BELLE ISLE
TENANT MANAGEMENT ORGANISATION

OPERATIONS & SCRUTINY COMMITTEE MEETING

AGENDA AND PAPERS (PART A)

Wednesday 18th November 2026 at 3.00pm

BITMOs GATE
Aberfield Gate
Belle Isle
(With Teams Available)

Notes:

The Operations & Scrutiny 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 & SCRUTINY COMMITTEE MEETING

Meeting to be held on Wednesday 18th November 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

Presentations:

- Bitesize learning – Board members as Community Champions
- TIAA Internal Audit firm report

AGENDA:

- Apologies.

1. Declarations (page 4)
2. Minutes and Matters Arising (page 5 and Appendix 1, page 26)
3. Tenant Scrutiny Exercise re Empty (Void) Properties (page 6)
4. Performance Reporting (page 8)
5. GATE programme November 2026 (page 23)
6. Any other business (page 25)

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.

1.2 Declaration of Understanding

Committee members are asked to confirm that they have read the BITMO Committee papers for the meeting. They are asked to confirm that they understand what is expected of them in terms of recommendation to be made and that if they 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 16th September 2026 **(*Appendix 1*).** The table below details updates on items not dealt with elsewhere on the agenda.

Operations Committee 16th September 2026

Item per Minutes below	**Update**
Tenant Scrutiny liaison with LCC.	Scrutiny of Empty Property (Void) Management forms the first tenant scrutiny exercise and will be the subject of ongoing Committee meetings as per the timetable agreed.
Internal Audit work.	David Robinson of TIAA will present the findings of the first audit on Damp and Mould, to the Committee.
Further tenant satisfaction survey work.	Survey phone results complete with 130 responses. Online survey work now underway to reach the required return of 330 responses so that the project sample will be statistically meaningful, with a low potential margin of error.
Tree Nursery	Lease agreed. Awaiting water connection to site.

Recommendation:

The Operations Committee is asked to APPROVE the draft minutes.

Notes:

3. Tenant Scrutiny

BITMO

Operations & Scrutiny Committee Report

Meeting Date: 18th November 2026

Report Title:	Tenant Scrutiny
Author(s):	Deborah Kelly

For ~~Information/ Decision/~~ Discussion

Executive Summary:

Two Tenant Scrutiny exercises are planned for 2026-27.

The first focuses on the processes around preparing empty (void) homes for relet.

This meeting will receive information on and discuss:

- Void costs
- Void relet times
- Void standard
- The Results of the survey into tenant satisfaction with void properties

The Operations and Scrutiny Committee have the opportunity to discuss the information presented, ask questions and request follow up information.

Equality Diversity and Inclusion

It is essential that all scrutiny activity takes account of the protected characteristics of potential and actual tenants and that the service is adapted to accommodate those needs. The scrutiny exercise will examine the EDI implications of the process and the outcomes achieved.

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			

Recommendation:

The Operations and Scrutiny Committee is asked to:

1. Discuss the information presented
2. Consider what further information may be required.

Notes:

5. Performance Reporting

BITMO

Operations Committee Report

Meeting Date: 18th November 2026

Report Title: Performance Report

Author(s) Peter Olver

For Information~~/ Decision/~~ Discussion

Executive Summary:

Tenant Perception Measures are given for the first six months of 2026-27 and Management Information Measures to 30th September 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			✓

Background

The Regulator of Social Housing requires public social housing providers to report certain performance results. These are called Tenant Satisfaction Measures and are broken down into two main types of reporting:

(i) Tenant Perception Measures
(ii) Management Information Measures

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

2026-27 Quarters 1-3 (to 31st December 2026)

Tenant Perception Measures (TPM's) are obtained by means of surveys conducted by phone (80%) and online (20%) with tenants.

The latest (Quarter 2) TPM's figures were presented at the last meeting. They were generally good for individual quarters 1 and 2. In particular significant increases were seen in: complaints handling and the approach to handling anti-social behaviour.

Comparison was made with Leeds CC housing arrears that are seen to be similar in nature and profile to BITMO. These showed a closer alignment to BITMO's performance than compared to LCC overall.

Quarter 3 figures have just become available and are given below.

The figures for dealing with complaints and the handling of anti-social behaviour cases continues to show improvement from prior years. Overall satisfaction continues to improve from year to year although this is more marginal and with a margin of error to be taken into account.

	2023/24	2024/25	2025/26	2026 /27				
TSM Survey Results	**Full Year**	**Full Year**	**Full Year**	**Q1**	**Q2**	**Q3**	**Full Year**	**Diff to 25/26**
Count of total completed responses	300	300	299	74	75	75	224	
Statistical accuracy - confidence interval	5.1%	5.1%	5.1%	11.0%	11.0%	11.0%	6.1%	
Overall								
Overall satisfaction with services provided	72%	75%	76%	84%	76%	78%	80%	4%
The home								
Tenants who had a repair in the last 12 months	70%	75%	71%	77%	69%	74%	73%	3%
Overall repairs service received in the last 12 months	77%	82%	78%	83%	82%	83%	83%	5%
Time taken to complete most recent repair	74%	82%	79%	85%	81%	83%	83%	4%
Landlord provides a home that is well maintained	76%	73%	76%	86%	81%	73%	80%	4%
Landlord provides a home that is safe	80%	79%	81%	82%	78%	81%	80%	0%
Contact and communication								
Landlord listens to your views and acts upon them	62%	65%	68%	82%	67%	72%	74%	6%
Kept informed about things that matter to you	75%	78%	79%	85%	81%	86%	84%	6%
My landlord treats me fairly and with respect	80%	79%	84%	91%	84%	87%	87%	4%
Percentage who made a complaint in last 12 months	25%	27%	24%	23%	28%	21%	24%	0%
Landlord's approach to complaints handling	27%	41%	35%	53%	58%	40%	51%	16%
Landlord is easy to deal with*	75%	77%	77%	87%	80%	82%	83%	6%
Neighbourhood and community								
Communal areas are kept clean and well maintained	80%	69%	73%	90%	69%	80%	79%	6%
Positive contribution to your neighbourhood	75%	71%	78%	89%	85%	75%	83%	5%
Approach to handling anti-social behaviour	55%	51%	57%	79%	77%	69%	75%	17%

(ii) Management Information Measures (MIM's)

Management Information Measures (MIM's) are performance measures that are measurable by the systems used.

Items in green are those which exceed target and those in red are below target.

MIM's as at 30th September 2026

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-4	2026-27 Q1-2	Comments/Notes
CH01	Complaints	Complaints relative to the size of the landlord - Stage 1	N/A	20.30	36.70	To be confirmed	Awaiting LCC confirmation of figures
		Complaints relative to the size of the landlord - Stage 2	N/A	4.39	5.50	To be confirmed	Awaiting LCC confirmation of figures
		Complaints responded to within target time - Stage 1	N/A	97.30%	100%	To be confirmed	Awaiting LCC confirmation of figures
		Complaints responded to within target time - Stage 2	N/A	100.00%	100.00	To be confirmed	Awaiting LCC confirmation of figures
		Number of complaints referred to the Ombudsman	N/A	1	0	0	No cases notified.
NM01	Anti Social Behaviour	Anti-Social Behaviour (ASB) cases relative to the size of the landlord	N/A	36.10	33.90	40.9*	61 cases 2025-26. Q1-2 reported as a 12 months rolling figure.
BS01 (TSM)	Gas Safety Checks	Proportion of homes for which all required gas safety checks have been carried out	100%	98.40%	99.17%	98.67%	Properties with 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%	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%	**83.00%**	98.00%	100%	
BS04 (TSM)	Water Safety Checks	Proportion of homes for which all required legionella risk assessments have been	100%	100%	100%	100%	Properties compliant.

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-4	2026-27 Q1-2	Comments/Notes
RP01	Decent Homes	Proportion of homes that do <u>not</u> meet the Decent Homes Standard	≤ 1%	**3.7% (67)**	**7.05%**	**0.11%**	Property inspections have reduced the non-decent number considerably.
RP02a	Repairs Completed in Target (Emergency)	Percentage of emergency repairs completed within target timescale	≥ 94%	**77.70%**	95.90%	96.42%	
RP02b	Repairs Completed in Target (Non-Emergency)	Percentage of non-emergency repairs completed within target timescale	≥ 85%	**81.00%**	88.29%	87.78%	April figures were low because of vacancies in contractor team.

Supplementary Management Information Measures

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-4	2026-27 Q1-2	Comments/Notes
BS06a	Gas Services Overdue	Proportion of gas services overdue and within access procedure process	≤ 0.2%	**1.60%**	**0.83%**	**1.71%**	31 of 1809 homes
BS06b	Gas Servicing - Non-Domestic	Proportion of non-domestic gas services carried out	100%	100%	100%	100%	4 communal properties
BS07a	Gas Audits - Workmanship	Proportion of gas quality control audits passed - workmanship - cumulative score	≥ 90%	96%	100%	100%	20 of 20
BS07b	Gas Audits - Paperwork	Proportion of gas quality control audits passed - paperwork -	≥ 90%	90.20%	100%	100%	20 of 20
BS08a	Electrical Testing - Fixed Wired	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Domestic	100%	**66.23%**	**91.63%**	**93.09%**	1684/1809 properties have a valid certificate (method of calculation subject to review).
BS08b	Electrical Testing - Fixed Wired	Proportion of homes with an in-date Electrical Installation Condition Report (EICR) - Communal	100%	**89.90%**	100%	**50%**	7 out of 14 communal areas have a current EICR.
HMA6	Void Properties	Proportion of void properties (HMA2) expressed as a % of total stock	≤ 1%	0.44%	**1.27%**	**1.38%**	25 properties at 30.9.26

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-4	2026-27 Q1-2	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%	156 of 156 Fire Risk Assessments completed and actions being created.
BS10	Fire Alarms	Proportion of fire alarms tested within programme	100%	99.4%	**60%**	100%	LBS tested 5/5 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%	Next inspection due Nov 2026.
BS12	Emergency Lighting	Proportion of emergency lighting maintenance visits completed within target	100%	91.60%	100%	100%	17 of 17 blocks hecked 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%	100%	96 of 96 entrances complete
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%	**25%**	36 of 142 doors inspected.
BS14	Stock Condition	Proportion of homes that have had a full stock condition survey completed in the last 5 years	≥ 90%	**36%**	82%	**95%**	1724 of 1809 properties have completed surveys.

Ref	Indicator	Description	Target	2024-25 Q1-4	2025-26 Q1-4	2026-27 Q1-2	Comments/Notes
BS15	Damp & Mould	Number of open damp & mould cases	18	85	30	4	We had 4 open D&M cases at 30.9.26.
BS17	Asbestos Action Monitoring	Proportion of actions identified at asbestos inspections within target	100%	100%	100%	100%	Recommendations from management surveys (0 of 0)
BS18	Water Hygiene Action	Proportion of actions identified at water hygiene inspections within target	100%	100%	100%	100%	0 of 0
BS19	Carbon Monoxide Detectors	Proportion of homes containing fixed combustion appliances with carbon monoxide detectors installed	100%	100%	100%	100%	1809 of 1809
BS20	Smoke Detectors	Proportion of homes with smoke detectors installed	100%	100%	100%	100%	1809 of 1809

Commentary

1. Complaint numbers have risen recently and are closer to what would be expected for a similar organisation. Response times have been good overall. Confirmation of figures awaited from LCC.

2. Decency figures. The number of homes not reaching the decency standard is 0.11% (2 properties) according to current data.

3. Gas services overdue – the figure is above target at 31 homes. Access procedures to conduct the work has been affected by a recent legal ruling and so alternative procedures have been adapted.

4. Electrical testing. Just over 93% of homes had the required certification. This is an area of special focus and it is a key metric (along with Home Condition data for the Regulator). The target to get to 95% by September 2027 is thought to be achievable. The method of calculation is currently under review by LCC.

5. Electrical testing of Communal Areas. Only 7 of 14 room have the required testing certification. The contractor has given assurance that compliance will be close to 100% by the end of quarter 4.

6. The number of empty (void) properties was 25 as at the end of September – above the target of 18 (1% of homes). Homes are being allocated but further work is being conducted (including the current tenant scrutiny exercise) to ensure the most efficient working.

7. Flat entrance doors. 36 of the 142 doors inspected as at 30.9.26 and a programme of inspection in underway to being this to target (over 70%) in coming months.

8. Current Stock (Homes) Condition surveys were 95% of total as at the quarter end. Further work is being conducted in liaison with LCC to ensure that this is maintained by September 2027.

9. The number of Damp & Mould cases open at the period end was provisionally 4 as at 30.9.36 and so within target, but confirmation awaited from LCC.

Performance Statistics and Service Standards

The following data has been compiled for presentation on the BITMO website. The aim is to present information is a similar manner to LCC. Please note that some changes may be made when liaison with LCC is finalised.

BELLE ISLE TMO

Our performance – September 2026

Every three months we collect your satisfaction with our service from a random sample of tenants. Our latest results are:

	2024/25	2025/26	April to Sept 2026
Satisfaction with our overall service	75%	76%	80%

Customer care

Your satisfaction with our service:

	2024/25	2025/26	April to Sept 2026
Your satisfaction that we listen to your views and act upon them:	65%	68%	75%
Your satisfaction that you are kept informed about things that matter to you:	78%	79%	83%
Your satisfaction that we treat you fairly with respect:	79%	84%	88%
Your satisfaction with your approach to complaint handling:	41%	35%	56%

In addition to your satisfaction with our services, our customer care performance is:

	2024/25	2025/26	April to Sept 2026
Stage 1 complaints received	37 (20.3 per 1,000 homes)	66 (36.7 per 1,000 homes)	To be confirmed by LCC
Stage 2 complaints received	8 (4.4 per 1,000 homes)	10 (5.5 per 1,000 homes)	To be confirmed by LCC
Stage 1 complaints responded within timescales	97.3%	100%	To be confirmed by LCC
Stage 2 complaints responded within timescales	100.0%	100%	To be confirmed by LCC

Repairs

Your satisfaction with our repairs service:

	2024/25	2025/26	April to Sept 2026
Your satisfaction with the repairs in the last 12 months	82%	78%	83%
Your satisfaction with the time taken to complete your most recent repair	82%	79%	83%
Your satisfaction that we provide a home that is well maintained:	73%	76%	83%
Did you find it easy to report the repair	90%	93%	95.12%
Did we turn up when we said we would	88%	88%	91.67%
Satisfaction with the quality of the repair	75%	82%	87.60%
Satisfaction with the workers	79%	84%	88.33%

In addition to your satisfaction with our services, our own repairs performance is:

	2024/25	2025/26	April to Sept 2026
Non-emergency repairs completed within timescales - * straight monthly average	81.0%*	88.29%	87.78%
Emergency repairs completed within timescales - * straight monthly average	77.7%*	95.90%	96.42%

Your home

Your satisfaction with our service:

	2024/25	2025/26	April to Sept 2026
Your satisfaction that we provide a home that is safe:	79%	81%	80%

In addition to your satisfaction with our services, our own performance is:

	2024/25	2025/26	April to Sept 2026
Homes not meeting the Decent Homes Standard	3.7%	7.1%	0.11%
The proportion of homes with all required gas safety checks completed	98.4%	99.2%	98.67%
The proportion of homes with all required electrical testing completed # method of calculation subject to review	66.2%	91.6%	93.09%#
The proportion of fire risk assessments completed	100%	100%	100%
The proportion of homes with all asbestos surveys completed	83.0%	98.0%	100%
The proportion of homes with all required water checks	100%	100%	100%

Your tenancy

Our performance is:

	2024/25	2025/26	April 2026 to Sept 2026
Number of homes let	**92** (23 to existing tenants, 69 to new tenants)	**66** (13 to existing tenants, 53 to new tenants)	**41** (12 to existing LCC tenants 29 to new tenants)
Number of empty homes at period end	9	19	25
Average days taken to let a home	35.5 days	43.5 days	89.3 days
Number of mutual exchanges completed	20	26	14
Number of homes recovered due to housing fraud	2	0	Annual reporting

Your rent

Our performance is:

	2024/25	2025/26	April 2026 to Sept 2026
The amount of rent collected	£8,578,230 or 97.83%	£8,449,036 or 97.50%	97.63%
The amount of overall rent arrears	£140,564 or 1.62%	£172,248 or 1.99%	1.92%
Amount of rent collected owed by former tenants	£44,507	£37,225	£7,583
The number of households supported to claim additional income/benefits	167 (£451k)	37 (£142k)	13 (£106k)

Anti-social behaviour

Your satisfaction with our service:

	2024/25	2025/26	April 2026 to Sept 2026
Your satisfaction that our approach to handling antisocial behaviour:	51%	57%	78%

In addition to your satisfaction with our services, our performance is:

	2024/25	2025/26	April 2026 to Sept 2026
Anti-social behaviour cases reported to us (per 1,000 homes). * cumulative 12 months prior to period end	36.1	33.9	40.9*
Anti-social behaviour cases reported to us that involve hate incidents (per 1,000 homes)	1.4	0.6	2.2

Your community

Your satisfaction with our service:

	2024/25	2025/26	April 2026 to Sept 2026
Your satisfaction that communal areas are kept clean and well maintained:	69%	73%	79%
Your satisfaction that we make a positive contribution to your neighbourhood:	71%	78%	87%

Your health and wellbeing

Our performance is:

	2024/25	2025/26	April to Sept 2026
Number of major adaptations in council homes	20	19	9
Number of safeguarding concerns reported	15	13	6

Further detail about our performance can be found here:

https://www.belleisletmo.co.uk/your-tmo/about-us/our-performance/

Further detail about Leeds City Council performance is available here:

https://www.leeds.gov.uk/housing/council-housing-information-for-tenants/our-performance

Other performance data

Investing in Peoples Homes

	Key Performance Indicator		2024-25 Q1-4	2025-26 Q1-4	2026-27 Q1-2				
Goals		*Curr target*				*New RAG*	*2025-26 Q4 RAG*	*2024-25 RAG*	*New Comments*
A quick and reliable repairs and maintenance service & investment in decent and safe homes	Repairs appointments made and kept	95%	97.82%	89.24%	93.38%	A	R	G	Performace has improved since Q1 (currently at 97%) overall % being dragged down by Q1
	(BITMO) Repairs - Number of post inspections	10%	11%	16%	14%	G	G	G	This figure represents a mix of phsical 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%	100%	G	G	G	
	Capital Investment programme completed (100% for the year)	100%	95%	113%	60%	G	G	A	
	Percentage of properties with a Gas safety certificate overdue for over three months	0%	0.33%	0.22%	0.18%	A	A	A	
	Green spaces and footpath inspection	100%	100%	100%	100%	G	G	G	

Goals	Key Performance Indicator	Target current	Q1-4 2024-25	Q1-4 2025-26	Q1-2 2026-27	New RAG	2025-26 RAG	24-25 RAG	New Comments
Responsive Customer Contact	Mutual Exchanges completed within target time	42 days	20 (90.9%)	26 (89.66%)	12 (86%)	A	A	A	14 mutual exchange requests adminstered
	Home Visits - General	33.3%	92.90%	64.66%	15.22%	A	A	G	General visits occur on a 3 year cycle.
	Home Visits - Priority	100%	94.09%	95.50%	47.17%	A	G	G	

Commentary

1. The number of overdue gas safety inspections (over 3 months) has decreased year on year.

2. The targets for Home Visits conducted is averaged over a three year period, as some individual years will have low targets and some will have higher targets. General home visits are conducted once every three years and Priority home visits are targeted every year. During the six months to 30.9.26 some 164 General visits were conducted (159 out of 363 for 2026-27 and 4 out of 706 re 2027-28). For priority visits some 75 visits were made (65 of 141 for 2026-27 and 10 of 18 for the prior year). Because of the variations in targets from year to year we try to visit in advance where feasible. There are 8 properties which have remained unvisited for some time. Of these: (i) two are admin errors, which are being taken care of; (ii) three are missed ‘New Tenant Visits’ from the last financial year, and will be visited as regular home visits this year; (iii) three of them are long term issues. One of these has been a problem for many years, and BITMO staff have only recently got access to inspect the state of the house. The two others are tenants who simply refuse access. We have served Housing Cautions for these and are now looking at further legal action to secure entry.

Recommendation:

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

Notes:

5. GATE Programme

BITMO

Operations Committee Report

Meeting Date: 18h November 2026

Report Title: GATE Activities update

Author(s): Community Development Team

For ~~Information/ Decision/~~ Discussion

Executive Summary:

An update on GATE activities for November 2026.

Recommendations:

Committee is requested to:

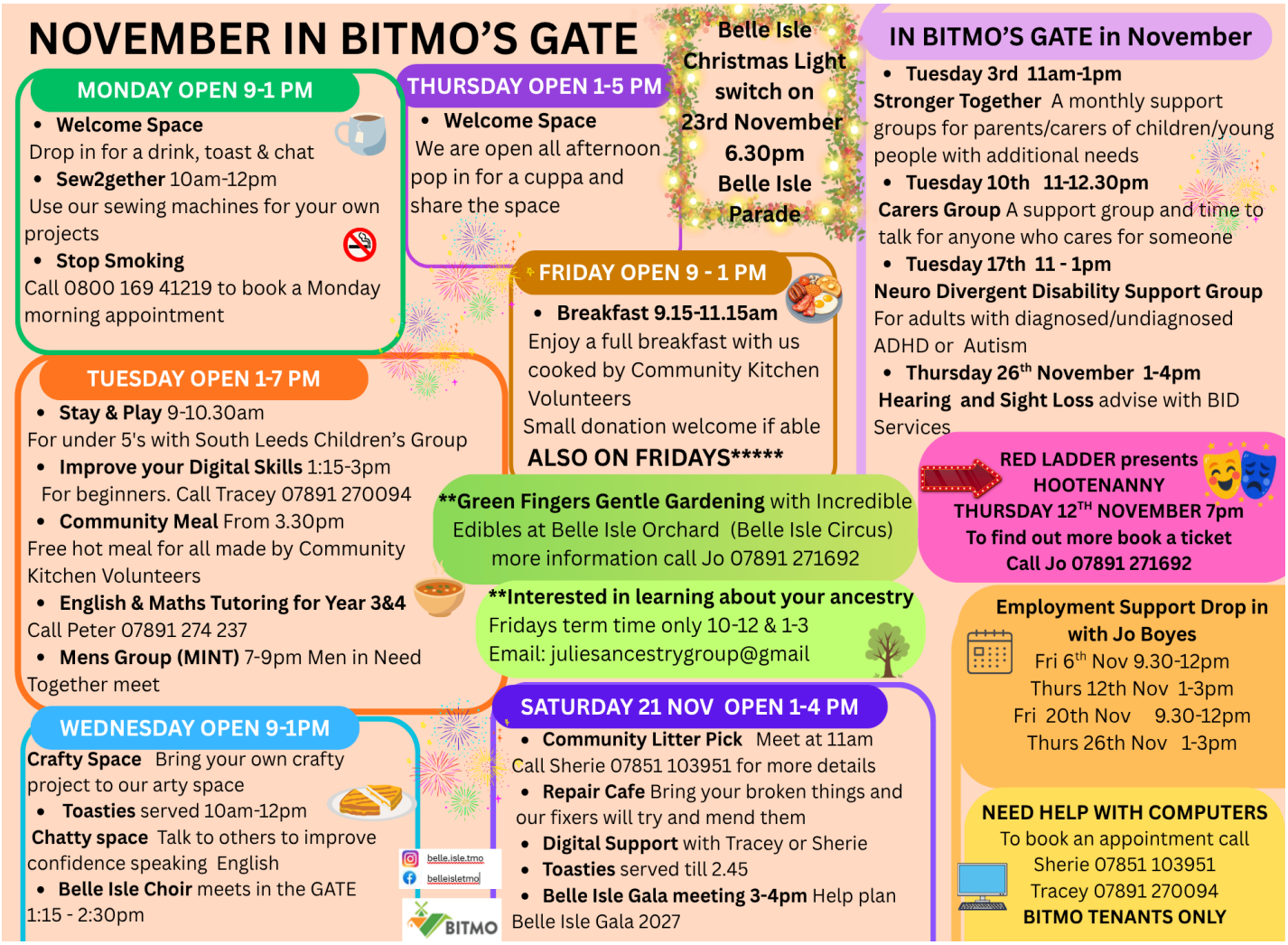
Discuss and approve the report.

Equality Diversity and Inclusion

It is essential that all activities take account of the protected characteristics of tenants and that the service is adapted to accommodate those needs.

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			✓



Recommendation:

The Operations Committee is requested to ACCEPT the above report.

Notes:

6. Any Other Business

(i) Xmas opening times 2026 (excluding GATE)

Monday	Tuesday	Wednesday	Thursday	Friday
21st December	22nd December	23rd December	24th December **Christmas Eve**	25th December **Christmas Day**
Business as usual	Business as usual	Business as usual	9am to 1pm	Closed
Monday 28th December	Tuesday 29th December	Wednesday 30th December	Thursday 31st December New Years Eve	Friday 1st January New Years Day
Closed	9am – 3pm	9am to 3pm	9am to 1pm	Closed

(ii) GATE XMAS opening times

The GATE will be open as normal hours 9-1 Monday and Wednesday (not the bank holiday), 1-7 Tuesday, but we are not open on the Thursdays.

Notes:

Date of Next Meeting: 17th February 2027

APPENDIX 1

OPERATIONS & SCRUTINY COMMITTEE

MINUTES

25th June 2026

BELLE ISLE TMO
OPERATIONS & SCRUTINY COMMITTEE
Minutes of a Meeting
Meeting held on
Wednesday 16th September 2026

Present: Harry Austin
Trevor Brown
Margaret Brown
John Newbould
Kate Youngs
Paul Truswell
Ashley Knowles
Emma Walkley
Cllr Wayne Dixon

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Curtis Jenner (Head of Repairs, Maintenance & Investment)
Peter Sutton (Community Development Manager)
Karen Hoole (Governance & Admin Support Officer)

PART A – Public Agenda Items

Apologies

Apologies were received from:- Jean Burton, Simon Richardson (LCC), Angela Weglarska, Cllr Emma Pogson-Golden

Presentations

The Income & Tenancy Manager presented a Bitesize Learning session on Rent Collection and Support.

TIAA Internal Audit firm report – This was rescheduled to the next meeting. The Head of Governance & Finance advised that the Audit report is in the process of being finalised and that the representative from TIAA will attend the next meeting to go through the report in detail.

Ian Montgomery attended the meeting to inform the Board about the Scrutiny process.

1. Declarations

1.1 Declarations of Interest

Committee members were 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.

1.2 Declaration of Understanding

Committee members were asked to confirm that they have read the BITMO Committee papers for the meeting on 16th September 2026. They were asked to confirm that they understand what is expected of them in terms of recommendation to be made and that if they have had any doubts they have contacted BITMO staff for clarification.

Recommendation:

The Committee were asked to make declarations as required.

Both declarations made.

2. Minutes and Matters Arising

The minutes of the meeting held on 25th June 2026 were approved as a true record.

Matters Arising from the Operations Committee held on 25th June 2026:

Operations Committee 25th June 2026

Item per Minutes below	Update
Tenant Scrutiny liaison with LCC.	Ian Montgomery attended the meeting held on 16th September to explain work being undertaken around scrutiny.
Internal Audit work.	The Head of Governance gave an update on the current progress being made with the Audit.
Further tenant satisfaction survey work.	Work is ongoing and will not be completed until later in the year. He explained there had been some confusion whereby tenants were not sure whether they were being contacted by a legitimate company. Work will be undertaken to assure tenants of their credentials before further contact is made.
Performance comparators	Beeston & Holbeck included in the comparator tables going forward, as well as Hunslet & Riverside and Middleton.

Tree Nursery	Heads of Terms agreement signed – awaiting full lease from LCC legal Services. This should be due very soon.

Recommendation:

The Operations Committee were asked to APPROVE the draft minutes.

Approved

3. Tenant Scrutiny

Following on from the presentation at the Operations Committee meeting on 25th June, Mr Ian Montgomery has been invited back to discuss further the issue of joint working.

The first exercise to be undertaken will focus on the allocation and lettings of BITMO homes and the management of vacated properties.

The CEO explained the purpose of scrutiny and the role of the Operations and Scrutiny Committee.

She noted that 'Allocations, lettings and void management' had previously been selected as the first area for detailed scrutiny by the Committee.

The panel would then be asked to make recommendations for process improvements that would in turn be submitted to the Board for consideration, with agreed action allocated to staff and monitored through to completion.

These three processes listed above are closely connected. Delays or problems at one stage can affect the whole relet process and ultimately affect both tenants and BITMO's performance.

The principal documents governing this area of work are:

- Leeds City Council Allocations Policy;
- BITMO Lettable Standard; and
- BITMO Void Management Procedure

A scrutiny report will be prepared on behalf of the Committee and approved by the Chair of the scrutiny panel before being submitted to the Board to consider and respond to recommendations made.

The final scrutiny report and the Board's response will be shared with Leeds City Council and communicated appropriately to tenants, including through BITMO's website and social media.

It was noted that a review of all three processes at once would be a significant challenge and it was suggested that the Committee select one aspect for in-depth scrutiny in the first instance. The Committee agreed that they would like Voids Management to be the first area to be scrutinised.

Recommendation:

The Operations Committee were asked to:

1. Discuss and Approve the proposed liaison process with Leeds City Council

Approved

2. Discuss and Approve the scope of the scrutiny exercise. The Board requested that Voids be the first area of the business to be scrutinised.

Approved

4. Performance Reporting

Performance statistics for the period to 30th June 2026 were provided.

The Head of Governance & Finance gave an update on the current performance of the organisation. He highlighted that there are some very good encouraging results for the last 6 months, particularly in relation to:

- Complaint handling
- Contribution to the neighbourhood
- Handling of Anti-Social Behaviour

Recommendation:

The Operations Committee were asked to discuss and Accept the Performance Report.

Accepted

5. Gate Programme

The Community Development Manager reported that August was very busy in the GATE. He advised the Board about the numerous activities that had taken place.

He highlighted that a Play Worker attended to run arts and crafts during Friday breakfast sessions and Thursday sessions were launched following a consultation event at the Multi Use Games Area (MUGA), in association with partners Places for People and Leeds Federated Housing.

The Board were advised that school unforms were provided to 53 families in Belle Isle during the Summer through the Community Fund along with uniforms provided through the school uniform exchange.

The free tutoring programme was highlighted and was very popular. This will commence on 15th September with 14 year 3 and 4 children.

Planning is already underway for next year's Belle Isle Gala. We're keen to make sure the event includes the ideas and interests of local people, so we'd love to see more residents get involved. Everyone is welcome to come along to our Gala planning meetings at the GATE. Committee members were invited to attend the 2027 Belle Isle Gala planning meeting to be held on Saturday 19th September at 3.00pm.

The Community Development Team have been door knocking across the estate to inform tenants about the activities and opportunities to become involved in the GATE. Consultation have also been undertaken regarding improvements to local green spaces and the front car park at the BITMO building along with gathering ideas of how to improve Low Grange crescent and the MUGA.

A noticeboard has now been installed at the foot of the steps to the GATE and a new banner has been ordered.

Recommendation:

The Operations Committee were requested to DISCUSS and ACCEPT the GATE Programme Report.

Accepted

6. Any Other Business

Xmas Opening Times 2026 (excluding GATE activities)