

Spring 2011



yourhome

THE NEWSLETTER FOR EAST NORTH EAST HOMES LEEDS



Meadowfield Primary Fire Safety

Green Fingers at the Ready

You said, We did ...

FREE Home Improvement Training...

see page 4 for details

ENEHL ... a company with a passion for communities

WELCOME to the Spring issue of Your Home!

This edition celebrates the great work our area panels are doing in your communities. I hope you enjoy reading the supplement 'An Introduction to Your Area Panels' and if it inspires you to want to have a bigger say in your area, make sure you put your name down to join one of the panels!

In the winter magazine you received Leeds City Council's Annual Report outlining the city wide service council tenants should expect. At ENEHL we've gone a step further and created our own set of local standards offer reflecting what matters to you as tenants living in north and east Leeds. See page 16 for more details.

Budget cuts have dominated the news in the last few months and like other public sector organisations we've been asked to find savings. The savings have been made from working closer with and sharing services with the other two council house organisations in the city and cutting out wasteful processes. This means we've started making improvements to the front line services you access. Tackling antisocial behaviour remains a priority (page 3) and how we do your repairs has become more consistent across our estates (page 17).

Finally I'd like to introduce you to two new independent board members Stuart Wilson and Liz Dean. You can meet them on page 16.

Enjoy your magazine!

PS look out for the community involvement roadshows coming to your area this summer.

Steve Hunt, Chief Executive



CONTENTS

NEWS IN BRIEF	3 - 7
YOUR COMMUNITY	8 - 15
GARDEN COMPETITION	16
YOUR THOUGHTS	17
YOUR MONEY	18 -21
CAPITAL PROGRAMME UPDATE	22
LEASEHOLDERS NEWS	23
ACCESS TO OUR SERVICES	24
PROPERTY ADAPTATIONS	25
COMPLAINTS	25
CONTACTS AND JARGON BUSTER	26
COMPETITIONS	27
YOUTH PAGE	28



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 أود أن يكون هذا الممتد باللغة العربية. ARABIC

 لطفاً این متن را به زبان فارسی در اختیار من قرار دهید. FARSI

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 Another language (write in the box)

For more information call us on 0800 915 1600.



Parkway Towers Vandal Caught on Camera

A man vandalising Parkway Towers in the Seacroft area of the city has been ordered to do 60 hours of Community Service and pay £500 in compensation after being caught on CCTV.

At Leeds Crown Court, East North East Homes Leeds (ENEHL) CCTV evidence was used by West Yorkshire Police to convict a resident of vandalism.

In a joint operation with ENEHL, West Yorkshire Police and Leeds City Council's Antisocial Behaviour Unit (ASB), 28 other youths were interviewed who were served either Antisocial Behaviour Contracts or Prohibition Notices. Four youths were identified as causing damage to Parkway Towers and their parents will receive a bill for the damage caused.

Angelena Fixter, Chair of ENEHL, said: **'Nobody wants to live in an area blighted by vandalism and other antisocial behaviour. We take incidents of vandalism and antisocial behaviour seriously and we will continue to work in partnership with the Police and Courts, to help make our neighbourhoods peaceful, safe and pleasant areas to live.'**

If you see or are aware of any individual causing any damage to council property, please contact your local Housing Office or the Police so we are able to resolve the problem and improve the environment that you live in. Your call will be kept confidential. Don't let a small minority ruin where you live.

Dealing with Noisy Neighbours, a thank you to ENEHL Staff and Community...

An Introductory Tenant (IT) in the Seacroft Area was causing noise nuisance, rowdy behaviour and this was linked to drink and drugs. The IT tenant allowed people to use the premises causing alarm and distress to neighbours. The nuisance was made on a daily basis and for prolonged periods of time. An antisocial behaviour case was opened and a Notice to terminate the tenancy was served and the case was forwarded to Legal Services for Possession. Unfortunately for the neighbours this process was not working as quickly as we would have wished despite the case being progressed swiftly to Legal Services. Staff at Seacroft North One Stop Shop along with ASBU officers and Leeds City Council's Legal Team obtained a Closure Order in Leeds Magistrates Court on the 1st of October 2010. The premises were closed for a period of three months from the date of the order and anyone who entered would be guilty of an offence and would be liable on conviction to possible imprisonment. ENEHL had obtained a Court date for the possession hearing. Before this date the tenant gave notice to terminate the tenancy thus avoiding more Court time for officers and Court costs.

We would like to thank the neighbours and their families for their patience and understanding whilst enduring constant nuisance behaviour.

Introducing the Neighbourhood Policing Team (NPT) for the Gipton and Harehills area

The NPT Team is led by Inspector Mick Lawrenson and consists of 3 teams of Sergeants, Police Constables and Police Community Safety Officers who provide a visible presence in the local community 7 days a week.

The team work closely with ENEHL, our partners, Fire Service, Youth Service and the National Health Service helping to reduce crime. They are actively involved with schools, care homes and youth groups. Patrols make an effort to combat crime and antisocial behaviour. Crime has reduced significantly after the increase in the patrols. The Gipton and Harehills NPT hold local meetings for residents to raise issues and talk about things that matter to them. Everybody is invited and are very welcome.

The next meetings are:

14 April @ 6pm at 164 Brander Road

24 May @ 6pm at Church of the Epiphany

7 July @ 6pm at 165 Brander Road





■ Home Improvement Training

FREE Home Improvement Training

If you are interested in learning skills in basic plumbing, plastering, carpentry and bricklaying we have the skills to show you how.

We are now recruiting for our next FREE Home Improvement Training Course which will result in you receiving a certificate of achievement and a portfolio of your work at the end.

The course will take place in May and will be run by ENEHL. The course will comprise both practical and theory sessions in basic DIY. The only thing you'll need to supply is protective footwear.

If you or someone you know is interested in the course contact Simon Jordan, Community Development Officer on 0113 2476091 or 07891 273043 or email simon.jordan@enehl.org.uk. Participants must be an ENEHL resident.

Hands On - A community Workshop for Practical Skills

Hands On is a community training workshop providing learning and volunteering opportunities in construction and home maintenance skills.

The Hands On project runs introductory short courses in home maintenance and construction skills, including joinery, plastering, tiling, plumbing, painting and decorating.

ENEHL are working with Hands On to provide residents the chance to take part in a 4 week course in Basic Home Maintenance. If we get enough people interested we will be running the course in the Summer. If you want to know more about Hands On you can visit the website at www.handson.latch.org.uk or contact them direct on 07969 997693. Or if you'd like to put your name down for the course contact Simon Jordan ENEHL Community Development Officer on 0113 2476091.

DO YOU HAVE A WORKING SMOKE ALARM AT HOME?

IF NOT YOU ARE MORE THAN TWICE AS LIKELY TO DIE IN A FIRE



200 people die each year in accidental fires in their homes, caused by smoking materials, candles, and other factors such as cooking appliances.

You can reduce the risk of fire in your home by following some simple fire safety steps.

Social Housing landlords have a responsibility to you and your home and must ensure that gas and electrical appliances they supply are safe and in good working order. Your landlord may also fit smoke alarms in shared accommodation and communal areas. Speak to your landlord if you have any questions or concerns.



Fit smoke alarms on each level of your home.



Test your smoke alarms weekly. Never remove the batteries.



Put it out. Right out! Make sure you put cigarettes out properly and never smoke in bed.



Plan an escape route and make sure everyone knows it and where door and window keys are kept

Your local fire and rescue service offers free Home Fire Risk Checks and may be able to fit free smoke alarms in your home. For more information visit our website below:

www.direct.gov.uk/firekills





Joint Service Centres prove a big hit

The new state of the art building called the Reginald Centre on Chapeltown Road opened for business on 18 October and since the doors opened it has responded to 327 enquiries from ENEHL customers. Proving another success is the opening of the Compton Centre which to date has taken care of 1107 enquires from customers in our area.

Both Centres offer Housing Services in addition to council enquiries, environmental issues, library, GP, Jobshop and Credit Union all under one roof!

The Reginald Centre is on 263 Chapeltown Road, Chapeltown, LS7 3EX and The Compton Centre is located on Harehills Road, LS9 7BG.

We have 3 more One Stop Centres in our area, see page 26 for addresses and opening times.

Halton Moor One Stop Centre Closed from the 25 March Onwards

East Leeds Leisure Centre will be closing on the 31 March 2011.

This will mean that the Halton Moor One Stop Centre will close on 25 March and all business including housing enquiries will transfer to Osmondthorpe One Stop Centre on Wykebeck Mount LS9 oJE. Housing enquiries can also be made at the Gipton Housing Office on Coldcotes Drive.

Repairs Service Changes

Since 2007, your day to day repairs have been delivered by either Construction Services (ENEHL in-house team), Lovell or Mears – depending on the area you live in.

From the 1 April 2011 Lovell and Mears will no longer be providing a repairs service, and instead Construction Services will be expanding to provide day to day repairs for the whole of the ENEHL area.

The process for reporting a repair has not changed and the service you receive will remain the same. To report a repair please call 0800 915 1600 or go online to www.enehl.org.uk

Volunteers needed

Your help is needed to lock the gates of Harehills Cemetery at 6pm each night.

The 3 gates in question are South Farm Road, Brander Road and St Albans Road.

The aim is to help stop the vandalism of the grave sites and grounds. If you are able to help, please contact Police Sergeant Sarah Burton on **0113 2413270**. This is an office number, please leave a message if no-one is available.

A New Way of Letting Council Homes in Leeds

On 5 January 2011 the way we let homes changed. The way it works now is:

1. The names of the Priority bands have now been changed to Band A (Priority Extra), Band B (Priority) and Band C (General Needs).
2. Up to 25% of properties advertised will now be let giving preference to the household with the earliest date of registration and a connection to the area.
3. People who deliberately make their housing situation worse to obtain a higher priority will be placed at the bottom of Band B.
4. Households with dependant children will be offered houses ahead of other households. The exception to this is where the house is suitable for a disabled person.
5. Where access to children is shared, normally only one parent (the main carer) will be considered for a house and the other parent will be considered for a flat with an extra bedroom.
6. Overcrowded households with dependant children will be given greater priority under the new policy.



A New Team to Tackle Antisocial Behaviour (ASB) in Leeds

The way ASB is tackled in Leeds is changing following the creation of a new multi-agency team.

You may have heard in the national news last year about the tragic deaths of Fiona Pilkington and her daughter, Francessca Hardwick, of Leicestershire, after suffering years of antisocial behaviour from a gang on their housing estate.

The government highlighted the need to improve sharing information across partner agencies and providing help to witnesses and victims.

In response to this ENEHL worked closely with Leeds City Council, other council house providers across the city and the Police to undertake a full review in February 2010, which included consulting with victims and local people in a bid to work more effectively, efficiently and responsively.

From 1 April, the new Leeds ASB teams will be in place ready to deal with incidents quickly, efficiently and sensitively providing real benefit to the residents of the city. This means that if you experience ASB in your community you can be confident the team will be more responsive in tackling and stamping it out.

To report ASB in your area please contact **0800 915 1600** or **0113 3984711** (assistance on this line is available 24 hours a day) or call into your local office.



■ Consultation with victims and local people helped to form the basis of the improved service.

Coming Soon... Rent to Mortgage Scheme

An impressive development of new 3-bed houses built in a modern style, available in the Seacroft and Gipton area.

We can help you get on the property ladder... For more information telephone Louise Almond on 0113 2476380.



News in Brief

Raising the Standard: ENEHL Unveils New Local Service Offer

In the winter edition you received Leeds City Council's (LCC) Annual Report to tenants that outlined city wide service standards for council tenants.

We've gone a step further and undertaken some further consultation with our Customer First Board, Area Panel reps and a mix of people from all our service focus groups to create the ENEHL Local Standards.

The ENEHL local standards follow the ones set out by LCC's Annual Report but has also added in important local priorities like measuring how many homes are let to local people and environmental audits.

These local standards will help us to provide the service relevant to your communities but also enable you to hold us, the landlord, to account for delivering them.

If you'd like a copy of the ENEHL local standards or would like to know more, please ring 0113 2476500 or email ENEHL.enquiries@enehl.org.uk.

Young fire fighters receive their own fire appliance



■ Children from Meadowfield Primary School and new Board Member Stuart Wilson.

Young people in east Leeds are to benefit from their own mini fire appliance. The appliance based at Gipton Fire Station is the latest piece of equipment to be sponsored by ENEHL. We already support the young fire fighters scheme based at the station and have supported the creation of the refurbishment of the old engine garages into unique teaching rooms.

The mini appliance attends community events and will be going into schools to educate young children in the risk's and dangers of fires.

Welcome to our New Board Members

We are pleased to announce the recruitment of two new Board Members to the ENEHL Board. There are four Sub Committees of the ENEHL Board which deal with matters which are delegated to them by the Main Board. Liz and Stuart will join the Board which meets every two months to discuss items on Business Planning and Finance, Performance, Human Resources and Audit information.

Read on to find out a bit more about Liz and Stuart...

Liz Dean

Liz is the HR Director at a regional property company and brings over 15 years experience in human resources to the role. She possesses valuable experience on organisational development, culture change, performance management and learning and development with a strong emphasis on customer focus. Liz has a passion for fitness ballet dance and is a keen runner having completed a number of 10K runs.

Stuart Wilson MBE

Stuart is a fire fighter for the West Yorkshire Fire and Rescue Service based at Gipton fire station. He received an MBE (Member of the order of the British Empire) in the 2010 Queen's Birthday Honours List for over 26 years devoted to working with young people in the communities around east Leeds. Stuart brings a wealth experience working within the ENEHL communities and a strong emphasis on developing community involvement and customer care. In his spare time, Stuart draws on his experiences of refereeing high profile championship football matches to help local clubs with refereeing and mentoring young up and coming referees.



■ New Board Members Liz Dean and Stuart Wilson.



ENEHL Inner East Area Panel Update

Estate Investments Bids

- **Making the Aysgarths Safer**

Residents at Aysgarth Walk reported disruption from motorcycles driving down the pathways, so the Area Panel funded an A-frame gate and fencing to prevent this. The Panel also paid for a bollard to prevent vehicles damaging flagstones at Ascot Terrace.



■ The new A-frame gate

- **Haslewoods Regeneration**

The Haslewoods area has been undergoing a process of regeneration, with a full refurbishment of the Haslewood Hub community base and plans to install new recycling facilities in the area. The Area Panel has also agreed to part-fund (alongside Proceeds of Crime Act funding) a litter bin and grit bin to make the Rigton Drive area safer and cleaner.



■ Work in progress at the Hub

Groundwork Updates

The Groundwork partnership came to an end in October 2010 but work will continue on outstanding schemes at Wykebeck Valley, the Shakespeares, Mullins Court, the Aysgarths and Thorn Terrace. These developments will go ahead if funding can be received from another source.

- **Oxton Way Grit Bin**

A local resident approached the Inner East Area Panel, asking for a grit bin, to help him and the other residents who struggled in the winter conditions to get out from their houses. The previous year he had been injured as he tried to leave his property. He wanted to stop this from happening again, so agreed to monitor the grit bin and help residents when the conditions were poor. That's what I call Big Society!

- **Brander Road boulders**

Finally instead of logs we managed to get some boulders installed at the end of Brander Road. The local residents group, the South Gipton TRA has pressed for a way to stop joyriders driving over the grass, around which some young children regularly played. The Inner East Area Panel recognised the issues that were affecting the group and agreed to fund the scheme. There will be a planting day in April in partnership with Groundwork and local residents, for anyone who is interested in continuing to improve the area.



■ The boulders at Brander Road

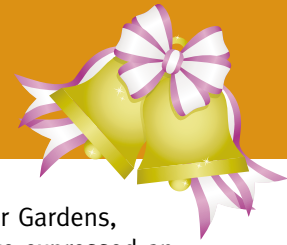
Panel Priorities

During the coming months the Panel's priorities will include:

- Repairs
- Tenant involvement
- Interaction between older and younger people
- Home improvements
- Environmental initiatives
- Local partnerships

For more information on any of the above items contact Eleanor Coombe on 0113 2476097 or at innereap@enehl.org.uk.





ENEHL Inner East Community Involvement Update

New Groups

- After the last edition of the magazine, a couple of people have approached us interested in starting a group in the Foundry area of Gipton. Are you interested in getting involved as well? If so call Abby on the number given at the end. You can really make a difference!
- Hovingham / St Wilfrids – We have started working with a group called CATCH who aim to work for the benefit of both Harehills and Gipton. CATCH is a new voluntary committee which has been formed to look at problems and concerns in Harehills and Gipton such as ASB, disengaged young people, health and wellbeing issues and crime in general. We hope CATCH will become the voice of the community and together we can come up with solutions to make a positive change. CATCH have done some amazing work changing some land, filled with 3000 syringes and a hotspot of crime, into a community sports field. They need local people to get involved both with the community and within the project. They have managed to get the support of a number of agencies including Leeds United and Leeds Rhinos, West Yorkshire Police, Bellways, Hovingham Primary School and Youth Services and many more. There is still a lot left to do with the group looking for funding for topsoil, turf and level the ground, so if you could help, contact Abby on the number given below.



■ The Group still have a long way to go in developing the land

- Residents in the Mullins Court / Milner Gardens, Richmond Hill and Rookwoods areas have expressed an interest in establishing local Tenants' and Residents' Groups. Open meetings will be held in each area – all residents are welcome to attend and discuss their objectives for the communities or any problems they may have encountered. Posters will be put up in each area to advertise the dates and locations of the meetings, so look out for these if you would like to get involved in your community!

- We have recently met with the Nigerian Community Leeds, who have a very active community association that does some work in the Harehills area. They are always looking to enhance the lives of people from the Nigerian community within Leeds and have a range of events planned for the year, from meetings, to days out for young people and families. If you are interested in hearing more or getting in touch with the group, contact Abby on the number below.

If you'd like to know more about any of the new groups which have been set up, give Abby Shah a call on 0113 2476069.

What's on

**Date for your Diary: Saturday 16 April
Back to Front Spring Fun Event**



Come along to Back to Front's Spring fun event at Shine on Harehills Road on Saturday 16 April from 11–3pm. Everyone welcome. Bring your family. Bring your friends. Bring your neighbours. Bring something recycled and unusual to plant some vegetables in.

Plants provided! / Compost provided!
Get gardening advice! / Judge ideas for growing!
Free refreshments! / Facepainting!

South Gipton TRA

Coffee Mornings - Join us every Tuesday, 10-12noon at the Brander Road Sheltered Community Facility (164 Brander Road). Everyone welcome.

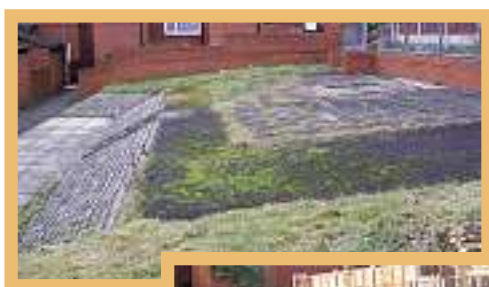
Bingo Sessions - ****NEW**** The bingo session will take place on a Thursday, final details yet to be confirmed, but if you are interested just pop along on the Tuesday and the committee will be happy to provide you with the information.



ENEHL Inner North East Area Panel Update

Estate Investment Bids

- **Makeover for Leopold Gardens** – Following consultation with local residents, the communal garden was identified as being in need of a makeover. As a result panel approved a project to install seating, repaint the fencing, take out existing shrubs and replace with turf and slow growing plants.



■ Before



■ After

- **Bronte House to be revitalised** – As part of a consultation with then partners Groundwork, the garden area was identified as requiring attention as this is the first community reached when travelling out of the city on Scott Hall Road. A project to revitalise the appearance of the grassed area with the introduction of bulbs, shrubs, repair of the boundary walls and install an entrance feature was approved by panel and will be completed by the end of this month.



■ The area which will be revitalised at the end of the month

- **Flowerbed to be replanted at Leaffield Estate** – On completing a walkabout with the Community Champion a scheme was put together to clear and replant the flowerbed at the entrance to Leaffield Drive. The project also included the cutting back of trees from pavements and drying areas.



■ The newly replanted flowerbed

- **Entrance features for Brackenwood / Gledhow Valley Woods** – Confirmation has been received from Groundwork that the funding application to Community Spaces to create entrance features such as new planting and the provision of information boards has been successful at stage one. If the bid is successful in the subsequent stages a huge improvement will be made to the entrances of woods that are well maintained through the 'Friends of Gledhow Valley Woods'.

- **Much needed grit bins now in place** - During the winter we received requests for grit bins from groups where there was currently no provision. This has resulted in additional bins being sited at Leaffield Towers, Scott Hall Grove and Town Street Walk.

Panel Priorities

During the coming months the panel priorities will include:

- Home Improvements
- Letting of properties
- Environmental and Community Safety initiatives
- Resident Involvement including working with different age groups

Area Panel Meetings:

Tuesday 26 April and Tuesday 14 June 2011

All meetings are open for residents to observe by prior arrangement. They take place at Tribeca House and start at 6pm. **If you want to attend a meeting please contact Bryan Robinson on 0113 2476106 or innerneap@enehl.org.uk.**

Area Panel Forum Meeting

A meeting will be held on Wednesday 6 April at 6.30-8pm at which you can hear the progress being made by the panel and ask questions and put forward your concerns and ideas. Everyone welcome. The meeting will take place at Open Door, 225 Lidgett Lane, Roundhay.





ENEHL Inner North East Area Community Involvement Update

New Groups

- Button Hill sheltered scheme created a residents group in August 2010 and since then have been working to improve the lives of residents. Issues regarding repairs, work to the community room and an estate investment bid have all been identified by the group.
- A group of young people from the Beckhill and Miles Hill areas have been continuing to work to raise funds for a group from the local Adult Learning Centre with assistance from PCSO Nicola Cox from Stainbeck Police Station. In reward for this continued work the panel have funded a night at the Playhouse Theatre for participants to see a performance by the dance group Flawless in March.

Operation Champion

In February the Brackenwood Estate was home to the latest Operation Champion – a multi agency action day to try to improve the community through action. Area Management Team, West Yorkshire Police and East North East Homes Leeds being the main participants. Skips were sited at ‘hotspot’ locations giving local residents the opportunity to have an early ‘spring clean’.



■ Local residents taking part in an early ‘spring clean’

What’s on

Open Door – 225 Lidgett Lane, Brackenwood – Every Friday morning 10-12 noon - Community coffee morning with freshly baked buns and cakes. Everyone welcome.



For information on any of the above items or if you have any ideas please contact Bryan Robinson on **0113 2476106** or at innerneap@enehl.org.uk.

ENEHL Mobile Office on the move Coming to a Street Near You!!

Over the next few months watch out for our new mobile office on the move in your area. We will be visiting shopping centres, village halls and local sports venues. The aim of the mobile service is to provide information to areas where people find it hard to get to their local housing offices.

Why not visit the office and chat to our staff to find out how you can get involved and the many advantages of doing so! Visit the ENEHL website at www.enehl.org.uk to find out where the mobile office will be travelling to.





ENEHL Outer East Area Panel Update

Estate Investment Bids

- **Environmental Improvement Scheme for Parkway Grange / Court.** Outer East Area Panel agreed to fund the boundary fencing for the scheme. The residents group have worked closely with Groundwork and submitted a funding application to Community Spaces which is now at stage 2. If the group are successful this will mean the Community Spaces fund will contribute towards the cost of all the other elements creating an area where the community will value and take pride. The local group are growing from strength to strength; encouraging residents to get more involved in the community and are looking to develop more activities with greater numbers of users which will help to reduce anti social behaviour in and around the two blocks.

Estate Walkabout Schemes

- The panel approved for a large area of overgrowth to be cleared on Blencarn Path south Seacroft.
- Local elderly residents have complained about overgrown trees to the rear of their properties on Hansby Place. Seacroft Village Green TRA group approached the Panel asking if anything could be done. A request for the trees to be cut back was presented to the panel and approved with no hesitation.



- Crossgates and District Good Neighbours local group approached Outer East Area Panel for funding. The group deliver many activities from coffee mornings to trips out and also give advice and emotional support to the 160 members attending weekly sessions who live in the LS15 and LS14 areas. The Panel were keen to support the scheme and approved £800 funding.



■ The group enjoy lots of activities like regular coffee mornings

Groundwork Updates

The partnership with Groundwork came to an end in October 2010 but they continue to work on a couple of schemes:

- Parkway Grange / Court Environmental Improvement scheme submitted a grant application with community spaces for £50,000, with the help and support from Groundwork and East North East Homes. The group will be informed in spring time if they have been successful.



- Groundwork continue to work with residents from Seacroft Gate block 1 who are looking to develop an allotment on an unused car park. Local residents are keen to get involved and improve their lifestyles.

Work in the Community

- Probation work at Brookland and Baileys Towers: For several months' probation services have been working on a project at Brooklands and Baileys Towers. Teams have cleared overgrowth and rubbish from Baileys Towers garage area. They then tidied up the garden at Brookland Towers before painting existing metal fencing at both blocks. This has made a big improvement to the blocks and the area at a very low cost to ENEHL. The total cost of the project was £583. Painting the existing fencing saved us over £1,300.



■ The newly painted fencing at Brooklands and Baileys.

Panel Priorities

During the coming months the panel priorities will include:

- Monitoring ENEHL Lettings, Voids and Repairs Services
- Looking at delivering 2 forums per year and an Open Day
- Develop a Young People's Forum
- Monitor Estate Walkabouts





ENEHL Outer East Area Community Involvement Update

Group News

• Christmas Celebration in Osmondthorpe

Last Christmas saw the return of Father Christmas to the estate when he arrived at Osmondthorpe One Stop Centre to give out presents to the young people. Thanks to Steve Lake, LCC Area Management who was Father Christmas and his little helpers Michaela Defretias and Sue Marsh who worked their little socks off getting all the presents and wrapping them for the children to enjoy! Around 40 children enjoyed the evening some of whom met father Christmas for the first time. Tracey Kerr, Housing Support Officer for the area said *'It was a real pleasure to see the children's faces when they saw Santa.'* In the next few months we will be re-establishing Osmondthorpe Tenants and Residents Association (OTRA) who with the help of it's existing members put on this event. If you would like to get involved with the association contact Simon Jordan, details below.



■ Father Christmas visits Osmondthorpe



• Halton Moor Tenants and Residents Association

The Association needs your support to continue the much needed work on and around your estate. They are planning a summer gala this year and need your help to make this happen. Looking ahead they'd also like to hold a community bonfire, working with West Yorkshire Police, the Fire Service and many other agencies we think we can make this event a real success. For further information on how to get involved contact Simon Jordan, details below.

What's on

• Coffee Afternoons at Barncroft Heights Community Room, Thursdays at 1.30 – 3.30pm

A Hazelgrave lives in Barncroft Heights and says *'When I walk into the community room it is so lovely. It's nice to talk and we have a good laughs, but most of all it is Maureen and Christine who make these afternoons happen.'*



■ Everyone enjoys the coffee afternoons at Barncroft Heights

Other coffee mornings in your area:

Coffee morning - Wednesdays at 10.30-12noon, Parkway Grange / Court

Bingo session in your area:

Crossgates Over 60s club - Mondays 12.30-3pm, Crossgates Community Centre

If you'd like to know more about a group in your area, or even set one up! Contact Simon Jordan, Community Development Officer on 0113 2476091.





ENEHL Outer North East Area Panel Update

Estate Investment Bids

- **Cranmerbank Shop Parade Security Complete.**
The restricted fencing and access gates to either end of the parade were fitted last year. With an increase in reports of antisocial behaviour from residents and shopkeepers, the Outer North East Area Panel worked in Partnership with West Yorkshire Police and Leeds Community Safety Section to deliver this scheme.



■ The new security gates in place

- **Alderton Heights Fencing Final Phase.**
The final phase of fencing and tarmac to Block 3 Alderton Heights was completed in January. This is the same work which has already been completed at Block 1 and 2.



■ The new fencing in place



■ The newly tarmaced drying area

Groundwork Partnership

It was the closing date in January for the Community Spaces Grant Funding. Still awaiting the outcome of grant applications are:

- 20-54 Cranmer Bank
- Fir Tree Vale
- Kirkfield Green
- Lyndon Avenue
- Freemans Way

We will deliver more information on these in the next edition of the Newsletter.

Work in the Community

WISE Partnership and Schemes

Now in it's second year the WISE and ENEHL partnership continues to complete communal schemes for residents. ENEHL will provide materials for communal repairs identified and WISE will provide the labour. Last year new fencing at Walton Road, Wetherby and Stead Lane, Thorer was completed.



■ The new fencing at Walton Road

Panel Priorities

During the coming months the panel priorities will include:

- Looking at the effect of Direct Debits on Performance figures.
- Ensuring Completion of the Outer North East Business Plan.
- Monitoring performance of Area Office.

The next panel meeting will be held on Tuesday 5 April @ 1pm at Tribeca House. Anyone wishing to attend should contact Adele Britton on 0113 2476065.





ENEHL Outer North East Community Involvement Updates

New Groups

- Friends of Sandringham Park. This group was set up to improve the community in and around the Sandringham Park area of Wetherby.
- Moorhaven Court Residents Association was set up to benefit the people living in this sheltered complex.

What's on

Hallfields TRA

Residents of Wetherby – everyone welcome to join:

Coffee Mornings

2 April @ 10am / 10 June @ 10am

Saturday Morning Bingo Sessions

10 June @ 10am (please telephone to check)

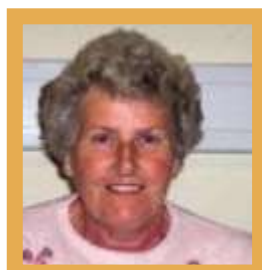
All sessions held at Mason House, Hallfield Lane, Wetherby.



■ The very popular Bingo Sessions

A fond farewell ...

The Panel and ENEHL would like to say thank you to Pauline Harrison who resigned at the end of last year. We thank Pauline for her work on the Panel.



Skills Workshop - Wetherby

A resident of Wetherby has recently set up these monthly sessions, anyone can drop in and share skills they have and learn new ones. This can be anything from writing a CV to cake decorating, sessions are between 1.30pm-4.30pm on 21 April.



■ Residents enjoying one of the recent classes.

Proceeds of Crime (POCA) Applications

This is a pot of money when goods or cash are taken back from criminals. This then gets put back into the local community to fund projects.



Our area has recently benefited from the following:

- Sandringham TRA received £300 to buy plants for a communal area.
- £500 was given to Cranmercall TRA to fund a new bench.
- Wetherby Skills Workshop got £150 towards materials for the classes.
- And £500 has been given towards excursions for members of the Thorner over 60's Group.

If you'd like to know more about any of the new groups which have been set up, the events at Hallfields, or further information about POCA give Adele Britton a call on 0113 2476065.

Green Fingers at the Ready!!!

ENEHL tenants and leaseholders can show off their gardening skills by entering this year's annual gardening competition. There are categories to suit everyone no matter how small or large your garden is!



You can only enter one category in the competition which is broken down into these sections:

General:

- Best garden
- Planters / basket display
- Environmentally / wildlife friendly
- Vegetable garden
- Most original garden

First time applicant:

- Best beginners garden

Over 60s:

- Best garden
- Planters / basket display
- Environmentally / wildlife friendly

Under 8s: Tallest sunflower - Sponsored by Sutton Seeds

Under 16s: Junior garden



■ Just some of the entries from last year...

The deadline for entries is Monday 4 July 2011. Your garden will be judged in August. The competition is being supported by ENEHL partners. 2011 partners include: Lovells, Colour Copy, Suttons Seeds, British Gas, Skelton, Ramada Hotels, East Leeds FM and Tempo FM.

Application forms and more information is available at all our offices or by calling the Partnerships Team on 0113 2476101 or complete the tear off slip below and send to ENEHL Partnerships Team, FREEPOST RRJX-YRTK-TACE, East North East Homes Leeds, Leeds, LS7 3YY. NO STAMP NEEDED. You can also download a form from www.enehl.org.uk

I am interested in entering the ENEHL garden competition

Gardener's name:

Address, including postcode:

Contact number:

Please tick, if this is the first time you have applied:

I would like to enter my garden in the following category, please tick ONLY one category:

First time applicant:

- Best beginner's garden

Over 60's:

- Best garden

- Planters / basket display
- Environmentally / wildlife friendly

General:

- Best garden
- Planters / basket display
- Environmentally / wildlife friendly
- Vegetable garden
- Most original garden

Under 8's:

- Tallest sunflower

Under 16's:

- Junior garden

Your Thoughts

Use it or lose it! - Northcall Community Centre

NORTHCALL is *your* Community Centre and we need you to come in and use the facilities so we can keep this vital part of the community running ...

We offer something for everyone ...

- **Glee Club for 10-16 years** Free and lots of fun
- ****NEW** Walking Club for all ages** Meet at Northcall at 9.45am
- **Breakfast Club for Parents/Carers and under 5s** Free and everyone welcome
- **Sam's Street Dance for ages 5-11** Come along and strut your stuff
- ****NEW** Gizzajob** Help with completing applications to find a job
- ****NEW** Women's Support Group**

Plus Quiz Nights, Supper Evenings, Bingo Night, Celebration of the Royal Wedding at Moortown Methodist and Free Play Scheme every school holiday.

We also want your ideas – What would you like to see at Northcall. Pop into **53-55 Cranmer Bank, Leeds, LS17 5JD** or check out our website www.northcall.org.uk or telephone **0113 2689993**.



■ The Free Play Scheme which is held every school holiday

Monday 3.30 - 4.30pm

Tuesday 9.45 - 11.45am

Wednesday 9 - 10.30am

Wednesday 3.30 - 4.30pm

Thursday 1 - 3pm

Friday 12.30 - 2.30pm

Thank you to our resident Feature Writer Laura Clemente, who has submitted the following article. If you are interested in writing an article which could feature on these pages telephone 0113 2476122 and ask to speak to Helen Seddon in the Communications and Information Team.

Royal Wedding Fever!

I was 5 years old when I ran up to my headmistress after assembly and said 'can we have a party for the wedding of Prince Charles please?' I ended up on the front page of the **Dewsbury Reporter**, for such a great, (although rather obvious idea).

A good way to become popular I discovered, as we missed loads of boring lessons to make things in preparation such as place settings and wedding invitations. We also had a Red, White and Blue party after sitting through the ceremony on the television with a few other local families and friends.

So now here we all are braced for another wedding of a future monarch. It has been reported that thousands of people will descend on London for the big day. Nobody needs telling that the shops and markets have been filled with memorabilia of the big day. But what if you are not financially able to travel? What if it is simply not practical? I never felt that I missed out at the time and have really great memories of a historical day. I believe it is both important and patriotic to celebrate however we can and show the rest of the country

• we are here and to give our children something to remember. If your school, nursery or community group hasn't got anything planned, speak to them now!

• How about a traditional street party with all the neighbours bringing the food?

• Or a themed BBQ (weather permitting)? Or even a tombola? Whatever you decide enjoy it, after all they will!

• Finally I think that Prince William has been rather tactful in his choice of date, 29th April. His parents were married 29th July, but his father's second marriage was 9th April, almost as though he had taken a little piece of each. This makes me positive that he has grown into a mature yet sensitive individual and I hope you will join me in wishing the happy couple every success in the future!!!





Changes to Housing and Council Tax Benefit

The Government is to make changes to entitlement for Housing and Council Tax Benefit for those who have Non Dependants living in the household (anyone living in the household over the age of 18 who you do not receive child benefit or child tax credit for)

There will be staged increases in the rates charged for non dependants living in the household which will take effect from April 2011. These new rates are as follows:

Old Rate	New Rate	Non Dependant Weekly Earnings
£8.02	£10.18	< £122
£18.42	£23.35	< £122 to £180
£25.30	£32.07	< £180 to £234
£41.38	£52.49	< £234 to £310
£47.13	£59.80	< £310 to £387
£51.73	£65.65	> £387

Non dependant charges will be deducted from your current housing benefit entitlement and you will be liable to pay this as rent.

East North East Homes Leeds are working closely with Leeds Revenues and Benefits Service to ensure that these charges are correct. In order to do this, if you have a charge for a non dependant you will be contacted by letter requesting up to date income details for your household. It is your responsibility to ensure Leeds Revenues and Benefits Service have correct and accurate income details for your household, if you require advice or assistance please contact your local Debt and Benefit Advisor:

Seacroft North and South

Jackie Wardle
Tel: 0113 2149144

Burmantofts, Richmond Hill and Chapeltown

Gordon Crowe
Tel: 0113 2143448

Moortown, Meanwood and Wetherby

Yvonne Craggs
Tel: 0113 2145640

Halton Moor and Gipton

Sandra Pickles
Tel: 0113 2141352



Changes to Rent Free Weeks 2011-2012

Following talks with tenants, ENEHL, Aire Valley Homes, Belle Isle Management Organisation and West North West Homes are changing the rent free weeks for 2011-2012.



At the moment we all have four rent free weeks per year, these are:

May Spring Bank Holiday Week

August Bank Holiday Week

Christmas Holiday Week

New Year Holiday Week

These will change to:

August Bank Holiday Week

Christmas Holiday Week

New Year Holiday Week

Final week of March

(Last week of financial year)

These changes follow consultation with the West North West Homes Leeds Customer Sounding Board, East North East Homes Leeds tenants and has been approved by the Council.

By changing one of the current weeks to the end of March we can improve the performance of our rent collection. This then helps us budget better to improve your homes and the services we provide to you.

Your Money

You have to PAY if you want to STAY

DID YOU KNOW...

Every year families get evicted from their home because they have not paid their rent. This year so far we have sent 153 cases to court for non payment of rent. We have also applied for 143 Warrants for Possession.

At court you may receive a Court Order telling you that you must pay the amount of rent due, plus your arrears OR the judge may give us the authority to evict you.

Last year from April 2010 to January 2011 we had 45 evictions. These families have now had to find alternative accommodation or in some cases been placed in a hostel.

Once you have lost your home, it is unlikely that we will rehouse you as any Housing Application registered will be assessed to see if the applicant is suitable. People evicted for non payment of rent and who have not attempted to pay the debt back are deemed unsuitable and their application would be cancelled.

We can offer help if you are experiencing difficulties paying your rent. But you must contact us as soon as there is a problem. We have Debt and Benefit Advisors in each area that may be able to help you and we can also refer you for Specialist Debt Advice.

**Ignoring the problem is not the solution.
Call us for help ...**



East North East

If you don't want to pay for your Council home...

We know 30,000 who will

You must clear your rent account before 31 March 2011

The advertisement features a teal background with white text and a photograph of a person sitting on a large pile of pillows.

It is essential that your rent account is paid in full and up to date by the 31st March 2011

To make a payment ring:

Burmantofts, Richmond Hill, Chapelton and Harehills:	0113 247 6227
Halton Moor, Osmondthorpe and Gipton:	0113 247 6223
Meanwood, Moortown and Wetherby:	0113 247 6217
Seacroft:	0113 247 6228

To speak to someone about your rent account ring:

Burmantofts, Richmond Hill, Chapelton and Harehills:	0113 214 3291 or 0113 214 3416
Halton Moor, Osmondthorpe and Gipton:	0113 214 3259
Moortown, Meanwood and Wetherby:	0113 214 5607
Seacroft North and Seacroft South:	0113 214 9162

Prize Draw Winners

Congratulations to Mrs Senior who won £250 in our recent prize draw.

Mrs Senior said *'I'd like to spend my winnings on Christmas presents for the family and I'll be making donations to the Samaritans and the Bereaved Parents charities.'*

If you pay by direct debit, you will still be entered into the draw even if at times throughout the year your account shows a small 'technical' arrears balance.



It Pays to Pay!!

To show our appreciation to the tenants who pay their rent regularly we enter them into our quarterly 'It Pays to Pay' tenant reward scheme. By paying your rent on time you could win £250. To be valid for entry you must also keep a clear rent account or pay by Direct Debit, and don't create any nuisance, antisocial behaviour or other tenancy problems.

Congratulations to our winners in the last quarter...

- Mr O'Toolen of Harehills
- Mrs Douglas of Osmondthorpe
- Miss Wilson of Lincoln Green
- Mrs Daniel of Saxton Gardens
- Miss Lonsdale of Seacroft
- Mrs Watts of Seacroft
- Mrs Sharpe of Wetherby
- Mr Wan of Moortown



Help for Vulnerable Tenants who may have Debt and Mental Health problems



Did you know, one in four people has a mental health problem and is also in debt? In the UK people with mental health problems are nearly three times more likely to be in debt than others. Debt may be a cause and consequence of mental health problems.

Debt can be caused by a number of factors. Major life changes can cause income to drop and expenditure to rise meaning people may borrow money, or stop paying bills, to cope with their new demands.

Mental and physical illness can trigger debt, both for people with mental health problems and carers. Incomes may drop (e.g. resultant job loss) and expenditure can also rise (e.g. prescription charges, or travel costs to health services). Debts can be ignored or pile up if individuals withdraw or find communication difficult. People may also feel that creditors don't understand or take into account their mental health. They may be wrongly seen as difficult or fraudulent customers and not get the help they need.

If you, or you know of someone who may be in this situation we will do our best to help you.

We can:

- Offer you a private interview at a local housing office or at your home.
- Make note of your mental health problem and tailor our service to meet your specific needs.
- Arrange for you to see one of our specialist debt and benefit advisors who will:
 - Check if you can claim housing benefits and other benefits.
 - Work with you to help sort out your weekly budget.
 - Help you with multiple debt problems and put you in touch with specialist advice agencies who we work closely with.
 - Tell you about Leeds City Credit Union and how they work.

Remember

- D**on't ignore debt – it will only get worse.
- E**xplain your problems to someone you trust.
- B**e sure to get expert independent advice.
- T**ake control of your money and spending.





ENEHL are always asking residents to complete surveys so that we can improve the service we provide. In our section You Said, We Did, we will report on examples where we have listened to what you had to say and as a direct result improved on it. Look out for another example of You Said, We Did on page 24.

You Said, We Did...

You Said...

68% of respondents stated that direct debit is not convenient for them.

We Did...

We are currently working with the other Leeds ALMOS and BITMO to look at improvements to the direct debit system to increase the number of days available to pay by direct debit which will hopefully make it a more convenient way for customers to pay.

You Said...

From customer feedback it would appear that many of those in arrears, are in arrears due to housing benefit claims or budgeting problems and loss of work.

We Did...

A Campaign being undertaken to focus on customers affected by the new housing benefit changes. We will continue to promote our benefit advisor service in newsletters, arrears literature and have expanded the number of debt advice partner agencies e.g. Christians against poverty to maximise resources in this area.

Say 'No' to sharks Say 'Yes' to Handiloan



Say 'No' to sharks Say 'Yes' to Handiloan

26.8%
APR
Typical

Avoid paying sky-high interest – here's a loan from the people you can trust

- borrow up to £750
- simple weekly repayments
- loans for all your needs

Apply now – find a branch overleaf



Don't risk paying sky high interest on your next loan, choose a Handiloan

An affordable loan, from a name you can trust.

You can borrow up to £750 and pay it back with affordable weekly payments.

At Leeds City Credit Union, we offer fair interest rates to help you avoid paying the 'rip off' rates charged by loan sharks, unscrupulous lenders and by some card providers.

See how our loan rates give you a better deal

Lender	Loan	No. of weeks	Weekly repayment	APR Typical	Total repaid	Saving
Lender 1	£500	33	£25 per week	433%	£825	£0
Lender 2	£500	31	£55 per week	365%	£775	£0
LCCU	£500	33	£16.50 per week	26.8%	£545	£280

To apply visit a branch below

Or go to www.leeds-loans.co.uk/shark

City centre

Kirkgate
City Branch
32 Kirkgate, Leeds LS2 7DR
Great George Street
City Centre One Stop Centre
2 Great George Street, Leeds LS2 8BA

Local branches

Armley
Armley One Stop Centre
Socks Hill, Leeds LS12 1UQ
Belle Isle
The Old Housing Office
26 Broom Crescent, Leeds LS10 3JN
Dewsbury Road
Dewsbury Road One Stop Centre
190 Dewsbury Road, Leeds LS11 6PF

Halton Moor
Halton Moor One Stop Centre
Neville Road, Leeds LS15 0NW
Seacroft South
Seacroft One Stop Centre
90-95 Morsedale Lane, Leeds LS14 6GG

Info points

Harehills
The Compton Centre
Harehills Lane, Leeds LS9 7BG
Morley
Morley Town Hall
Queen Street, Morley LS27 9DY
Wetherby
Wetherby One Stop Centre
24 Westgate, LS22 6NL



Registered Office: Leeds City Credit Union Ltd, Westminster Buildings, 31 New York Street, LEEDS LS2 7DE. Authorised and regulated by the Financial Services Authority (FSA). FSA registered 213369. Registered under the Credit Union Act 1979 and the Industrial and Provident Societies Act 1965. Registration number 88C. Loans available to LCCU members aged 18 or over, subject to assessment and status. *Terms and conditions apply.



Keeping you up to date with Decency

We're sure the question you're all asking is, did we meet the Decent Homes Standard? Well, at the time of writing, we still have a small amount of work to complete but by the end of March 2011, we will have hit our target. We remain confident that we can achieve this and that we've chosen to do the right improvement work to the right properties at the right time.

So what work have we done?

Below we report on how the improvement programme is progressing...

Multi-Storey Improvements

We have **64** blocks in our area and we are replacing the communal entrance doors to **44** of them. By the time you read this, they should have been completed. We hope this will make you feel more secure in your home.

More multi storey news: As part of our Fire Safety Programme, we have done surveys on the flat entrance doors in many of our multi storey blocks to ensure that they meet Fire Safety Regulations. So far, we have targeted all flats in **14** blocks and various individual flats in other blocks with a view to installing new doors which meet fire regulations. **Please be aware that if you already have a door which meets these regulations, we won't be changing it for a new one.**

Outside of our Fire Safety Programme, there are two contractors installing new front and back doors as we had a large number of these to do, about **377**. The first contractor started the work before the end of the calendar year, the second started in January. Both of these are due to finish by the time you receive this newsletter.

Other Programmes of Work

Re-roofing: We experienced some delays in getting started which meant that we didn't finish the re-roofing by the end of 2010 but by the time you read this **156** new roofs will have been completed.

Kitchen Replacements: This scheme is progressing well, both contractors who we have working for us are due to finish by the end of March 2011, by then we will have installed over **500** kitchens.

Central Heating Systems: We've installed over **800** new systems, giving many of our customers the benefit of good thermal comfort. We will be continuing this work into the next financial year, although probably not on such a large scale!

Loft Insulation: We've now put insulation in over **1,100** properties.

Security Alarms: Our programme of security alarms and lighting was very popular this year. We've put some money aside to continue this work in the next financial year and you can make a request to have an alarm or light, or both fitted if you want, by calling **0113 2476358**. Or visit your local housing office, or email us at enehl.enquiries@enehl.org.uk. **Please be aware that requests for this type of work can only be considered for elderly residents or those who consider themselves to be vulnerable.**

So what happens now that Decent Homes is complete? We'll still use the Decent Homes Standard as a benchmark for where to target our investment in your homes, but there are other areas of investment which need to be looked at such as better energy efficiency measures, more effective forms of heating and such. We're also working with building contractors to build new houses and this will continue going forward. There's a lot to think about following Decent Homes but as always, we'll keep you updated.



If you have any queries regarding the home improvement programme, please use the two dedicated telephone numbers:
0113 2476358 / 2476359.



Understanding Your Service Charges

What are Service Charges?

These are the charges you pay to Leeds City Council as your share of the cost of managing, maintaining, repairing, insuring and providing services to the block or estate you live in:

Service Charges are divided into four areas:

- **Services**
- **Repairs**
- **Insurance**
- **Management**

The charges you will pay will depend on the facilities that are available to you.

Services cover such things as:

- **Caretaking**
- **Cleaning shared areas**
- **Lift services**
- **Fire equipment**
- **Electricity and lighting**
- **The door entry system**
- **Maintaining grassed areas and shared gardens**



Repairs

A standard estimate is included at the beginning of each financial year for each block of flats. The level of the estimate is based upon the block type. This estimate is to cover the general maintenance and repairs which may be undertaken during the financial year to the block.

If the repair costs are lower than the estimated value a refund is made as part of the Service Charge Actual Statement in the following financial year. If the actual costs incurred are higher than the estimate the leaseholder will be required to pay the additional monies again as part of the Actual Statement in the following year.

The monies are not retained by Leeds City Council or ENEHL; any under or over payment is dealt with in the following financial year as required under the terms of the lease and legislation

Insurance

LCC insures you against loss or damage caused to property. For all claims the insurance company will rely on the level of cover and wording in the policy. LCC will insure the building your home is in for the full cost of building it, not for the price they would get for selling it.

LCC are currently looking into offering separate home contents insurance but at present it **does not** offer this service and you will need to purchase your own contents insurance.



Further details of your buildings insurance is included in the Summary of Cover; a copy of which can be obtained by contacting the Home Ownership Team on 0113 2476401 or e-mail Lccleasehold@leeds.gov.uk

What are Management Costs?

The management costs cover your contribution for the:

- **costs to send you your invoices every three months**
- **costs of dealing with any repairs that may need carrying out**
- **surveyors who come to look at the repairs to check what work needs to be done**
- **staff who are on hand to answer your queries**

How can you pay for your Service Charges or Invoices?

- **By direct debit**
- **By standing order**
- **By telephone banking or BACS**
- **Debit card over the telephone**
- **On the internet**
- **At a Post Office**
- **Paypoint or Payzone**
- **By post**

If you are having difficulties in paying for your Service Charges or invoices please contact LCC on 0113 2476401.

Access to our Services

You Said...

The Moortown Office was in need of a facelift. Visitors said they needed a bigger reception area and private interview room facilities.

We Did...

A New Look to Moortown Office

Changes have been taking place to improve the reception facilities available to customers who visit the Moortown Housing Office. Customers who have regularly provided feedback on the customer services we provide at Moortown have consistently told us that they are unhappy about the lack of available and suitable interview facilities in the existing reception. They also remarked that they find the existing reception area to be too hot and stuffy and many have felt uncomfortable with the surroundings.

Over the last few months work has been done to address these issues and the adjoining building, formerly used by Fabian Hamilton MP, has been transformed into a new customer service facility equipped with two interview rooms, improved air conditioning and enhanced facilities for the disabled.



■ The new counter area and private interview rooms installed in Moortown Office.

The improvements are a continuation of ENEHL's drive to ensure that our customer advice services are fit for purpose and suit the needs of people who use them. Our Face to Face Contact Questionnaire is used to get the views of our customers and these improvements are the end product of our commitment to involve all our customers in the development of our services for the future.

You Said...

We received feedback that you were unable to see staff's names on our name badges.

We Did...

Staff now have new ones for Customer Service Advisers that are magnetic and can clip to the lapel which just show the Adviser's name.

Contacting ENEHL Out of Hours

Our contact centre is open 8am-6pm. If you have a repair to report after these hours you should wait until the next day unless it is a genuine emergency. If you call the contact centre after 6pm you still won't get your repair raised until the next day and you may be stopping genuine emergency calls from getting through.

In 2009 / 10 approximately 43% of the calls made, could have waited until the next day.

It costs ENEHL money for the Contact Centre to take your call which could be spent elsewhere. So if it's after 6pm think twice before making that call.

Why waste time, waiting in line?...

When you can find out your rent balance or pay your rent without having to leave your home, 24/7.

Visit the ENEHL website and you can do all this online. To pay all you need is your reference number and debit / credit card. Or we have an automated payment line, just call 0113 3957100 with your card details. You can also look at your account balance, you just need to register and you're all set.

You could of course cut out all the hassle and request to pay by Direct Debit.

By visiting www.enehl.org.uk to pay online you could help to save us over £18,000 a year which is spent on receiving calls to the Contact Centre, simply to make a payment. And whilst you're there you'll find you can do lots of other things online... Rent a Home, Report a Repair or look at our Performance. So click on www.enehl.org.uk and save yourself a visit or call to our office.





Spread the word!

We need your help to spread the word to tell everyone about the ENEHL Adaptations Service.

If you are part of a group or committee and would like a member of the Adaptation Team to attend a coffee morning, event or meeting you have organised, then we would be more than happy to come along to talk about the service we provide.

We are also happy to send out leaflets so that you can display them in your communal areas, the leaflets give you important information about adaptations and how you can apply for them. Please contact us on 0113 2476396 to find out more.



■ Leaflets which are available.

Please look out for us at different coffee mornings this year.



Performance

From the 1st April until 31st December 2010 the team have installed 440 adaptation requests and so far 80% have been completed within target. This is an improvement since the Winter Edition of Your Home Magazine where we only completed 78% within target.

How are we doing

We are on target to achieve our year end performance of 90% of complaints being responded to in 10 working days.

At the end of Quarter 3 (31 December 2010) 36% of our complaints were upheld and agreed with. These can be broken down into a top 3 of:

50% Repairs



14% Estate Management



11% Modernisation



Our learning outcomes throughout the year to Quarter 3 include:

- ✓ To ensure all staff adhere to the fencing policy and apply the criteria consistently.
- ✓ To ensure that we keep our promises and where we promise work we see it through to the end.
- ✓ To ensure we provide more detailed information around tree work including timescales and criteria.
- ✓ To set clear customer expectations.

Customer satisfaction with the overall complaints process was 79% at the end of Quarter 2.

For more details and performance information you can visit our website and look up complaints under the 'How we can help you' Section.

Contacts and useful numbers



Telephone number for all repairs, enquiries, comments, compliments and complaints: 0800 915 1600. Assistance on this line is available 24 hours a day.

If you are calling from a mobile phone you can contact 0113 3984711 which will be charged at local rate.

Burmantofts Housing Office

Rigton Lawn, LEEDS, LS9 7QA

Osmondthorpe One Stop Centre

81a Wykebeck Mount, LEEDS, LS9 OJE

Richmond Hill Housing Office

8 Walter Crescent, LEEDS, LS9 8NG

Seacroft South One Stop Centre

Moresdale Lane, LEEDS, LS14 6GG

OPENING TIMES FOR THESE OFFICES

Monday and Tuesday 8.30am - 4pm

Wednesday 8.30am - 3pm

Thursday 8.30am - 6pm

Friday 8.30am - 5.30pm

Chapelton and Harehills Housing Office

Roundhay Road, LEEDS, LS8 4HS

Gipton Housing Office

Coldcotes Drive, LEEDS, LS9 6QG

Moortown Housing Office

Queenshill Approach, LEEDS, LS17 6AY

OPENING TIMES FOR THESE OFFICES

Monday, Tuesday, Thursday and Friday 8.30am - 4pm

Wednesday 8.30am - 3pm

Seacroft North Joint Service Centre

Unit 8, Seacroft Green Shopping Centre, LEEDS, LS14 6JD

OPENING TIMES

Monday, Tuesday, Thursday and Friday 9am - 5pm

Wednesday 9am - 3pm

Wetherby One Stop Centre

Westgate, LEEDS, LS22 6NL

OPENING TIMES

Monday, Tuesday, Thursday and Friday 9am - 4pm

Wednesday 9am - 3pm

24-HOUR DEBIT CARD PAYMENTS

0113 395 7100

ADULT SOCIAL CARE

0113 222 4401

AGE CONCERN LEEDS INFORMATION & ADVICE SERVICE

0113 389 3004

ANTISOCIAL BEHAVIOUR REPORTING

0113 222 4402

BENEFITS SERVICE

0845 127 0113

BT

0800 800 150

BRITISH GAS

0800 300 100

BULKY HOUSEHOLD WASTE

0113 3984760

CHILDLINE

0800 11 11

CHILDRENS SOCIAL CARE

0113 222 4403

CITIZENS' ADVICE BUREAU

0870 120 2450

COUNCIL TAX

0113 222 4404

CONSUMER CREDIT

COUNSELLING SERVICES

0800 138 1111

CRIMESTOPPERS

0800 555 111

DISABILITY LIVING FOUNDATION HELPLINE

0845 130 9177

DISABLED PARKING BADGES

AND BUS PASSES

0845 125 4113

EBOR GARDENS ADVICE CENTRE

0113 235 0276

ELECTRICAL CONTACT WORK

0113 395 7237; 0113 395 7238

ENVIRONMENTAL SERVICES

0113 222 4406

FUEL ADVICE LINE

0800 512 012

GAS LEAKS

0800 111 999

GIVING BLOOD

0845 771 1711

HIGHWAYS MAINTENANCE

0113 222 4407

HOME FIRE SAFETY CHECKS

0800 587 4536

HOUSING OPTIONS

0113 222 4412

LEEDS CITY COUNCIL SWITCHBOARD

0113 222 4444

LEEDS CITY CREDIT UNION

0113 214 5252

METER PLUS READING SERVICES

0800 073 3355

NPOWER

0800 073 0030

TEXTPHONE FOR DEAF

OR HARD OF HEARING

0113 224 3792

NATIONAL DEBTLINE

0808 808 4000

NATIONAL GRID (GAS LEAKS)

0800 111 999

NEIGHBOURHOOD WATCH

0207 035 4848

NHS DIRECT

0845 46 47

EON

0800 073 0033

OUT OF HOURS NOISE NUISANCE

0113 222 4406

PEST CONTROL

0113 222 4406

PDSA

01952 290 999

POLICE NON EMERGENCIES

0845 6060606

REFUSE COLLECTION

AND STREET CLEANSING

0113 222 4406

RSPCA

0870 555 5999

TRAFFIC MANAGEMENT

0113 247 7522

USED NEEDLE DISPOSAL

0800 13 86 227

YORKSHIRE WATER

0845 124 2424

WELFARE RIGHTS UNIT

0113 214 9006

JARGON BUSTER

Ever wondered what all those initials stand for? Here's our quick guide to what's covered in this issue of the Newsletter. Hopefully all will become clear.

ALMO

Arms Length Management Organisation

ASB

Antisocial behaviour

ASBU

Antisocial Behaviour Unit

BACS

Bankers Automated Clearing System

CCTV

Closed Circuit Television

ENEHL

East North East Homes Leeds

IT

Information Technology

LCC

Leeds City Council

Osc

One Stop Centre

PCSO

Police Community Support Officer

POCA

Proceeds of Crime Act

TRA

Tenant and Residents Association

WISE

Wetherby in Support of the Elderly



Competitions

Childrens Corner

Colour Me!

COLOUR THIS PICTURE IN AND RETURN IT TO US.

We'll print the best one in the next newsletter and the winner gets a £10 voucher!

Please send your completed 'Colour Me!' and stories to the Communications and Information Team, East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, LS7 3YY. NO STAMP NEEDED.



Leeds Rhinos competition

Find the hidden 'Ronnie the Rhino' in this issue of Your Home and win 2 Leeds Rhinos tickets!

Send your answer to Your Home,
I Found Ronnie,
East North East Homes
Leeds, FREEPOST
RRJX-YRTK-TACE,
LS7 3YY.
NO STAMP
NEEDED.



Spot me if you can

Competition Winners

Congratulations to C Coyne, who spotted Ronnie on page 7 of the last newsletter.

Thank you to everyone who sent in their colouring pictures. We had lots to choose from this time and love seeing your pictures. All entries were put into a draw and the winner was Shane Byrneshewin, aged 6.



Royal Wedding

To celebrate the Royal Wedding, we've hidden wedding rings / cakes* in this issue of Your Home magazine. But how many are there? To win a £10 High Street Voucher, Count them up and send us the answer to Royal Wedding Competition, East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, LS7 3YY. NO STAMP NEEDED.

* These are the two images hidden in this issue, see how many there are in total. (don't include these ones here!)



YOUTH PAGE



Introducing our new Junior Wardens

The new Junior Wardens are from Crossgates and Parklands School and over the next few months they have plans to:

- Do a clean up in Seacroft South
- Take part in a Walkabout with Crossgates Good Neighbours
- Learn about Fire Safety

If you'd like to know more about the Junior Wardens visit our dedicated youth website: ENEHL Youth, visit us at <http://enehyouth.terapad.com>



■ The Junior Wardens attending a First Aid Training Course.



■ The Wardens spent a day at Killingbeck Police Station learning about safe street cleaning.

Having a party to celebrate the Royal Wedding? We'd love to see your pictures.



If you and your friends are holding a street party to celebrate, then why not send us a picture of your event. We will print them in the next issue of the magazine. Send your photos to 'We had a Royal Wedding Party', FREEPOST RRJX-YRTK-TACE, East North East Homes Leeds, Leeds, LS7 3YY. NO STAMP NEEDED.

U can read all about this and much more on our dedicated youth website: ENEHL Youth, visit us at <http://enehyouth.terapad.com>