

# BITS & PIECES

THE BITMO NEWSLETTER FOR BELLE ISLE TENANTS & RESIDENTS



August 2025

## Safe Pedestrian Access to the Circus

Three Belle Isle residents have launched a petition to get safe pedestrian access to Belle Isle Circus. Trevor, Gerry and John, who live on or near the Circus, are campaigning for the Council to come up with a plan. This could be **zebra crossings**, traffic restrictions or a 20mph zone.

Belle Isle is coming together to reclaim Belle Isle Circus as a safe space for the community. We've seen the fence to keep the quads off, the orchard, the planters, street lighting, a fun trail, the brass band concert and we are about to have a balance beam. We know it's a major route for people on foot, and a route to Windmill School.

You can sign the petition by scanning the QR code, or paper copies are available at BITMO offices.

*In this issue*

- *Reporting crime and ASB*
- *Dealing with complaints*
- *How is BITMO doing?*
- *Taking pride in our garden estate*



## Free English & Maths Tutors for Year 4 & 5 at BITMO

Is your child going into Year 4 or 5 in September? Or Year 6 but working at a lower level? BITMO is offering free tutoring with qualified Primary School teachers every term time Tuesday from 4.15-6pm. There's also a free hot meal for your child and the whole family served from 3.30pm onwards. The first lesson of the new term is **Tuesday 16 September**. To find out more call Peter at BITMO on 07891 274237.

**Save the date! Belle Isle Gala, Saturday 4 July 2026 at Windmill School & Coopers Field**

## How Did BITMO Do? April to June 2025



82% of those asked were satisfied with BITMO's overall performance for the quarter to 30th June 2025. This compares to 75% for the year to 31<sup>st</sup> March 2025.

84% of those asked were satisfied overall with repairs carried out and with the time taken to complete the work. This is a 7% improvement on the prior year.



81% of respondents thought that BITMO provides a home that is well maintained. This compares to 73% for 2024-25. 84% thought that we provide a home that is safe (compared to 79% for the prior year).

73% of people thought that we listened to your views and acted on them. 79% thought that they were kept informed and 86% considered that we treated them fairly and with respect.



We also measure performance in other ways.



Over 97% of repairs were completed within target timescales for the quarter, compared to 94% for 2024-25. Over 97% of appointments were also successfully completed and 96% of repairs were done right first time.

We helped 95 households who were facing financial hardship in the quarter.



We enabled 11 families to exchange their homes with others, all within target time.

We know there is a lot more to do, especially in dealing with anti-social behaviour (ASB) and dealing with complaints. More targeted work is being done on ASB and we continue to welcome all feedback on complaint handling.

Are you interested in helping improve BITMO's performance? To find out more please call Peter Olver on 0113 378 2188 or email [Peter.Olver@belleislebitmo.co.uk](mailto:Peter.Olver@belleislebitmo.co.uk)

You can find out more about BITMO's performance on our website by scanning the QR code:



BITMO Chief Executive Deborah Kelly speaks to the Belle Isle Gala in July. On stage with her are members of the BITMO Board and local Councillor Rob Chesterfield.

Next year's Gala is on Saturday 4 July at Coopers Field and Windmill School. You can **help plan the Gala by coming to a meeting at BITMO's GATE on Saturday 20 September at 3pm.**

Have you got any comments on this year's Gala, or ideas for next year? Could you take part—in the planning, volunteering on the day or having a stall? Please let us know using the QR code.



**Belle Isle Repair Café Saturday 20 September 1-4pm at BITMO's GATE**

**When we get things wrong we try to put them right, and make sure they stay put right. We make changes that benefit everyone, from the lessons we learn.**

We had these categories of complaints from April 24—March 25. (The year before is in brackets).

Category	Number	Upheld	Partially upheld	Not upheld
Repairs	32 (35)	14 (8)	4 (2)	14 (25)
Managing tenancies	10 (9)	0 (1)	1 (1)	9 (7)
Rent collection	3 (0)	2 (0)	1 (0)	0 (0)
Total	45 (44)	16 (9)	6 (3)	23 (32)

#### Case Study 1 Damp and Mould Upheld Stage 1

Our tenant got in touch to report that their home had damp and mould. An inspection was carried out, and black mould spores were found. The tenant was advised that there was no damp in the property and the condensation that led to the mould was a result of how cold the house was. The house was cold because of its construction type and that the solution was to increase the heating and ventilation in the property.

The complaint centred around the feeling the tenant had that the Surveyor had not sought to directly address the root cause of cold.

**The complaint was upheld.** The investigating manager concluded that the Surveyor should have taken more account of the fact that the property is cold and considered insulation issues, offered support through our Winter Warmth offer and made a referral for gas energy vouchers. £50 compensation was offered, and the property has been included in the thermal efficiency workstream of the planned works programme this year. The complaint led to a review of the management of damp and mould which found considerable weaknesses. The policy and procedure have been re-written and staff training has been provided.

#### Case Study 2 Customer Service Not Upheld Stage 1

During the application of our messy gardens procedure, we received a complaint about a member of staff attending a garden inspection after the tenant said they could not make the appointed time. The staff member responded to the tenant that they did not need to be present as he was able to inspect the garden regardless. He confirmed the date and time of the visit. When he attended he knocked on the door as a matter of courtesy and the tenant was in.

The tenant complained that 1] the visit should not have gone ahead, and 2] they did not want that staff member to be involved in their case. **The complaint was not upheld** because 1] it was reasonable to carry out the inspection without the tenant being there and 2] Cases are allocated on the basis of job role and skills, and the allocation was appropriate.

## Taking Pride in our Garden Estate

Here are some ways we can take more pride in our garden estate:

**Borrow gardening tools** from BITMO's GATE \* Join a **litter picking** team \*  
Look after an orchard near you \* Join the fruit foraging group \* Support the  
new tree nursery behind Belle Isle Parade \* Join **Belle Isle Incredible Edibles**  
\* Get an allotment at White House Farm \* Apply for a **Belle Isle Makeover**  
for your road

For information on any of these things call Jo on 07891 271692.



**You are invited to BITMO's Annual General Meeting at 6pm on Thursday  
25 September at BITMO. There will be food available from 5pm.**



# Complaints of Anti-Social Behaviour?

There's a role for BITMO, the police and for you in dealing with anti-social behaviour (ASB) in Belle Isle.

If you see or experience criminal activity, please report it to the police every time. Without police reports there is little we can do, but with police reports we can take action.

If you tell us about anti-social behaviour we will ask you:

- what is happening
- who is doing it
- how often it is happening
- what impact it has on you

We will ask you if you feel safe, and if not advise you to contact the police immediately.

Over the last year we have secured or served these on Belle Isle residents:

- Three injunctions
- Three Housing Cautions
- Two Youth Anti-Social Behaviour Injunctions
- One Section 80 Abatement Notice for Statutory Noise Nuisance
- One Notice of Intention to Seek Possession – which could lead to a court ordering an eviction

We know there is much more that needs to be done but without regular reports to the police and people keeping evidence logs it is very hard to take legal action even where people are breaking the law.



BITMO staff have been out in Winrose Crescent, West Grange Green and the Rosedales to talk to residents about crime and ASB, and encourage people to report to BITMO, the police and Crimestoppers

## Crimestoppers

Call 0800 555 111 to report to Crimestoppers anonymously or scan this QR code



## Police

Call 101 to report to the police, or scan this QR code



## Important phone numbers

Repairs or anti-social behaviour **0113 378 2188**

Out of hours repairs **0113 376 0410**

Make a rent payment **0113 378 2187**

Issues with **bins** and **bin collections** on **0113 222 4406** or download the **Leeds Bins** app.

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

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



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

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



[belle.isle.tmo](https://www.instagram.com/belle.isle.tmo)



[belleisletmo](https://www.facebook.com/belleisletmo)