BITMO NEWS FOR BELLE ISLE TENANTS

BITS AND PIECES

WINTER 2026

BITMO

BITMO action



Works to Belle Isle Circus roofs



BITMO staff talk to residents about anti-social behaviour

"BITMO's mission is to create a safer, stronger, greener Belle Isle, where people want to live"



Work has started on the planters

Community action



Volunteer fixers at the repair cafe



Crowds at the Belle Isle Gala



Volunteers run the community orchard

Gathering spaces



New benches and improved lighting at the MUGA



Should there be a gathering space on Low Grange Crescent?



Refurbished play structure at The Swamp

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

Investing in People's Homes

Chief Executive Deborah Kelly sets out how BITMO spends £1.5 million a year on your homes



Keeping homes safe, comfortable and in good condition is one of our biggest priorities at BITMO. That's why we invest around £1.5 million every year in improving homes across Belle Isle.
From new kitchens and bathrooms to replacement roofs, boilers and electrical rewiring, our investment programme helps make sure homes are well maintained and fit for the future.

How do we decide which homes get improvements?

We keep records of the condition of our homes, including the age and expected lifespan of important features such as kitchens, bathrooms and roofs.
But just because a kitchen or bathroom has reached a certain age doesn't automatically mean it needs replacing. Some last longer than expected, while others may need attention sooner.
We look at the actual condition of each part of the home, whether there are any safety concerns and how improvements could make life better for tenants.

What comes first?

1. **Keeping you safe**
Our first priority is making sure homes are safe, meet legal requirements and achieve the Decent Homes Standard. This includes essential work to roofs, heating systems and electrical installations.
2. **Making homes more comfortable**
We also prioritise improvements that matter to tenants, including modern kitchens and bathrooms, better insulation and more energy-efficient homes that are easier and cheaper to heat. We consider improvements that can help tackle anti-social behaviour and make neighbourhoods better places to live.
3. **Looking after our environment**
We're thinking about the future too. That means investing in improvements that reduce carbon emissions, protect the environment and make our green spaces more attractive.





Is your home due for improvements?

We'd love to hear from you!
If you're wondering whether your home is included in our planned improvement programme, just get in touch and we'll be happy to check.
And if you think your kitchen, bathroom, roof or another part of your home is due for attention, please tell us.
We can check the information we hold about your property and, if necessary, arrange an inspection to make sure our records are up to date.
Your home matters to us, and your feedback helps us make the right decisions about where to invest. Scan the QR code on the back page or come into the housing counter to get in touch with the BITMO team and find out more.

Supporting People to Live Well

Here's a few ways BITMO can help you this winter:

- We have good quality second hand coats you can try on and take away from BITMO's GATE for free.
- BITMO's GATE is open as a warm space 22 hours a week - with free hot drinks, Wi-Fi and good company.
- There are community meals on Tuesday afternoons, toasties on Wednesday mornings and breakfast on Friday mornings.
- There are free food and activities for families in all the school holidays.
- We can provide foodbank vouchers
- Got a debt on your gas or electricity meter? Is your gas capped off? Get in touch and we will work with you.



Good quality second hand coats are now available from BITMO's GATE. Take what you need, and drop off any coats you don't need.

Free Tutoring for Children in Year 3 and 4

We have a few places left for the English and Maths tutoring. It's after school every Tuesday in term times. There are four tutors - two English and two Maths, who work with children in small groups. There's a free meal for the whole family served straight after school, and the lessons are 4.15pm-6pm.To find out more call or message Peter on 07891 274237 or come in to the GATE. Let us know if you want your child to have a trial lesson before committing to it.



How Are We Doing? Measuring BITMO's Performance

We ask a research firm (Acuity) to undertake quarterly tenant surveys to help measure our performance. It should be noted that results for each quarter have a larger potential margin of error than annual results because of the relatively lower sample sizes.

- 80% of those asked were satisfied with BITMO's overall performance for the half year to 30.9.26. This compares to 76% for the full year to 31st March 2026.
- 83% of those asked were satisfied overall with repairs carried out and with the time taken to complete the work. These represent an increase of 5% from the prior year.
- 83% of respondents thought that BITMO provides a home that is well maintained. This compares to 76% for 2025-26. 80% thought that we provide a home that is safe (a drop of 1% from the prior year – currently subject to further research).
- 75% of people thought that we listened to your views and acted on them (68% in 2025-26). 83% thought that they were kept informed (79% 2025-26) and 88% considered that we treated them fairly and with respect (84% 2025-26).
- 56% of those surveyed were happy with how their complaint had been handled (35% 2025-26).

Scan the QR code on the back page to read more about BITMO's performance, and find out how you can get involved in helping improve it.

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

Building Tenant Control



BITMO's Annual General Meeting in September was started by a performannce from an opera singer! We also had homemade steak and ale pie, before moving onto the business or electing tenant board members and looking at our finances.

BITMO was set up by Belle Isle tenants back in 2004. It is a tenant-led organisation managing Belle Isle council homes. We are proudly run by tenants, for tenants. We are committed to building a safer, stronger, greener Belle Isle, where people want to live.

All council tenants have the Right to Manage. Belle Isle tenants choose what council services we run, and the council pays us what it would cost them to run it. It's not a grant, it is our right.

The tenants on the board make decisions to do things differently from the council - we have a housing counter, we have a caretaking team, and we have the BITMO's GATE community centre.

You can help run Belle Isle - by filling in surveys, coming to meetings or joining the Board.

Scan the QR code on the back page to find out how you could play a part.

BITMO - run by Belle Isle tenants since 2004

Tenant Board Members
Harry Austin, Tara Brier, Stephen Brockley, Trevor Brown, Toni Florey, Zaineb Kwa, John Newbould, Kacie Phillips, Mark Quinn, Angela Weglarska, Katharine Youngs
Co-opted Board Members
Councillor Wayne Dixon, Councillor Emma Pogson-Golden, Margaret Brown, Ashley Knowles, Paul Truswell



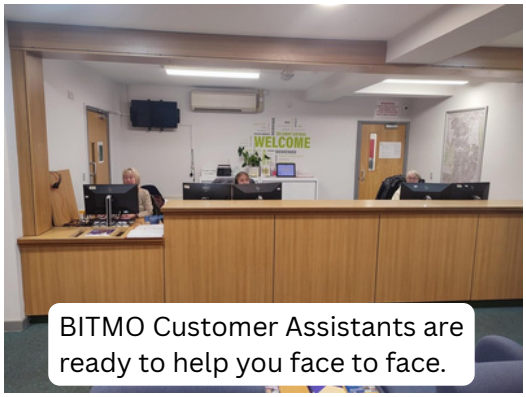
Contact BITMO

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 below for more details on contacting BITMO, news, policies and what's happening in Belle Isle.



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

To read more about anything in this newsletter, please scan the QR code, phone BITMO on 0113 378 2188 or come into the BITMO offices. We can also provide a large print version.