

# BITMO NEWS FOR BELLE ISLE TENANTS

# BITS AND PIECES

FEBRUARY 2026



## Action on Anti-Social Behaviour

You said, we did!

Recent surveys show that only 51–55% of Belle Isle tenants are satisfied with how anti-social behaviour (ASB) is handled.

We want to improve this, so BITMO has stepped up its work on ASB.

We have held three ASB Action Days and visited residents in these areas:

- Winrose Crescent
- Winrose Hill
- Rosedales
- West Grange Gardens
- Windmill Close

During these visits, staff spoke with residents on their doorsteps and left contact cards and diary sheets so people can record any problems.

As a result, we applied for and got a Partial Closure Order on a Belle Isle flat. This order means that only the tenant, one named person, and approved services (such as BITMO and Mears) are allowed to enter. Anyone else who enters should be arrested.

If you have information about drug dealing, nuisance bikes, quads, or any other ASB in your area, please call the BITMO ASB team on 0113 378 2188.



BITMO staff in West Grange Close

### Inside:



Want to borrow gardening tools?



Unhappy, and want to complain?



Should there be gathering spaces in Belle Isle?

**BITMO is here to support tenants, invest in people's homes & build tenant control**

# Unhappy with a BITMO service? Please complain!



BITMO values all feedback and complaints. They help us understand what we're doing well and what we need to improve. We fully support the Make Things Right campaign, which helps people understand how to make a complaint.

In the 10 months from April 25 to January 26, BITMO received and dealt with 47 complaints.

A tenant complained that the green space behind his home was often left looking overgrown and untidy. After looking into it, we found that the area was only due a "rough cut" three times a year, so we changed our grounds maintenance contract so the area is going to have a regular cut, like communal gardens in blocks, keeping it cleaner and more pleasant for everyone nearby.

BITMO got a number of complaints about our home rewiring programme. Tenants told us they weren't always sure what the work would involve and were concerned about how messy it could be. In response, we have produced clearer, step-by-step guidance explaining what happens during a rewire, how to prepare your home, and what compensation is available to help with redecoration. We have also worked with our contractor to make sure work is carried out as tidily and cleanly as possible.

Housing Issue	Cases	%
Expectations not met	24	51%
Staff Conduct	6	13%
Disagree with outcome	4	9%
Breakdown in Communication	3	6%
Job not completed	3	6%
Request for service/information	3	6%
Damage	2	4%
Unhappy at standard of work	2	4%

About 60% of complaints were about repairs. This is normal as repairs are the largest area of spend for BITMO and most social housing providers. This table shows the type of complaints we have had.

We replied in full to all complaints within target timescales – 10 working days for stage 1 and 15 working days for stage 2.

A BITMO manager investigates every complaint. At the end the outcome is either "upheld" (we accept that BITMO was at fault), "partially upheld" (we accept that BITMO was party at fault) or "not upheld" (we do not accept that BITMO was at fault). 64% of cases were either upheld or partially upheld - as shown in this table. So, it is worth complaining because BITMO really does try to make things right.



Scan these QR codes to find out about ...



BITMO Complaints Procedure - BITMO Complaints Self Assessment - Making Things Right campaign

Complaints can be made:

- to Leeds City Council - email [complaints@leeds.gov.uk](mailto:complaints@leeds.gov.uk) or phone 0113 222 4405
- in person at the BITMO Housing Office or to any BITMO staff when they are on the estate
- via a third party authorised to act on your behalf
- in writing to BITMO, Aberfield Gale, Leeds LS10 3QH
- by e-mail to [bitmocomplaints@belleisletmo.co.uk](mailto:bitmocomplaints@belleisletmo.co.uk)
- via our website – scan the QR code
- by phone 0113 378 2188

# How Did We Do?

## BITMO Performance April – December 2025

BITMO collects “performance indicators” so we can tell if we’re doing our job properly. We need to show the BITMO Board, Belle Isle tenants and the council that homes are safe, repairs are done on time, money is managed well, and tenants are treated fairly. The numbers help us spot problems early, like damp cases going up or slow repairs, and compare how we are doing with the council to see if we’re falling behind.

We also use the data to plan improvements, decide where to spend or cut back, and be open with tenants about how well we’re performing. In short, performance indicators are how BITMO stays accountable, fixes issues quickly, and makes better decisions for the people living in Belle Isle homes.



Overall satisfaction with BITMO’s services was 78% for this period, compared to 75% for 2024-25.

79% of those asked were satisfied overall with repairs carried out and with the time taken to complete the work. This is 3% less than for 2024-25 but still ahead of the Leeds City average.



77% of people thought that BITMO provides a home that is well maintained. This compares to 73% for 2024-25. 80% thought that we provide a home that is safe (compared to 79% for the prior year).

66% of people thought that we listened to your views and acted on them (65% for the prior year). This is below our 70% minimum target and we are looking at why this is. 79% thought that they were kept informed and 82% considered that BITMO treated them fairly and with respect.



Low numbers of people surveyed consider they live in a safe neighbourhood and are happy with the appearance of their neighbourhood. We are taking action to increase our presence on the estate and ask people for their views and asking them to report issues direct.



### BITMO Long Term Performance

We also measure performance in other ways.

97% of repairs were completed within target times for the two and a half years to 30<sup>th</sup> September 2025.

We helped 262 households who were facing financial hardship in the same period.

We enabled 50 families to swap their homes with others, all within target time, in this period

### Could you be on BITMO’s Board?

Scan the QR code to read more about BITMO performance

Could you play a part in making big decisions about Belle Isle? Every year, Belle Isle tenants elect representatives to sit on the BITMO Board. There’s a big majority of tenants, along with two of the Middleton Park councillors.

All BITMO tenants can attend meetings, and you would be very welcome to come to a Board meeting to find out more and consider standing for election in September. To find out more call Tracey McGarry on 07891 270096



Belle Isle TMO works in partnership with Leeds City Council to serve the residents of Belle Isle estate.

Belle Isle Tenant Management Organisation Limited

Registered under the Co-operative and Communities Benefit Societies Act No.29817R.

Registered Office: Aberfield Gate, Belle Isle, Leeds, LS10 3QH

# Borrow garden tools from BITMO

Belle Isle is a garden estate. There are many beautiful gardens. But if you are struggling to maintain your garden, BITMO can help.

We have got a supply of gardening tools you can borrow. We have got things like shears, hedge loppers, rakes, spades and push lawnmowers.



BITMO tenants can borrow them.

Get in touch with the team in BITMO's GATE to find out more. Phone Jo on 07891 271692 or drop into the GATE .

We have also got stepladders. What else would be useful to you? An example could be decorating or basic DIY kit. If you need it, we may be able to buy it and lend it to you. Please talk to BITMO staff or scan the QR code.



## Should there be gathering spaces in Belle Isle?



Where should the "gathering spaces" be in Belle Isle? These are places where people can meet and socialise. What places are there already, and what facilities should there be? These could be benches and bins, or shelters and sports equipment. Or should there be no gathering spaces at all? BITMO's Board wants to hear what Belle Isle residents think. Please scan the QR code or talk to BITMO staff to give your views.



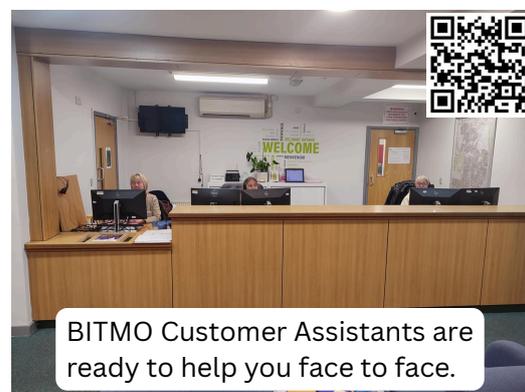
BITMO's housing counter is open five days a week. You can walk in without an appointment and our Customer Assistants will try to resolve any issues you have, or ask another BITMO member of staff to come out and see you - or make an appointment.

The housing counter is open Monday to Friday 9am-12pm, and 1-5pm (closed Wednesday afternoons).

You can also phone BITMO on 0113 378 2188 for repairs or general enquiries. To pay rent call 0113 378 2187. To report anti-social behaviour, call 0113 378 2181.

Scan the QR code to go to the BITMO website for more details on contacting BITMO, news, policies and what's happening in Belle Isle.

## Contact BITMO



BITMO Customer Assistants are ready to help you face to face.

**Belle Isle Gala - Saturday 4 July 11am-3pm**  
**Coopers Field & Windmill School.**

Quiet hour 11-12.

Want a stall? Call Jo on 07891 271692

