



**BELLE ISLE
TENANT MANAGEMENT ORGANISATION**

OPERATIONS COMMITTEE MEETING

AGENDA AND PAPERS (PART A)

Thursday 23rd April 2026 at 3.00pm

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

Notes:

The Operations Committee is open to all members of the BITMO Board to attend. Members of the public can attend as observers for non-confidential items.

Board members who wish to discuss any area of the Committee papers that requires further information or clarification are welcome to contact Deborah Kelly (CEO) via Peter Olver 0113 378 2189

OPERATIONS COMMITTEE MEETING

Meeting to be held on
Thursday 23rd April 2026
at BITMOs GATE at 3.00pm
(With online access available)

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

AGENDA:

- Apologies.
- 1. Declarations (page 4)
- 2. Minutes and Matters Arising (page 5 and Appendix 1, page 24)
- 3. Performance Reporting (page 6)
- 4. Any other business (page 23)

1. Declarations

1.1 Declarations of Interest

Committee members are asked to declare personal outside interest on any items on the agenda.

For any such declarations a decision should be made by the Committee as to how such issues should be handled. Options include (i) requesting that members step outside a meeting for the item in its entirety; (ii) to take part in initial discussions and then withdraw; (iii) to take part in discussions but not to take part in voting; or (iv) to take part and to vote if a potential conflict is not recognised.

2.2 Declaration of Understanding

Committee members are asked to confirm that they have read the BITMO Committee papers for the meeting on 23rd April 2026. They are asked to confirm that they understand what is expected of them in terms of recommendation to be made and that if there have had any doubts they have contacted BITMO staff for clarification.

Recommendation:

Committee is asked to make declarations as required above.

Notes:

2. Minutes and Matters Arising

In this part of the meeting the Committee will consider the minutes and matters arising from the Committee meeting held on 26th February 2026 (**Appendix 1**). The table below details updates on items not dealt with elsewhere on the agenda.

Operations Committee 26th February 2026

Item per Minutes below	Update
Attendance by the Police and Leeds Anti-Social Behaviour Team (LASBT) at future Committee or Board meetings.	The Police will attend the Board meeting on 4 th June. Discussions are taking place about LASBT future attendance.
Further tenant satisfaction survey work.	Following feedback from Committee a revised set of questions were put to Board on 2 nd April 2026.
NFTMO Conference 19-21 June 2026	Board members to attend would be Harry Austin, Trevor Brown, Kate Youngs and Stephen Brockley. Emma Walkley would be reserve. Staff attendees would be Deborah Kelly and Tracey McGarry – who would lead a session with help from the team.
Young Tenants Group	Data being prepared for messages will be sent on social media to engage with tenants under 30 years of age about BITMO, the estate and the services we provide and to invite participation in meetings and events.
Gate Signage	Notice Board to be commissioned.
Tree Nursery	Fruitworks have appointed a solicitor to review the draft lease document.

Recommendation:

The Operations Committee is asked to APPROVE the draft minutes.

Notes:

2. Performance Reporting

BITMO

Operations Committee Report



Meeting Date: 23rd April 2026

Report Title: Performance Report

Author(s) Peter Olver

For Information/ ~~Decision~~ Discussion

Executive Summary:

Performance detail is given for the year 2025-26 to 31st March 2026.

Recommendations:

Committee is requested to DISCUSS and ACCEPT the report.

Equality Diversity and Inclusion

We are currently unable to disaggregate the data by protected characteristics.

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			✓

A] Tenant Satisfaction Measures (TSM's)

(i) Current Tenant Perception Measures (TPM's)

The results for the year to 31st March 2026 were reported to the last meeting and included in the minutes below. The sample surveys are conducted halfway through each quarter and so are available before other key performance indicators. There are some 300 tenants surveyed per year and so some statistically meaningful data is now available.

The TPM table in the minutes below show the results for the three years since inception of the regulatory requirement to 31.03.26 (see page 28).

We now have comparator information to compare the final 2025-26 BITMO results against the housing areas of South Leeds. These are given below.

These indicate that the comparators of Hunslet and Middleton are, like BITMO, doing well in many areas. BITMO continues to be ahead of our 70% target in the majority of areas of operation, but there continues to be a need for relentless focus on both maintaining and enhancing levels of performance. Complaints handling has been reviewed recently and some changes made to procure to ensure that they are as fair, efficient, open and transparent as possible.

Comparator areas

South:

Overall - All areas	South																		
	Example Area						OS				OSE						BITMO		
	Beeston & Holbeck		Hunslet and Riverside		Middleton		Morley		Rothwell		Halton Moor & Osm		Kippax & Garforth		Swarcliffe				
Current 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	Current 4Qs	Diff to previous 4Qs	
Count of properties	52097	2012	-	1902	-	2060	-	1943	-	2058	-	1356	-	1900	-	1882	-	1849	-
Count of responses	2522	104	-	82	-	95	-	89	-	94	-	60	-	84	-	77	-	300	-
Statistical accuracy - confidence interval	2%	9%	-	11%	-	10%	-	10%	-	10%	-	12%	-	10%	-	11%	-	5%	-
Overall satisfaction with services provided	69%	73%	-3%	76%	10%	79%	20%	76%	14%	66%	1%	67%	-4%	68%	-1%	77%	12%	76%	1%
The home																			
Percentage of tenants who had a repair in the last 12 months	69%	70%	-1%	72%	5%	75%	-2%	72%	2%	69%	-7%	58%	-11%	70%	1%	65%	-10%	71%	-4%
Satisfaction with overall repairs service received in the 12 months	74%	80%	7%	84%	21%	79%	10%	82%	5%	73%	-5%	79%	8%	74%	8%	85%	21%	78%	-4%
Satisfaction with time taken to complete most recent repair	76%	82%	8%	79%	22%	78%	18%	87%	14%	75%	9%	86%	28%	79%	12%	83%	11%	79%	-2%
Satisfaction that landlord provides a home that is well maintained	69%	78%	-1%	80%	11%	79%	17%	78%	13%	65%	-5%	60%	-6%	67%	-4%	80%	8%	76%	4%
Satisfaction that landlord provides a home that is safe	74%	75%	-3%	76%	10%	84%	16%	84%	10%	73%	-3%	75%	4%	74%	1%	84%	0%	81%	1%
Contact and communication																			
Landlord listens to your views and acts upon them	57%	65%	8%	61%	11%	67%	13%	71%	23%	48%	-7%	56%	4%	54%	-5%	63%	1%	68%	3%
Kept informed about things that matter to you	70%	77%	6%	70%	0%	73%	16%	78%	17%	61%	-5%	69%	-4%	70%	-1%	73%	10%	79%	0%
Agreeing 'my landlord treats me fairly & with respect	73%	75%	0%	70%	-3%	79%	14%	78%	8%	69%	-9%	75%	-1%	78%	5%	72%	0%	84%	4%
Percentage who made a complaint in the last 12 months	25%	25%	-13%	22%	-11%	21%	-7%	21%	-14%	17%	-9%	27%	3%	22%	2%	29%	6%	24%	-3%
Satisfaction with landlord's approach to complaints handling	27%	32%	-10%	33%	7%	42%	34%	42%	28%	50%	34%	44%	8%	11%	-13%	19%	3%	35%	-6%
Satisfaction that your landlord is easy to deal with*	68%	71%	8%	73%	6%	72%	10%	74%	9%	66%	-1%	72%	3%	73%	4%	68%	1%	77%	0%
Neighbourhood and community																			
Communal areas are kept clean and well maintained	66%	69%	-9%	70%	23%	63%	-4%	76%	22%	56%	-22%	74%	9%	65%	8%	79%	-5%	73%	4%
Landlord makes a positive contribution to your neighbourhood	62%	68%	1%	65%	2%	72%	16%	63%	6%	61%	0%	64%	6%	69%	17%	57%	-11%	78%	7%
Satisfaction with landlord's approach to handling ASB	54%	64%	2%	65%	12%	60%	15%	57%	-1%	48%	-2%	59%	1%	61%	8%	44%	3%	58%	6%

Summary of comparator areas:

Full Year 2025-26	BITMO	Hunslet & Riverside	Middleton
Overall satisfaction	76%	76%	79%
Repairs satisfaction	78%	84%	79%
Repairs time taken	80% (79% above, rounding)	79%	78%
Well maintained home	76%	80%	79%
A safe home	81%	76%	84%
Landlord listens and acts	68%	61%	67%
Kept informed	79%	70%	73%
Treated fairly and with respect	84%	70%	79%
Complaint handling	35%	33%	42%
Communal areas	73%	70%	63%
Contribution to neighbourhood	78%	65%	72%
Handling of ASB	58%	65%	60%

Additional survey work

Quotes have been received for work to conduct a deeper dive into these areas. In particular, the question on anti-social behaviour is not targeted at BITMO services, but rather at people's perception of problems in their area.

Possible additional questions:

Have you reported ASB to BITMO in the last twelve months?

- Was the report of ASB assigned to a member of staff
- Was it investigated
- Were you kept informed of the action that was being taken?
- Do you feel BITMO worked hard to resolve the problem?
- What more could they have done?
- How can BITMO improve the safety of the neighbourhood (open text)

Have you made a formal complaint in the last twelve months?

- Was it acknowledged within 10 days?
- Did the response make clear the action would be taken
- Were you satisfied with the response?
- What more could BITMO have done?

Do you think BITMO maintain the appearance of the estate well?

- Which area(s) of the estate are you concerned about?
- What more would you like BITMO to do?

The above have been deliberated upon by Board on 2nd April 2026 and have been sent Acuity for working into a final form words via a phone survey.

(ii) Management Information Measures (MIM's)

- CH01: Complaints relative to the size of the landlord (KPI)
- CH02: Complaints responded to within Complaint Handling Code timescales (KPI)
- NM01: Anti-social behaviour (ASB) cases relative to the size of the landlord (KPI)
- RP01: Homes that do not meet the Decent Homes Standard (KPI)
- RP02: Repairs completed within target timescale (KPI & BSD)
- BS01: Gas safety checks (KPI & BSD)
- BS02: Fire safety checks (KPI & BSD)
- BS03: Asbestos safety checks (BSD)
- BS04: Water safety checks (KPI & BSD)
- BS05: Lift safety checks (BSD)

Many of the MIM's were previously included in the Key Performance Indicator schedules below (indicated above by 'KPI'). Others were included in the Building Safety Dashboard (indicated above by BSD). There had been an element of duplication in these reporting tables. It was agreed that any duplication be removed by the combining of elements into a revised structure of documentation.

The TPM and MIM reporting requirements form the core elements of service reporting to the Regulator.

Current Management Information Measures

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	2025-26 Q1-4	Comments/Notes
CH01	Complaints	Complaints relative to the size of the landlord - Stage 1	N/A	20.30	19.29	25.91	TBC	To be reconciled to LCC figures.
		Complaints relative to the size of the landlord - Stage 2	N/A	4.39	2.76	1.10	TBC	To be reconciled to LCC figures.
		Complaints responded to within target time - Stage 1	N/A	97.30%	88.57%	97.96%	TBC	To be reconciled to LCC figures.
		Complaints responded to within target time - Stage 2	N/A	100.00%	100.00%	100.00	TBC	To be reconciled to LCC figures.
		Number of complaints referred to the Ombudsman	N/A	1	0	0	0	No cases notified.
NM01	Anti Social Behaviour	Anti-Social Behaviour (ASB) cases relative to the size of the landlord	N/A	2.24%	1.04%	N/A		19 cases
BS01 (TSM)	Gas Safety Checks	Proportion of homes for which all required gas safety checks have been carried out	100%	98.35%	99.45%	98.17%	99.17%	1793/1808 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%	100%	100%	100%	All FRA for BITMO properties now complete
BS03 (TSM)	Asbestos Safety Checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	74.19%	92.15%	60.73%	98.19%	81 properties (331 dwellings) blocks require reinspections - 76 properties (325 dwellings) have had a reinspection carried out - 5 properties (20 dwellings) require a reinspection - NMCP are struggling with capacity - Risk is very low
BS04 (TSM)	Water Safety Checks	Proportion of homes for which all required legionella risk assessments have been	100%	100%	100%	100%	100%	7 properties affecting 6 dwellings are compliant

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3		Comments/Notes
RP01	Decent Homes	Proportion of homes that do <u>not</u> meet the Decent Homes Standard	≤ 1%	3.7% (67)	2.0% (37)	7.05% (129)	7.05%	129 dwellings on the ND list for Mar 26 - 55 x Chimney - 2 x Effective Insulation - 2 x Electrical Hazards - 2 x Wall Covering - 5 x Windows - 55 x Roof Covering, 5 x kitchen & 2 x Bathroom - Surveyor has completed inspections on wall covering, roofs and chimneys and will update Keystone for next BSD
RP02a	Repairs Completed in	Percentage of emergency repairs completed within target timescale	≥ 94%	N/A	98.49%	99.05%	98.79%	128/128 Emergency repairs were completed in time for March 26
RP02b	Repairs Completed in Target (Non-Emergency)	Percentage of non-emergency repairs completed within target timescale	≥ 85%	N/A	95.99%	93.66%	86.97%	274/405 non - emergency repairs were completed in time for Mar 26 - Ressources are being taken up on voids at the moment - Mears resources are now at full capacity following recruitment

Supplementary Management Information Measures								
Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	2025-26 Q1-4	Comments/Notes
BS06a	Gas Services Overdue	Proportion of gas services overdue and within access procedure process	≤ 0.2%	0.65	0.66%	0.82%	0.83%	15/1808 properties have an overdue CP12 Certificate and are in the access procedure
BS06b	Gas Servicing - Non-Domestic	Proportion of non-domestic gas services carried out	100%	100%	100%	100%	100%	4 Properties - 28 Belle Isle Circus (07/01/2025), 58 Belle Isle Circus (18/07/2025) & Broom Nook Community room (01/11/2025) - 3 Winrose Grove decommissioned
BS07a	Gas Audits - Workmanship	Proportion of gas quality control audits passed - workmanship - cumulative score	≥ 90%	96%	100%	100%	100%	Checked by LCC
BS07b	Gas Audits - Paperwork	Proportion of gas quality control audits passed - paperwork -	≥ 90%	90.20%	100%	100%	100%	Checked by LCC
BS08a	Electrical Testing - Fixed Wired	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Domestic	100%	66.23%	86.52%	88.46%	91.63%	1664/1816 properties have a valid EICR certificate for Mar 26
BS08b	Electrical Testing - Fixed Wired	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Communal	100%	89.90%	96%	100%	100%	25 out of 25 communal areas have a current EICR (containing 115 Properties)
HMA6	Void Properties	Proportion of void properties (HMA2) expressed as a % of total stock	≤ 1%	0.44%	0.44%	0.88%	1.27%	23 void properties at 31.3.26, although several do not qualify for financial penalty.

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	2025-26 Q1-4	Comments/Notes
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%	100%	100%	100%	157 of 157 Fire Risk Assessments completed and actions being created.
BS10	Fire Alarms	Proportion of fire alarms tested within programme	100%	99.4%	100%	60%	60%	LBS tested 3/5 communal fire alarms for certification. 100% are tested weekly by staff and logged.
BS11	Fire Fighting Equipment	Proportion of fire fighting equipment maintenance visits completed within target	100%	100%	100%	100%	100%	Next inspection due Nov 2026.
BS12	Emergency Lighting	Proportion of emergency lighting maintenance visits completed within target	100%	91.60%	100%	100%	100%	94 properties in 16 blocks checked in Stage 2 fire app
BS13a	Flat Entrance Doors	Proportion of flat entrance door inspections completed within programme - process	100%	100%	100%	100%	100%	16 of 16
BS13b	Flat Entrance Doors Inspected Both	Proportion of flat entrance door inspections completed within programme - access gained and both sides of door inspected	≥ 70%	50.70%	90%	90%	90%	369 of 410 checked in Home Visits.
BS14	Stock Condition	Proportion of homes that have had a full stock condition survey completed in the last 5 years	≥ 90%	36%	82%	82%	82%	1494 of 1830 properties have completed surveys.

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	2025-26 Q1-4	Comments/Notes
BS15	Damp & Mould	Number of open damp & mould cases	18	85	10	22	30	We had 30 open D&M cases at 31.3.26.
BS17	Asbestos Action Monitoring	Proportion of actions identified at asbestos inspections within target	100%	100%	100%	100%	100%	
BS18	Water Hygiene Action	Proportion of actions identified at water hygiene inspections within target	100%	100%	100%	100%	100%	
BS19	Carbon Monoxide	Proportion of homes containing fixed combustion appliances with carbon	100%	100%	100%	100%	100%	
BS20	Smoke Detectors	Proportion of homes with smoke detectors installed	100%	100%	100%	100%	100%	

B] Other Key Performance Indicators

Investing in Peoples Homes							
	Key Performance Indicator		2024-25 Q1-4	2025-26 Q1-4			
Goals		Curr target			2025-26 Q4 RAG	2024-25 RAG	Comments Q1-4 2025-26
A quick and reliable repairs and maintenance service & investment in decent and safe homes	Repairs appointments made and kept	95%	97.82%	89.24%	R	A	Performance dropped off significantly in qtr 4 as a result of the bottleneck of voids and Mears resourcing issues.
	(BITMO) Repairs - Number of post inspections	10%	11%	16%	G	G	This figure represents a mix of physical inspections and telephone calls to tenants to check that they are happy with the work done.
	Percentage of communal areas meeting the required standard	100%	100%	100%%	G	G	This figure represents that all inspections needed are complete but does not reflect the standard of the communal areas. Reporting in this area needs to improve.
	Capital Investment programme completed (100% for the year)	100%	95%	113%	G	A	£1.8m spent - subject to some potential recovery re fire damaged property and other matters.
	Percentage of homes with a Gas safety certificate overdue for 0-4 weeks	0%	1.16%	0.83%	A	A	15 out of 1808
	Percentage of properties with a Gas safety certificate overdue for 1-3 months	0%	0.17%	0.22%	A	A	4 out of 1808
	Percentage of properties with a Gas safety certificate overdue for over three months	0%	0.33%	0.22%	A	A	4 out of 1808
	Green spaces and footpath inspection	100%	100%	100%	G	G	Quarterly inspections complete.
Effective relet of empty properties	Time taken to relet empty properties - Gross Relet	28 days	35.51	43.48	R	R	Increase in turnaround time should now be reversed as processes have changed.
	Number of tenancy terminations	N/A	91	87	N/A	N/A	
	Number of commencements	N/A	90	69	N/A	N/A	
	Number of voids at period end	18	8	19	R	G	High number of voids in last three months of the year.

Building Tenant Control							
Goals	Key Performance Indicator	Curr target annual	Q1-4 2024-25	Q1-4 2025-26	2025-26 RAG	2024-25 RAG	Q1-4 Comments
Maximise rent collected with timely intervention and support	Percentage of rent collected	96%	97.83%	97.50%	G	G	Ahead of city - in upper quartile - City 96.03% / League table rank 1 Hunslet 96.42 Middleton 96.37 Beeston 96.05
	Percentage of rent owed	3%	1.62%	1.99%	G	G	Ahead of city - in upper quartile - City 3.36% / League table rank 1 Hunslet 2.79 Middleton 2.96 Beeston 3.03
	Amount of rent owed	£250k	£140,564	£172,248	G	G	Comparison end Mar 2026 Hunslet £248k, Middleton £341k, Beeston £350k
	% of arrears cases owing 7 weeks rent plus	LCC 7.7% Mar 23, 7.12% Sept 24	1.38%	1.40%	G	G	At end Mar 2026 City was 5.71%. Hunslet 4.86 Middleton 4.12 Beeston 6.14
	Number of Household Supported with Financial Hardship	TBC	167	To be tabled	N/A	N/A	Staffing has had to be flexible to cater for team needs.
	Income generated	TBC	£450,833	To be tabled	N/A	N/A	Staffing has had to be flexible to cater for team needs.
	Number of notices served	N/A	108 (11.86%)	84 (8.89%)	N/A	N/A	
	Number of cases entered to court	N/A	13	11	N/A	N/A	2 April, 1 May, 1 June, 1 July, 1 Aug, 2 Sep, 0 Oct, 0 Nov, 1 Dec, 1 Jan, 1 Feb, 0 Mar
	Number of Court orders obtained	N/A	11	6	N/A	N/A	6 Orders - costs only, adjourned,
	Number of evictions	N/A	4	1	N/A	N/A	One eviction on the grounds of rent arrears this year, in June 2026. We applied for a second in Feb 2026 but the date is in April 2026 (next financial year)

Building Tenant Control (continued)

Goals	Key Performance Indicator	Curr target annual	Q1-4 2024-25	Q1-2 2025-26	Q1-3 2025-26	Q2 RAG	2024-25 RAG	Q1-3 Comments
Maintain an organisation that is tenant led	Full Tenant Board membership	100%	78%	92%	G	A		11 of 12 places filled.
	Increase in Number of shareholders	10%	3%	5%	A	R		5 new shareholders since march 2025. All meetings of new tenants will include a sign up invitation with raffle.
	An online Annual Report produced by BITMO for all tenants	100%	100%	100%	G	G		2025-26 report due Summer 2026.
Support and develop skills within the organisation	% of Board members attending all Full Board meetings	100%	77%	73%	A	A		60 out of 82 possible attendancies.
	Board appraisal - number who complete this within the year	100%	47%	42%	R	R		5 completed July 2025. Pre-appraisal chats almost complete. Appraisals in May.
	Board training - all Board members to attend at least two formal training sessions in the year	100%	94%	93%	A	A		Gate, Duties & Conduct, Leadership, Repairs.
	Staff attendance - Number of days lost through absence (average per full time employee)	10	5.7	Total 13.4 (LTS 9.5, STS 3.9)	R	R		We have six members of staff who are or have been on long term absence. Two have left the organisation. Three have returned. One remains absent. The absence is being managed.
	Staff appraisal - number who complete within the year	100%	100%	100%	G	G		Normal completion target is 31st August.

Supporting People to Live Well							
Goals	Key Performance Indicator	Target current	Q1-4 2024-25	Q1-4 2025-26	Q4 RAG	24-25 RAG	Q1-4 Comments
Responsive Customer Contact	Tenancy Amendments completed within target time	10 working days	100%	100%	G	G	100% within target - 26 requests
	Mutual Exchanges completed within target time	42 days	20 (90.9%)	26 (89.66%)	G	A	Two missed the deadlines due to staff absence, but with no detrimental effect.
Support for Elderly Tenants in Need	Retirement Life Residents with a Support Plan	N/A	109	110	G	G	
	Support Plan reviewed within target time	95%	100.00%	100	G	G	
	RL Residents receiving Warden Service	N/A	76	72	N/A	N/A	
	Number of residents signed up for floating support	N/A	3	3	N/A	N/A	We have an aspiration to sign tenants up for floating support but currently no target.
	Yearly RL service review report	May annually	Jul-25	May-26	G	G	

Supporting People to Live Well							
Goals	Key Performance Indicator	Target current	Q1-4 2024-25	Q1-4 2025-26	Q4 RAG	24-25 RAG	Q1-4 Comments
Enforcing Tenant Responsibilities	Respond to tenant permission requests within 10 days (See Permissions log)	100%	TBC	TBC	TBC	TBC	LCC reviewing how this operates and BITMO will then review further.
	Home Visits - General	100%	92.90%	64.66%*	G	G	Performance has improved dramatically in recent years. 512 visits were completed in total. *We had 154 general home visits to do this year (Year 1) and achieved 152 of them. We also did 135 Year 2 visits and 13 Year 3 visits. The general visits operate on a three year cycle, with higher numbers to be completed in the next two years. ** 212 out of 222 priority visits were completed.
	Home Visits - Priority	100%	94.09%	95.5%**	G	G	
	Percentage of new tenant visits completed within 28 day target	75%	71.2%	89.0%	G	G	
Tackling Anti-Social Behaviour	ASB - number of cases opened	N/A	41	To be tabled	N/A	N/A	Detail awaited from LASBT - to be tabled. Management of ASB cases is an area that we want to strengthen and are approaching this through staff training and support, as well as trying to strengthen approaches taken by LASBT and the police.
	ASB - number of cases closed	N/A	62	To be tabled	N/A	N/A	
	ASB - situation improved	66.67%	74.19%	To be tabled	N/A	N/A	
	Support - opened and closed	N/A	42/42	8 opened/ 4 closed	N/A	N/A	
	LASBT Number of cases closed - situation improved	66.67%	64.70%	To be tabled	R	A	
	LASBT Number of cases opened	N/A	22	To be tabled	N/A	N/A	

Recommendation:

The Operations Committee is asked to DISCUSS and ACCEPT the above report.

Notes:

4. Any Other Business

None proposed as at 16th April 2026.

Notes:

Date of Next Meeting: TBC

APPENDIX 1

OPERATIONS COMMITTEE

MINUTES

26th February 2026

**BELLE ISLE
TMO
OPERATIONS
COMMITTEE**
Minutes of a Meeting
Meeting held on
Thursday 26th February 2026

Present:

Harry Austin
Jean Burton
Margaret Brown
John Oddy
Emma Walkley
Paul Truswell
Cllr Wayne Dixon
Cllr Emma Pogson Golden
Angela Weglarska
John Newbould

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Peter Sutton (Community Development Manager)
Simon Richardson (Leeds CC)

PART A – Public Agenda Items

Apologies

Apologies were received from: Trevor Brown (at an LCC meeting), Stephen Brockley, Tracy Morris, and Gerry Roberts.

1. Minutes and Matters Arising

The minutes of the meeting held on 8th January 2026 were approved as a true record.

Matters Arising from the Operations Committee held on 8th January 2026:

Item per Minutes below	Update
Young Tenants Group	Messages will be sent on social media to engage with tenants under 30 years of age about BITMO, the estate and the services we provide and to invite participation in meetings and events.
Gate Signage	Agreed revisions made to main sign. Ancillary signage being developed.
Tree Nursery	Fruitworks contacted again to see if there are any queries and to see if final lease can be drawn up.
Request for comparator performance indicators for other housing offices.	This is provided in the performance report below.
Issue of dog fouling.	Mechanisms for reporting disseminated and will be further messaged to tenants.

Recommendation:

The Operations Committee was asked to APPROVE the draft minutes.

Approved

2. Performance Reporting

The Committee reviewed that data provided, being:

A] Tenant Satisfaction Measures (TSM's)

(i) Tenant Perception Measures (TPM's) for Quarter 4 and the year to 31st March 2026.

See table below.

The goal was to get over 70% in all areas, although as a TMO the expectation is that in many areas it should be well above that mark.

With regard to TPM questions, satisfaction re anti-social behaviour and complaints handling, remain below this target. Satisfaction levels with how we 'Listen and Act' are also slightly below the target.

Almost all of the Supplementary Tenant Perception Measures were again below target for 2025-26, although there was a marked upturn in Q4.

The perception of safety in the Neighbourhood had a very low satisfaction level in Quarter 2 for the current year, but the other quarters in the year are also down to some extent. This is an area (amongst others) that we will be looking to drill down into further over coming months via additional survey work - see below. 20042004Safety in the neighbourhood and Neighbourhood appearance are obviously areas of deserved additional focus.

At the last meeting of the Committee it was noted that it would be helpful to have comparator figures with local housing offices. The figures for South Leeds for Quarter 3 2025-26 were given. Quarter 4 comparative figures were not yet available as a tender exercise has been underway to decide whether to continue with Acuity as the survey provider for LCC..

With regard to the relatively low satisfaction levels regarding work on Anti-Social Behaviour, it was requested that the Police and Leeds Anti-Social Behaviour Team could be asked to present to future meetings.

It was agreed that the proposed additional survey work from Acuity would be best conducted entirely by phone with no online opinions sought, as this was seen to be the best way to delve deeper into the reasons why tenants responded the way that they do on certain issues.

Survey detail was also examined in terms of perceptions of how well insulated tenants homes are. There was an increase in those who found it difficult to afford their energy bills, reflecting the ongoing cost of living crisis. There was a decrease in those who considered that their home had very poor insulation, hopefully reflecting increased work in this area in recent years.

Belle Isle TMO		BITMO 2025-26							LCC	Var
Tenant Perception Measures	TPM	BITMO 2023-24	BITMO 2024-25	BITMO 2025-26	Spark	BITMO Q1-3	BITMO Q4	Spark	2025-26	BITMO-LCC
Overall Satisfaction	1	72%	75%	76%		78%	70%		70%	6%
Repairs Last 12 Months	2	77%	82%	78%		79%	72%		76%	2%
Time Taken Repairs	3	74%	82%	80%		78%	84%		78%	2%
Well Maintained Home	4	76%	73%	76%		77%	75%		71%	6%
Safe Home	5	80%	79%	81%		80%	83%		75%	6%
Listens & Acts	6	62%	65%	68%		66%	75%		58%	10%
Kept Informed	7	75%	78%	79%		79%	78%		71%	8%
Fairly & with Respect	8	80%	79%	84%		82%	87%		75%	9%
Complaints Handling	9	27%	41%	35%		33%	43%		28%	7%
Communal Areas	10	80%	69%	73%		69%	83%		66%	7%
Neighbourhood Contribution	11	75%	71%	78%		73%	90%		62%	16%
Approach to ASB	12	55%	51%	58%		59%	53%		55%	2%

Supplementary Questions:

Supplementary Questions	TPM	BITMO 2023-24	BITMO 2024-25	BITMO 2025-26	Spark	BITMO Q1-3	BITMO Q4	Spark	LCC 2025-26	BITMO-LCC
Safety in neighbourhood	N/A	58%	64%	49%		30%	78%		62%	-13%
Neighbourhood Appearance	N/A	59%	57%	56%		50%	67%		53%	2%
Easy to Deal With	N/A	75%	77%	77%		77%	83%		69%	8%
Friendly & Approachable	N/A	61%	65%	60%		53%	83%		63%	-2%
Advice & Support	N/A	57%	62%	62%		57%	83%		50%	12%
Good Reputation	N/A	55%	53%	52%		43%	72%		38%	14%
Rent VFM	N/A	66%	67%	64%		63%	71%		63%	1%

Quarter 3 2025-26	BITMO	Hunslet	Middleton	Average South Leeds
Overall satisfaction	79%	73%	69%	69%
Repairs satisfaction	80%	79%	75%	74%
Repairs time taken	80%	74%	65%	76%
Well maintained home	77%	76%	69%	69%
A safe home	80%	77%	76%	74%
Landlord listens and acts	67%	56%	59%	57%
Kept informed	80%	69%	64%	70%
Treated fairly and with respect	82%	71%	70%	73%
Complaint handling	36%	28%	24%	27%
Communal areas	75%	66%	62%	66%
Contribution to neighbourhood	72%	67%	69%	62%
Handling of ASB	59%	65%	50%	54%

(ii) Management Information Measures (MIM's)

Current Management Information Measures

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	Comments/Notes
CH01	Complaints	Complaints relative to the size of the landlord - Stage 1	N/A	20.30	19.29	25.91	47 Stage 1 complaints for the 9 months.
		Complaints relative to the size of the landlord - Stage 2	N/A	4.39	2.76	1.10	Subject to reconciliation with LCC.
		Complaints responded to within target time - Stage 1	N/A	97.30%	88.57%	97.96%	Per LCC figures.
		Complaints responded to within target time - Stage 2	N/A	100.00%	100.00%	100.00	To be reconciled to LCC figures.
		Number of complaints referred to the Ombudsman	N/A	1	0	0	
NM01	Anti-Social Behaviour	Anti-Social Behaviour (ASB) cases relative to the size of the landlord	N/A	2.24%	1.04%	N/A	19 cases
BS01 (TSM)	Gas Safety Checks	Proportion of homes for which all required gas safety checks have been carried out	100%	98.35%	99.45%	98.17%	1771/1804 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%	100%	100%	New FRA's completed - compiling a list of actions from these, current ones are still in date.

BS03 (TSM)	Asbestos Safety Checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	74.19%	92.15%	60.73%	201 inspections complete of 331 needed.
BS04 (TSM)	Water Safety Checks	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%	6 properties affecting 6 dwellings are compliant
Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	Comments/Notes
RP01	Decent Homes	Proportion of homes that do <u>not</u> meet the Decent Homes Standard	≤ 1%	3.7% (67)	2.0% (37)	7.05% (129)	129 dwellings on the ND list for Dec 25 these are being inspected. Remedial works will be completed in this years planned programme.
RP02a	Repairs Completed in Target (Emergency)	Percentage of emergency repairs completed within target timescale	≥ 94%	N/A	98.49%	99.05%	
RP02b	Repairs Completed in Target (Non-Emergency)	Percentage of non-emergency repairs completed within target timescale	≥ 85%	N/A	95.99%	93.66%	

Supplementary Management Information Measures

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	Comments/Notes
BS06a	Gas Services Overdue	Proportion of gas services overdue and within access procedure process	≤ 0.2%	0.65	0.66%	0.82%	15 properties have an overdue gas service in Dec 25 - 3 @ 0-4 week overdue, 10 @ 1-3 months overdue, 2 @ 3-6 months overdue. These are being managed through the no acce3ss protocol
BS06b	Gas Servicing - Non-Domestic	Proportion of non-domestic gas services carried out	100%	100%	100%	100%	5 Properties - 28 Belle Isle Circus (07/01/2025), 58 Belle Isle Circus (18/07/2025) & Broom Nook Community room (01/11/2025) - 3 Winrose Grove decommissioned
BS07a	Gas Audits - Workmanship	Proportion of gas quality control audits passed - workmanship - cumulative score	≥ 90%	96%	100%	100%	Checked by LCC
BS07b	Gas Audits - Paperwork	Proportion of gas quality control audits passed - paperwork - cumulative score	≥ 90%	90.20%	100%	100%	Checked by LCC

BS08a	Electrical Testing - Fixed Wired Domestic	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Domestic	100%	66.23%	86.52%	88.46%	1617/1828 @ 31.12.25
BS08b	Electrical Testing - Fixed Wired Communal	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Communal	100%	89.90%	96%	100%	25 out of 25 communal areas have a current EICR (containing 115 Properties)
HMA6	Void Properties	Proportion of void properties (HMA2) expressed as a % of total stock	≤ 1%	0.44%	0.44%	0.88%	16 of 1828.

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	Comments/Notes
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%	100%	100%	157 of 157 Fire Risk Assessments completed and actions being created.
BS10	Fire Alarms	Proportion of fire alarms tested within programme	100%	99.4%	100%	60%	3/5 communal fire alarms tested - will have these completed before Feb BSD
BS11	Fire Fighting Equipment	Proportion of fire fighting equipment maintenance visits completed within target	100%	100%	100%	100%	Next inspection due Nov 2026.
BS12	Emergency Lighting	Proportion of emergency lighting maintenance visits completed within target	100%	91.60%	100%	100%	94 properties in 16 blocks checked in Stage 2 fire app
BS13a	Flat Entrance Doors External Inspection	Proportion of flat entrance door inspections completed within programme - process followed and external inspection completed	100%	100%	100%	90%	16 of 16

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%	50.70%	90%	90%	369 of 410 checked in Home Visits.
BS14	Stock Condition	Proportion of homes that have had a full stock condition survey completed in the last 5 years	≥ 90%	36%	82%	82%	1494 of 1830 properties have completed surveys.

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3	Comments/Notes
BS15	Damp & Mould	Number of open damp & mould cases	18	85	10	22	We had 22 open D&M cases at 31.12.25. Temp post created for 3 months.
BS17	Asbestos Action Monitoring	Proportion of actions identified at asbestos inspections within target	100%	100%	100%	100%	We have one property where access is being denied to carry out removal and remediation work. This is being managed through the Housing Caution protocol.
BS18	Water Hygiene Action Monitoring	Proportion of actions identified at water hygiene inspections within target	100%	100%	100%	100%	
BS19	Carbon Monoxide Detectors	Proportion of homes containing fixed combustion appliances with carbon monoxide detectors installed	100%	100%	100%	100%	
BS20	Smoke Detectors	Proportion of homes with smoke detectors installed	100%	100%	100%	100%	

B] Other Key Performance Indicators

Investing in Peoples Homes								
	Key Performance Indicator		2024-25 Q1-4	2025-26 Q1-2	2025-26 Q1-3			
Goals		Current target				Q3 RAG	2024-25 RAG	Comments Q1-3 2025-26
A quick and reliable repairs and maintenance service & investment in decent and safe homes	Repairs appointments made and kept	95%	97.82%	96.94%	95.16%	G	G	Q3 Oct 25 217/227, Nov 25 275/283, Dec 298/312 repairs appointments made & kept
	(BITMO) Repairs - Number of post inspections	10%	11%	12%	12%	G	G	Q3 Oct 25 -14/123, Nov 25 - 18/173, Dec 25 -15/124 post inspection completed
	Percentage of communal areas meeting the required standard	100%	100%	100%	100%	G	G	Q3 - 16/16 communal areas checked in Oct, Nov Dec25
	Capital Investment programme completed (100% for the year)	100%	95%	30%	76%	A	A	Q3 - £1,175,505 spent out of £1,549,548
	Percentage of properties with a Gas safety certificate overdue for over three months	0%	0.33%	0.05%	0.11%	A	A	Q3 - Oct 25 - properties, Nov25 - 2 properties Dec 25 - 2properties have an overdue CP12 Certificate for over 3 months
	Green spaces and footpath inspection	100%	100%	100%	100%	G	G	Quarterly inspections complete.
Effective relet of empty properties	Time taken to relet empty properties - Gross Relet	28 days	35.51	32.27	32.81	A	R	
	Number of tenancy terminations	N/A	91	42	64	N/A	N/A	
	Number of commencements	N/A	90	37	54	N/A	N/A	
	Number of voids at period end	18	8	10	16	G	G	

Building Tenant Control								
Goals	Key Performance Indicator	Curr target annual	Q1-4 2024-25	Q1-2 2025-26	Q1-3 2025-26	Q2 RAG	2024-25 RAG	Q1-3 Comments
Maximise rent collected with timely intervention and support	Percentage of rent collected	96%	97.83%	97.45%	97.39%	G	G	Ahead of city - in upper quartile - City 95.76% / League table Rank 1 Hunslet 96.04% Middleton 96.18% Beeston 95.77%
	Percentage of rent owed	3%	1.62%	1.79%	2.00%	G	G	Ahead of city - in upper quartile - City 3.55% / League table Rank 1 Hunslet 3.09% Middleton 2.95% Beeston 3.17%
	Amount of rent owed	£250k	£140,564	£155,562	£173,351	G	G	Comparison end Dec 2025 Hunslet £275k Middleton £340k Beeston £367k
	% of arrears cases owing 7 weeks rent plus	LCC 7.7% Mar 23, 7.12% Sept 24	1.38%	1.34%	1.68%	G	G	At end Dec 2025 City was - tbc Hunslet 5.25% Middleton 4.30% Beeston 6.30%
	Number of Household Supported with Financial Hardship	TBC	167	TBC	TBC	N/A	N/A	
	Income generated	TBC	£450,833	TBC	TBC	N/A	N/A	
	Number of notices served	N/A	108 (11.86%)	54 (5.82%)	62 (6.61%)	N/A	N/A	
	Number of cases entered to court	N/A	13	8	11	N/A	N/A	
	Number of Court orders obtained	N/A	11	4	6	N/A	N/A	
	Number of evictions	N/A	4	1	1	N/A	N/A	1 in June BITMO 0.06%

Building Tenant Control (continued)

Goals	Key Performance Indicator	Curr target annual	Q1-4 2024-25	Q1-2 2025-26	Q1-3 2025-26	Q2 RAG	2024-25 RAG	Q1-3 Comments
Maintain an organisation that is tenant led	Full Tenant Board membership	100%	78%	100%	92%	G	A	11 of 12 places filled - one retiree on 5.1.26
	Increase in Number of shareholders	10%	3%	4%	4%	A	R	4 new shareholders
	An online Annual Report produced by BITMO for all tenants	100%	100%	100%	100%	G	G	https://www.belleisletmo.co.uk/newsletter/annual-report-to-tenants-2025/
Support and develop skills within the organisation	% of Board members attending all Full Board meetings	100%	77%	71%	88%	A	A	Meetings in May and August 2025 - 23 out of 26 attendancies.
	Board appraisal - number who complete this within the year	100%	47%	42%	42%	R	R	Appraisals due April/May 2026.
	Board training - all Board members to attend at least two formal training sessions in the year	100%	94%	71%	88%	A	A	23 out of 26
	Staff attendance - Number of days lost through absence (average per full time employee)	10	5.7	TBC	TBC	TBC	G	New Itrent system recently installed and data extraction awaited.
	Staff appraisal - number who complete within the year	100%	100%	Completed Oct 25	Completed Oct 25	G	G	

Supporting People to Live Well								
Goals	Key Performance Indicator	Target current	Q1-4 2024-25	Q1-2 2025-26	Q1-3 2025-26	Q3 RAG	24-25 RAG	Q1-3 Comments
Responsive Customer Contact	Tenancy Amendments completed within target time	10 working days	100%	100%	100%	G	G	100% within target - 26 requests 0 April, 3 May, 3 June, 7 July, 1 Aug, 0 Sep, 6 Oct, 4 Nov, 2 Dec, 0 Jan, 0 Feb,
	Mutual Exchanges completed within target time	42 days	20 (90.9%)	19 (100%)	21 (100%)	G	G	100% within target - 21 requests 3 April, 4 May, 4 June, 3 July, 1 Aug, 4 Sep, 1 Oct, 0 Nov, 1 Dec, 0 Jan, 0 Feb,
Support for Elderly Tenants in Need	Retirement Life Residents with a Support Plan	N/A	109	112	107	G	G	
	Support Plan reviewed within target time	95%	100.00%	TBA	98.09	G	G	
	RL Residents receiving Warden Service	N/A	76	81	78	N/A	N/A	
	Number of residents signed up for floating support	N/A	3	3	2	N/A	N/A	
	Yearly RL service review report	May annually	Jul-25	May-26	May-26	G	G	

Supporting People to Live Well (continued)

Goals	Key Performance Indicator	Target current	Q1-4 2024-25	Q1-2 2025-26	Q1-3 2025-26	Q3 RAG	24-25 RAG	Q1-3 Comments
Enforcing Tenant Responsibilities	Respond to tenant permission requests within 10 days (See Permissions log)	100%	TBC	TBC	TBC	R	G	Being established. Review of permissions
	Home Visits - Combined		93.14%	41.17%	48.75%	N/A	N/A	* Priority visits 175 complete out of 225 target for the year. Therefore ahead of target. Some held back to avoid visits too soon after previous one.
	Home Visits - General	33%	92.90%	10.61%**	11.60%**	A	A	**General visits 163 complete but a low target for the year, with higher targets for the next 2 years.
	Home Visits - Priority	100%	94.09%	60.89%*	77.78%*	G	A	
	Percentage of new tenant visits completed within 28 day target	75%	71.2%	94.4%	TBC	G	R	
Tackling Anti-Social Behaviour	ASB - number of cases opened	N/A	41	19	27	N/A	N/A	
	ASB - number of cases closed	N/A	62	18	24	N/A	N/A	
	ASB - situation improved	66.67%	74.19%	TBA	TBA	N/A	N/A	
	ASB cases relative to the size of the landlord	N/A	2.24%	TBA	TBA	N/A	N/A	
	Support - opened and closed	N/A	42/42	11 opened/ 15 closed	12 opened/ 6 closed	N/A	N/A	
	LASBT Number of cases closed - situation improved	66.67%	64.70%	TBA	50%	R	A	
	LASBT Number of cases opened	N/A	22	14	19	N/A	N/A	

Recommendation:

The Operations Committee was asked to DISCUSS and ACCEPT the above report.

ACCEPTED

3. NFTMO Conference

The annual conference and awards of the National Federation of Tenant Management Organisations (NFTMO) is a major event in the TMO calendar with lots of training and networking opportunities.

Board members were encouraged to attend the conference and to suggest potential award nominations.

Several Board members expressed an interest, with preference being given to those who have not attended before.

A potential nomination for the development of Belle Isle Circus was proposed.

The 2026 NFTMO Awards for Achievement in the TMO Sector



We proudly celebrate our 13th year of awards as we invite nominations for the **NFTMO Awards for Achievement in the TMO Sector**

Nominations must be in by **29 May 2026** and the Awards will be presented to the winners during a Gala dinner at the **NFTMO Annual Conference 19-21 June 2026**.

TMOs can nominate themselves as long as the nomination is endorsed by a third party. Landlord organisations can also nominate TMOs who manage their homes. Nominations can be made in any of the following categories:

Community Champion


Awarded to a TMO member who has represented or undertaken work on behalf of their local community. Nominations should set out how the work has benefited the local community and the changes it has achieved.

Board Member of the Year

Awarded to a TMO Board member who has gone 'above and beyond' in their work for the TMO. They may have represented the TMO in meetings with external agencies or contractors or provided high levels of support for their TMO.

Manager of the Year

Awarded to a TMO Manager who has demonstrated exceptional levels of involvement and work for their TMO.



Project of the Year

Nominees will be expected to demonstrate how their project has enhanced or supported the lives of their residents. The project may be a 'one-off' or a continuous scheme. It may affect the lives of the whole community or one section but it must have been initiated by the TMO even if it is delivered in partnership with others.

For Impressive Support to TMOs

Nominated by a TMO, nominees will be expected to demonstrate that they offer positive support to TMOs. This may be a local policing team, fire service, an advisor, trainer or key partner to the nominating TMO.

A TMO may also nominate the landlord who manages their housing stock.

Outstanding Contribution to a TMO by a Young Person aged under 25 years

Awarded to a Young Person(s) who has made a significant contribution to the work of their local TMO, whether as a board member, an active volunteer in the area or by mentoring other young people.

Nominations should set out the contribution of the Young Person and the impact their positive involvement with the TMO has made on the work of the TMO and the wider

Lifetime Achievement Award to the TMO Sector

This Award is presented by the Executive Committee to someone working in the TMO sector who, in the opinion of the Executive has made an outstanding contribution to the sector in general as an advisor, supporter or advocate of tenant management, or an individual living within the community who has been outstanding in their voluntary efforts supporting neighbours and other residents.

Nominations for consideration are welcomed.

Recommendation:

The Operations Committee was asked to DISCUSS and ACCEPT the above report.

ACCEPTED

4. Any Other Business

None.

Date of Next Meeting: Thursday 23th April 2026