide tenants with accessible information about the:</p> <p>a) available landlord services, how to access those services, and the standards of service tenants can expect</p> <p>b) standards of safety and quality tenants can expect homes and communal areas to meet</p> <p>c) rents and service charges that are payable by tenants, and</p>	<p>Tenant Communication and Engagement Policy</p> <p>a) Housing Leeds web pages / Tenants Handbook</p> <p>b) Housing Leeds web pages / Tenants Handbook</p> <p>c) Rent review correspondence / Housing Leeds web pages</p> <p>d) Housing Leeds web pages/ Tenants Handbook</p>	<p>BITMO Communication and Engagement Policy agreed with LCC</p> <p>a) BITMO information for tenants - web pages / hard copy material</p> <p>b) BITMO web pages / hard copy material</p> <p>c) BITMO web page – signposting to LCC web page</p> <p>d) BITMO web pages / hard copy material</p>	<p>See customer service leaflets and website previously referred to plus:</p> <p>Our Performance - Belle Isle TMO</p>	Compliant	None	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.						
	4.2	<p>Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about:</p> <p>a) the requirement to provide a home that meets the government's Decent Homes Standard;</p> <p>b) the registered provider's obligation to comply with health and safety legislation;</p> <p>c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular—</p> <p>i) the right to a home that is fit for human habitation; and</p> <p>ii) the right to receive notice of a proposed</p>	<p>Tenant Communication and Engagement Policy</p> <p>a) Housing Leeds web pages / Tenants Handbook</p> <p>b) Housing Leeds web pages / Tenants Handbook</p> <p>c) Housing Leeds web pages / Tenants Handbook</p>	<p>BITMO Communication and Engagement Policy agreed with LCC</p> <p>a) BITMO information for tenants - web pages / hard copy material</p> <p>b) BITMO web pages / hard copy material</p> <p>c) BITMO web pages / hard copy material</p>	See 4.1 above		Update website with information about tenants rights.	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and d) the rights of disabled tenants to reasonable adjustments.						
	4.3	Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services	Tenant Communication and Engagement Policy	BITMO Communication and Engagement Policy agreed with LCC Promote landlord services Customer communications	This appears to be the area where we are weakest – following up with tenants once a commitment has been made. We are improving this through tracking of complaints, investment programme, the annual report and local pride inspections, as well as the communications we put on FaceBook and through tenant email.	Partially compliant		Amber
	4.4	Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes	As 4.3	As 4.3	Policies that are reflected in customer leaflets set out clearly the standard of service that will be provided, criteria used and how to complain.	Compliant	None	Green
	4.5	Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards	Social Housing Regulation Web Page	BITMO Web Page, signposting to LCC Social Housing Regulation Web Page	Our website provides information about managers in the organisation and responsibilities but it doesn't make specific reference to consumer standards and the role of the council. About Us - Belle Isle TMO	Partially compliant	Update website	Amber
Performance information	5.1	Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction	TSM Technical Specifications Provide systems for data recording for management information TSMs Provide reports for calculation of TSMs	Follow TSM Technical Specifications in relation to data collection / data recording	TSM data is provided by Acuity, commissioned by LCC. Directly provided technical measures are provided by LCC systems and validated by BITMO staff and LCC staff.	Compliant	None	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		Measures: Tenant survey requirements.						
	5.2	<p>Registered providers must:</p> <p>a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements</p> <p>b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and</p> <p>c) annually submit to the regulator information specified by the regulator relating to their performance against those measures.</p>	<p>Undertake Tenant Satisfaction Perception Survey</p> <p>Provide systems for data recording for management information TSMs</p> <p>Provide reports for calculation of TSMs</p> <p>Publish annual TSM performance</p> <p>Submit performance to the regulator</p>	<p>Report of outcomes to Board / tenants</p>	<p>KPI and TSM data is reported regularly to the operations committee and board.</p> <p>The information is published in the annual report to tenants and on the website.</p> <p>Our Performance - Belle Isle TMO</p>	Compliant	None	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		The information must be submitted within a timeframe and in a form determined by the regulator.						
	5.3	In meeting 5.1 and 5.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures	TSM Technical Specifications Provide systems for data recording for management information TSMs Provide reports for calculation of TSMs	Follow TSM Technical Specifications in relation to data collection / data recording Data quality, evidenced through QA	Quality assurance measures need to be implemented to ensure data accuracy	Partially compliant	Carry out regular QA of data presented.	Amber
	5.4	Registered providers must provide tenants with accessible information about: a) how they are performing in delivering landlord services and what actions they will take to improve performance where required b) how they have taken tenants' views into account to improve landlord services, information and communication c) how income is being spent, and d) their directors' remuneration and management costs	a) Annual Report b) Annual Report c) Rent review correspondence / Housing Leeds web pages d) Annual Report (need to add to Social Housing Regulation web pages)	a) Promote access to services / customer communications b) Promote access to services / customer communications c) Link to Council Housing Web Pages d) Link to LCC Social Housing Regulation web pages	Our Performance - Belle Isle TMO We need to improve information on what we are doing to improve performance where needed, and be very explicit in the extent to which tenants views shape services.	Partially compliant	to improve information on what we are doing to improve performance where needed, and be very explicit in the extent to which tenants views shape services.	Amber
Complaints	6.1	Registered providers must ensure their approach to handling complaints is simple, accessible and publicised	LCC Complaints Policy Annual assessment of compliance with HOS code	Promote access to services – promotion of LCC policy Customer communications Annual assessment of HOS code and action plan Report Annual Assessment of HOS code to Board / customers	We report complaints to Board, and assess against HOS standard.	Compliant	None	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
	6.2	Registered providers must provide accessible information to tenants about: a) how tenants can make a complaint about their registered provider b) the registered provider's complaints policy and complaints handling process c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services	LCC Complaints Policy System for recording complaints Complaints reports	Promote access to services – promotion of LCC policy Customer communications Quality – evidenced through QA Undertaking analysis / trends to inform service improvements Reporting outcomes / performance to Board / customers	complaints - Belle Isle TMO We need to provide better information to tenants on the number and types of complaints and the changes we make as a result of them.	Partially compliant	Produce complaints report for website and FB	Amber
Self-referral	7.1	Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards	Single point of contact to escalate issues to RSH	To share concerns with LCC about areas of non compliance for which BITMO responsible	Quarterly review meetings identify issues raised.	Compliant	None	Green

BITMO Consumer Standard Self Assessment 2025

NEIGHBOURHOOD AND COMMUNITY STANDARD Safety of shared spaces Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces. ('Shared spaces' are those spaces associated with a registered providers' homes and used by their tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.) Local cooperation Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing. Anti-social behaviour and hate incidents Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing. Domestic abuse Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.	
SELF ASSESSMENT: Strategy / Policy / Process Is there an approved strategy or policy documenting the approach to meeting the expectation? Is it up to date or does it need to be reviewed? Are there a clear, current processes / guidance available to be followed to support staff in meeting the expectation? Quantitative and Qualitative Data Is there a TSM linked to the expectation and if so what is performance benchmarked to others? Is there data available to evidence our compliance with the expectation? Is the data accurate – is there QA in place? Is the data monitored to track progress in strengthening compliance? Is customer feedback collected on ongoing basis and used to improve? Openness and Transparency Consider and include key actions identified in the Communication and Engagement self assessments relevant to this standard. Is the strategy or policy published? Were customers involved in the strategy / policy development? How is it communicated to tenants? Is outcomes data reported to tenants? Where is compliance reported in LCC? Overall Delivery (Assessment of Compliance column only) Overall assessment of strengths and weaknesses of compliance. Consider the self assessment and identified actions from last year and progress that has been made over the last year in delivering actions. Consider recent regulatory judgements relevant to the standard. RAG Rating assessment: <i>Red – potentially non compliant</i> – either the expectation is not met or there are significant weaknesses which mean that there is limited compliance <i>Amber – minimum compliance with improvement opportunities</i> – whilst the minimum level of compliance is achieved there are some weaknesses e.g. in the strength of our data or in the transparency of our compliance and improvement opportunities have been identified. <i>Green – robust compliance</i> – there is significant evidence available of our compliance with good levels of transparency. There may still be opportunities to improve our compliance further.	
2025 APPROACH: Head of Service leads to work with managers to complete a refresh of the self assessments, giving consideration to 2024 assessments and actions, provided an updated RAG rating and actions – by end of May To involve Tenant Scrutiny Board in the self assessments – approach to be considered and agreed with TSB during March Report updated Consumer Standard self assessments and actions to Leeds Housing Board 17/06 Report outcome of updated self assessments to the RSH – meeting on 24/06 To updated action plans for each of the Consumer Standards to reflect the revised actions – by end of June Report progress on ongoing basis to new Housing Regulatory and Compliance Board	
Date Review Completed	
Date Next Review Due	
Summary Self-Assessment RAG	Red: Amber: Green:

Summary of Self-Assessment:

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
Safety of shared spaces	1.1	Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.	ASB Policy Grounds Maintenance Contract Cleaner Neighbourhoods Service Waste Management Service Service Standards Partnership arrangements in place	Estate management policy and procedures, e.g. estate walkabouts, caretakers agreed with LCC Partnership arrangements in place Promote access to services Share performance and outcomes with customers	Inspection records Local Pride ASB leaflet ASB action TSMs	Compliant	None	Green
Local cooperation	2.1	Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives	Communication and Engagement Policy – relationship with Community Committees Best City Ambition / City Strategies Strategic Housing Partnership – forum with RPs (TBC)	Support LCC Strategy priorities Delivery of local service offers Part of Strategic Housing Partnership (TBC) Share outcomes with tenants	BITMO operate in support of LCC and have their own local mission statement and objectives with a focus on creating a strong community where people want to live, investing in peoples homes, building tenant control and supporting people to live well. a) Our local service offer is focused upon community based activities, and enhanced repairs service, investing in local initiatives, our community fund and having a responsive caretaker service. Our service offer is communicated via our website through service offer leaflets. 1] complaints , 2] compensation , 3] disabled adaptations , 4] fencing policy , 5] gardens , 6] mutual exchange , 7] tenancy changes , 8] decoration allowances , 9] My community , 10] What is a TMO? , 11] Tell Us b) We have strong partnerships with other local service providers e.g. Housing Associations, the food bank, police, community based theatre and arts groups, and the local authority and carry out joint consultation in some areas for e.g. in relation to ASB in the area.	Compliant	None	Green
Anti-social behaviour	3.1	Registered providers must have a policy on how they work with relevant organisations	ASB Policy and Procedures SLA with BITMO	Follow LCC policy + process to deliver activity SLA with LCC	The SLA is out of date. The ASB policy has recently been rolled out, and new ways of working are not yet well established. This area achieves low	Partially compliant	Agree SLA and embed new policy and procedure.	Amber

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
and hate incidents		to deter and tackle ASB in the neighbourhoods where they provide social housing.			<p>levels of tenant satisfaction we take a proactive approach to ASB through our Local Pride inspections and ASB action days in which we door knock to encourage all residents to report what they see to us and the police.</p> <p>We have produced and actively promote tenant information and engagement around ASB ASB action days, NO to drugs</p>			
	3.2	Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.	Hate Crime Strategy ASB Policy Multi agency meetings	Support LCC Strategy Follow LCC policy + process to deliver activity	We advertise how to report hate crime through our website. Attend LA meetings. We are not strong on deterrence.	Partially compliant		Amber
	3.3	Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.	ASB Policy and Procedures Hate Crime Strategy	Promote access to services Customer communications	<p>ASB can be reported easily through the ASB email address or website. Most reports are received by phone.</p> <p>Tenants have identified poor ongoing communication through the life a of a case as an issue in our service improvement workshop . Our QA approach is focusing on this with the aim of improving communication.</p>	Partially compliant	Complete QA exercise and produce improvement plan.	Amber
	3.4	Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.	ASB Policy and Procedures Hate Crime Strategy System for recording ASB Service standards Data quality, evidenced through QA ASB reporting Customer feedback – satisfaction survey	Follow LCC policy + process to deliver activity Follow service standards Data quality of cases managed by BITMO, evidenced through QA Data analysis of cases managed by BITMO and trends to inform service improvement Customer feedback Report outcomes to Board and tenants	<p>We have concerns about the quality of case management, this is being addressed through QA arrangements, the first complete QA process is due to be completed by the end of June 25. The outcomes of the QA will be reported to the Board in July.</p> <p>TSM data shows low levels of satisfaction with this area of work. 51% of tenants are satisfied compared to 60% nationally.</p>	Partially compliant	Complete QA exercise and produce improvement plan.	Amber
	3.5	Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting	As 3.4	As 3.4				

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Compliance	Improvement Actions	RAG Rating of Compliance
		them to agencies who can give them appropriate support and assistance.						
Domestic abuse	4.1	Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.	DVA Policy Lettings Policy Tenancy management procedures Council Safeguarding Policy	Follow LCC policy + process to deliver activity Safeguarding Policy agreed with LCC Promote access to services	We are developing an enhanced local offer in relation to DV. Currently we follow LCC policy and processes. We have developed a DV leaflet	Compliant	Finalise local offer	Green
	4.2	Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.	DVA Strategy / Support in Safe Accommodation Strategy MARAC DVA Quality Mark National / city Campaigns	Follow LCC policy + process to deliver activity Engagement with MARAC DVA Quality Mark Support National / city campaigns	We attend MARAC meetings and Safeguarding meetings. We do not currently hold the DVA Quality Mark but are willing to do so.	Compliant	Obtain DVA Quality Mark	Green

BITMO Consumer Standards Self-Assessment 2025

TENANCY STANDARD Allocations and lettings Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants (see the glossary of terms for definition) and prospective tenants into account.	
Tenancy sustainment and evictions Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.	
Tenure Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	
Mutual exchange Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.	
SELF ASSESSMENT: Strategy / Policy / Process Is there an approved strategy or policy documenting the approach to meeting the expectation? Is it up to date or does it need to be reviewed? Are there a clear, current processes / guidance available to be followed to support staff in meeting the expectation? Quantitative and Qualitative Data Is there a TSM linked to the expectation and if so what is performance benchmarked to others? Is there data available to evidence our compliance with the expectation? Is the data accurate – is there QA in place? Is the data monitored to track progress in strengthening compliance? Is customer feedback collected on ongoing basis and used to improve? Openness and Transparency Consider and include key actions identified in the Communication and Engagement self assessments relevant to this standard. Is the strategy or policy published? Were customers involved in the strategy / policy development? How is it communicated to tenants? Is outcomes data reported to tenants? Where is compliance reported in LCC? Overall Delivery (Assessment of Compliance column only) Overall assessment of strengths and weaknesses of compliance. Consider the self assessment and identified actions from last year and progress that has been made over the last year in delivering actions. Consider recent regulatory judgements relevant to the standard. RAG Rating assessment: <i>Red – potentially non compliant</i> – either the expectation is not met or there are significant weaknesses which mean that there is limited compliance <i>Amber – minimum compliance with improvement opportunities</i> – whilst the minimum level of compliance is achieved there are some weaknesses e.g. in the strength of our data or in the transparency of our compliance and improvement opportunities have been identified. <i>Green – robust compliance</i> – there is significant evidence available of our compliance with good levels of transparency. There may still be opportunities to improve our compliance further.	
2025 APPROACH: Head of Service leads to work with managers to complete a refresh of the self assessments, giving consideration to 2024 assessments and actions, provided an updated RAG rating and actions – by end of May To involve Tenant Scrutiny Board in the self assessments – approach to be considered and agreed with TSB during March Report updated Consumer Standard self assessments and actions to Leeds Housing Board 17/06 Report outcome of updated self assessments to the RSH – meeting on 24/06 To updated action plans for each of the Consumer Standards to reflect the revised actions – by end of June Report progress on ongoing basis to new Housing Regulatory and Compliance Board	
Date Review Completed	
Date Next Review Due	
Summary Self-Assessment RAG	Red: Amber: Green:

Summary of Self Assessment:

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
Allocation s and lettings	1.1	Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements	Housing Strategy Homelessness and Rough Sleeping Strategy Lettings Policy + Procedures, including standard letters Manage Leeds Homes Website Local lettings policies – decision maker Provide Abritas / Cx system for allocations / lettings Provide system lettings reports - outcomes / performance Publish lettings outcomes / reports Data quality – QA of Housing applications / Lettings Audits	Support LCC strategy priorities Follow LCC policy + procedures to deliver activity Use of Leeds Homes Website Local lettings policies - assessment Use Abritas / Cx system Promote access to services Customer communications, using LCC standard letters where process Data quality of Lettings – evidenced through QA Signposting to lettings outcomes Reporting outcomes / performance to Board / tenants	BITMO lets properties in accordance with LCC strategy and priorities, policy and procedure. Five historic local lettings policies are in place. These are under review as per the LCC review of LLPs. Lettings are audited by LCC. Lettings are reported to the Board annually. A QA process is completed monthly as initiated by LCC. This has recently been enhanced within BITMO and will be completed by the end of May.	Fully Compliant	None currently. Review of LLPs and enhanced QA may lead to improvement actions.	Green
	1.2	Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing	Lettings Policy Adaptations Policy Option appraisals – assessment and decision maker Provide system lettings reports – outcomes / performance	Follow LCC policy and process to deliver activity Options appraisals – assessment Data analysis and trends	There has not been any option appraisal of the stock profile to ensure that it meets the housing needs identified by LCC. There is no indication however based on void rates that the stock is not compatible with housing needs. Considerable efforts are made to allocate adapted properties appropriately, and to adapt properties prior to letting where necessary. There is currently no reporting of this. BITMO has an adaptations policy that has been subject consultation with LCC. disabled adapts pol An information leaflet is available for customers. leaflet No data or trend analysis is carried out	Partially compliant	Develop adapted properties information.	Amber
	1.3	Registered providers must develop and deliver services that seek to address under-occupation and	Lettings Policy + ATCI Policy + Procedures Provide under-occupation reports	Follow LCC policy + process as a minimum to deliver activity Promote access to services Customer communications Providing services / support	There is no information available to analyse under -occupation or over-occupation across the stock other than via Abritas where households are seeking a transfer. .	Partially compliant	None for BITMO, LCC might consider developing reporting to target right sizing initiatives.	Amber

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
		overcrowding in their homes. These services should be focused on the needs of tenants		Data analysis and reporting	Right sizing is promoted via a leaflet on mutual exchange MX leaflet			
	1.4	Registered providers must take action to prevent and tackle tenancy fraud	Tenancy agreement / Lettings Policy / Fraud Policy + procedures, including standard letters Provide system for recording fraud - spreadsheet Legal enforcement	Follow LCC policy + process as a minimum to deliver activity Promote access to services Undertaking tenancy fraud prevention + investigation Use LCC system for recording fraud cases Data analysis and reporting Reporting outcomes / performance to Board / tenants	Information about tenancy fraud is provided in tenant newsletters and annual report. ATC process, and QA re compliance provides opportunities to identify potential fraud. Fraud is investigated and recorded as per LCC procedure. Data is not currently reported to Board. Tenancy fraud outcomes are reported to tenants via the annual report.	Partial compliance	Report tenancy fraud caseload and outcomes to Board.	Amber
	1.5	Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions	Right to Review Process	Promoting access to services	BITMO don't award priority or receive appeals regarding it. We do provide support to people who are applying for housing in the Belle Isle area.	Fully compliant	None	Green
	1.6	Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system	Sign Up Procedure Provide system for recording CORE – CORE website Provide CORE reports Data analysis and trends	Follow LCC process to deliver activity Use LCC system for recording Data quality	CORE data is recorded. Data quality is not fed back to BITMO.	Compliant.		Green
Tenancy sustainment and evictions	2.1	Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions	Tenancy management procedures, including standard letters e.g. arrears, ATCI – provision of support Provide system for managing tenancies - Cx Provide tenancy management reports	Follow LCC policy + process to deliver activity Promote access to services Use of Cx Data quality, evidenced through QA Data analysis and trends reporting	BITMO operates a tenancy support service, Financial inclusion service and community fund designed to support tenancy sustainment, as well as following the standard LCC procedures re: arrears and ATCs. In 24/25 there were 108 notices served, 13 court orders obtained and 4 evictions. 0.22% of tenancies ending in eviction. Over £400k was provided to help tenants to avoid eviction through the financial inclusion service.	Fully compliant	None	Green
	2.2	Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends	As 2.1	As 2.1	Where court action is being taken, and in the event of eviction we advise tenants to contact Housing Options.	Compliant	None	Green
Tenure	3.1	Registered providers shall publish clear and	Tenancy Policy Tenancy Agreement	Follow LCC policy + process to deliver activity	Clear and accessible information s provided.	Partially compliant	Customer information on support offered to be	Amber

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
		<p>accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>a) The type of tenancies they will grant.</p> <p>b) Where they grant tenancies for a fixed term, the length of those terms.</p> <p>c) The circumstances in which they will grant tenancies of a particular type.</p> <p>d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</p> <p>e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy</p>	Tenancy management policies and procedures	Promote access to services Customer communications	1] complaints , 2] compensation , 3] disabled adaptations , 4] fencing policy , 5] gardens , 6] mutual exchange , 7] tenancy changes , 8] decoration allowances , 9] My community , 10] What is a TMO? , 11] Tell Us		<p>produced which sets out how the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, will be addressed.</p> <p>Information on Introductory tenancies to be produced.</p>	

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
		<p>on the expiry of the fixed term.</p> <p>g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p> <p>h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</p> <p>i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members</p>						
	3.2	Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period	N/A	N/A				
	3.3	Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the	N/A	N/A				

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
		expiry of the existing fixed term or that they propose to end the tenancy						
	3.4	Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review	Introductory Tenancy Procedures Provide system for managing ITs - Cx Provide IT reports	Follow LCC policy + process to deliver activity Promote access to services Use of IT system Data quality, evidenced through QA Data analysis and trends reporting	BITMO follow LCC policy and procedure but there is limited monitoring and QA of the application of the introductory tenancy procedure	Partially compliant	Develop monitoring of IT procedure	Amber
	3.5	Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms)	N/A	N/A				
	3.6	Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation	N/A	N/A				
Mutual exchange	4.1	Registered providers must offer a mutual exchange service which	Mutual Exchange Procedures Contract with House Exchange House Exchange / reports	Follow LCC policy + process to deliver activity Use of LCC IT system	Service delivery on MX is monitored and reported to Board. In 24/25 20	Compliant	None	Green

Category	Ref	Requirement	LCC Responsibilities	BITMO Responsibilities	Evidence of BITMO Compliance	BITMO Assessment of Its Compliance	Improvement Actions	RAG rating of Compliance
		allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee	Provide system for managing MXs – Cx Providing system reports Data quality at a citywide level	Data quality evidenced through QA Reporting outcomes / performance to Board / tenants	MX were completed. 91% completed in target timescale. Enhanced QA has been developed. Training has been provided to staff on landlord responsibilities in instances of MX. MX leaflet			
	4.2	Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants	Promotion on Leeds Homes website	Promote access to services / marketing	Information is available on the website mutual exchange - Belle Isle TMO	Compliant	None	Green
	4.3	Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them	Mutual Exchange Procedures	Follow LCC policy + process to deliver activity Promote access to services Customer communication	See 4.1' above	Compliant	None	Green
	4.4	Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges	As 4.3	As 4.3	Some of this information is covered in the MX leaflet but specific detail is discussed as part of the MX procedures	Compliant	None	Green

APPENIX 3

Retirement Life

Communal Room Activities

RETIREMENT LIFE UPDATED COMMUNAL ROOM ACTIVITIES 2025
BROOM NOOK COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
BINGO	BROOM NOOK	Monday from 13:00
ARTS & CRAFTS	BROOM NOOK	Wednesday 14:00 – 16:00
COFFEE & CHAT (drop in)	BROOM NOOK	Thursday from 14:00 – 16:00

26 BELLE ISLE CIRCUS COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
ARTS & CRAFTS	26 BELLE ISLE CIRCUS	MONDAY 14:00 – 16:00
BREAKFAST CLUB	26 BELLE ISLE CIRCUS	WEDNESDAY 08:00 – 11:00 INDIVIDUAL PRICES – TAKEAWAYS AVAILABLE
BINGO	26 BELLE ISLE CIRCUS	WEDNESDAY 11:30 – 13:30
KNIT & NATTER	26 BELLE ISLE CIRCUS	WEDNESDAY 14:00 – 15:00
COFFEE MORNING & if you want to stay on after LUNCH	26 BELLE ISLE CIRCUS	THURSDAYS from 10:00. There is a charge for the meal and there may be a waiting list – pop along and have a chat with the organisers
CHAIR BASED EXERCISE	26 BELLE ISLE CIRCUS	THURSDAYS 14:00 – 16:00
SATURDAY SOCIAL	26 BELLE ISLE CIRCUS	ALTERNATE SATURDAYS CALL CHERIE TO CHECK 07835210503
SUNDAY LUNCH	26 BELLE ISLE CIRCUS	BOOKING IN ADVANCE REQUIRED – TAKEAWAYS MAY BE AVAILABLE. PLEASE CONTACT CHERIE ON 07835210503 TO BOOK YOUR PLACE £5.00 CHARGE. £6 to TAKEAWAY

58 BELLE ISLE CIRCUS COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
BINGO	58 BELLE ISLE CIRCUS	TUESDAY from 09:00

BINGO	58 BELLE ISLE CIRCUS	THURSDAY from 09:00
BINGO	58 BELLE ISLE CIRCUS	FRIDAY from 18:00

3 WINROSE GROVE COMMUNAL ROOM

ACTIVITY	PLACE	DAY & TIME
GAMES ROOM	3 WINROSE GROVE	MON – FRI 08:00 – 18:00

These activities are for Retirement Life Residents and tenants aged 60+ who live on the Belle Isle estate.

APPENIX 4

Retirement Life

Current Charges



Charges for hire of Retirement LIFE Communal Rooms 2025-2026:

Who	Organised by (examples)	Hourly rate 2025/26	Examples
Retirement Life tenants only	Support Officers Tenants	No charge	<ul style="list-style-type: none"> • Bingo • Craft session • Breakfast club
Retirement Life tenants and older residents (over 60) in the community	Neighbourhood Network Tenants and Residents Association	No charge	<ul style="list-style-type: none"> • Lunch clubs • Activity sessions
Family and friends of a Retirement Life tenant	An individual tenant or family member	£16.67 per hour (subsidised rate) for sole use of the room or £20.00 if VAT applicable	<ul style="list-style-type: none"> • Birthday party • Funeral wake or remembrance events
Tenants and Residents Association <i>Committee meeting only</i>	Tenants and Residents Association Committee	No charge	<ul style="list-style-type: none"> • Committee meetings • AGM
Tenants and Residents Association <i>for an event</i>	Tenants and Residents Association Committee	No charge	<ul style="list-style-type: none"> • Community fundraising events i.e., Christmas Fayre or afternoon tea
Leeds City Council meetings	Local Ward Councillors Retirement LIFE Team meetings Housing Advisory Panels	No charge	
Members of the public	Parish Council Local community groups or charities i.e., Guides / Scouts or Historical Society	£16.67 per hour (subsidised rate) for sole use of the room or £20.00 if VAT applicable	<ul style="list-style-type: none"> • All Meetings i.e., Committee / AGM / weekly • Fundraising event

Members of the Public	Commercial and profit-making organisations i.e., Slimming World	£25.42 per hour (standard rate) or £30.50 if VAT applicable	
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For any queries, please contact Housing.leeds.olderpeople@leeds.gov.uk

APPENIX 5

Retirement Life

Newsletter



Happy New Year can't believe we are in February already, the days are getting lighter, and spring is on the horizon. Above is a photo I took at Roundhay park last month looking down towards Waterloo Lake – looked stunning but I hope we have seen the back of the white stuff!

Did you know that it was constructed by soldiers who had returned from the Napoleonic wars and thus named after the Battle of Waterloo and is 60ft at its deepest point!

Thank you to those who attended the Residents meetings in January it was nice to see so many regular and new faces.

The meetings are an opportunity for you to meet up with other residents, have a chat and a cuppa, and for the BITMO team to share any information that we think you may be interested in and for you to let us know what you would like us to be doing or if you think we are doing something well or badly. We are happy to accept constructive criticism as this helps us develop our services to meet the needs of our residents.

PCSOs

Jonny, Donna and Ronan the PCSO's were in attendance they had just come from a local school where they had been on enforcement duties due to parking issues.

The feedback from them was that reported crime rates are relatively low in this area, that there have been various initiatives that are still ongoing and that several drug dealers had been arrested. Youths gathering on foot or using bikes and quads are still a problem and if anyone sees this happening or knows where quads and bikes are being stored you can inform the police anonymously or if you let us know at BITMO we can also report it anonymously for you.

To ensure that resources are in the right place it is important that any crime is reported to the police, so if it is safe to do so when it is happening either call 999 if there is an immediate danger or 101 or report on the Crimestoppers website.

ROGUE TRADERS

We are aware that some unscrupulous people are knocking on doors offering repair services, taking money and not returning.

If you have any repairs either internal or external to the property these should be reported to BITMO on 0113 3782188.

Do not agree to any work being undertaken at cost from anyone knocking at your door. We have reported this to the police.

COMMUNAL GARDENS

Curtis (Head of Maintenance & Repairs) and I had a walk around the communal garden areas last week. Curtis is working with the Caretaking team to develop a program to clear and cut back these areas over the coming months – so watch this space!

GATE & DIGITAL

Tracey and Ben from the GATE team were at the meetings, Ben is our Community Builder – his role is to find out what assets there are amongst our tenants and bring those skills and interests together to help build a stronger community, as well as arrange events and encourage tenants to take part.

Creative Communities are currently running workshops at the GATE, they are hoping to create a cross-stitch tapestry of Belle Isle, like the Bayeux tapestry but on a slightly smaller scale!

They are asking residents to come and join them in the GATE on a Monday morning 9:00 – 13:00 to share their stories and experiences of living in Belle Isle and help with the design, or if you would like to take part in the actual cross-stitching you will be welcome to do so.

Tenants can also write and submit their experiences on postcards and even add little drawings if they want – these can be obtained from the GATE or through your warden.

Opera North also asked us to remind you that they are still looking for any singers or musicians amongst you who would be interested in being involved in a project they are working on in the area. There are also free tickets to see the Opera for anyone interested – if you would like to find out more let Ben or Tracey in the GATE know or ask your warden to pass on your details.

Tracey is working with a group of people at Belle Isle Circus and Windmill Primary School to develop the space on the Circus. The plans are to incorporate some type of play area as well as putting a footpath within the perimeter making it a more usable space for those who might just want a stroll or to walk the dog.

These ideas were welcomed by attendees, but concerns were raised again about the safety of crossing over to the Circus for adults and children. Tracey is speaking to Highways about a crossing and where this could be practicably and safely installed.

Ben and Tracey also spoke about the community orchard to the rear of 58 Belle Isle Circus which is continuing to flourish and the proposals for a tree nursery to the rear of the Belle Isle Circus shops. This is a piece of unused overgrown land, and they are currently consulting on its use as a nursery to

grow trees that will then be transplanted to other areas once they have started to mature. Tenants whose properties back on to this land have received details regarding this proposal and had the opportunity to raise any concerns.

Tracey also spoke about delivering digital sessions at 26 Belle Isle Circus and Broom Nook and will speaking to her manager about this.

GAMES ROOM – 3 WINROSE GROVE

We were asked at the last meeting if the games room could be accessed on a weekend as this might be a time when residents would like to use it. I appreciate that three months on I have not been able to deliver on that as there are issues around the fob access – I can assure you though that we are seeking a resolution and will I keep you all updated.

RETIREMENT LIFE EVENTS

We want to start holding more regular events throughout the year and would like to start in April 2025. The theme of this event will be cowboys and girls with a bit of Line Dancing thrown in and of course BINGO! There will be a small charge, and the event will be held at the GATE. The date will be Thursday 3rd April 2025 and invites will be sent out nearer the time, so dust off your Stetsons and join us for a bit of fun – you don't have to get up and dance you can just come, eat, and tap your toes.

During the summer months we would like to hold more informal tea parties in the communal lounges, and someone suggested that these are VE day themed as it is the 80th anniversary this year and of course in December we will be hosting a Christmas party at the GATE.

If anyone has any suggestions for events then please let your warden know.

I think that is everything for now, as always if you want to share any ideas or have any concerns, compliments or complaints you would like addressing don't wait till the next meeting but let me or your warden know as soon as possible.

The next Residents meeting will be **WEDNESDAY 23rd APRIL 2025**, and an invite will be sent out closer to the time.

Regards

Lesley – 0113 3782180

Melanie – 07891274369

Sandra – 07891276709

