

# yourhome

THE NEWSLETTER FOR EAST NORTH EAST HOMES LEEDS



## Building Skills For Life



**Haselwood Hub Relaunch Event**

**Capital Programme Update**

**Community Heroes**

# WELCOME

## to the Summer issue of Your Home!

First of all, a sunny welcome to our two new tenant board members Maureen Lilywhite and Peter Thorpe. They've come to us with a combined 13 years experience of living on our estates and are eager to start getting down to business and representing their communities at board level. Now that we've completed our 'decent homes' modernisation programme, they'll both be helping us to set the company's priorities and focussing on crime and grime on the estates.

If like, Maureen and Peter, you too want to get involved in making sure we're doing the best we can in your area, make sure you put your name down to get involved in our new Tenant Scrutiny Panel. Being part of this panel you'll have powers to call in to question where you think our service could do better or where you think problems are occurring.

A major theme for us this year is getting people who are unemployed on our estates back into training and employment. As a result we ran the Passion 4 Fashion project involving young people from across Leeds. We worked with local businesses to teach budgeting, money management and clothing design to create their own fashion collections which were then showcased in style at the Leeds Town Hall (page 23). But we haven't stopped there, Skills Week is running between May and July where we'll be opening the doors of our construction services team to show our tenants valuable routine maintenance skills for life. We'll have a full update in the autumn issue.

Thinking of the future, we've gone green and started to identify homes to install solar panels on (page 21). This is just the start of some green projects we've got in the pipeline to help residents save money and make the environment you live in cleaner and greener.



Have a fantastic summer,  
Steve Hunt, Chief Executive

# CONTENTS

News	3-5
Your Editorial Panel Page	6
Community Heroes	7
Your Community	8-15
Leaseholder News	16
Independent Living Team News	17
Need to Know	18
Keep Your Home Safe	19
Capital Programme Update	20
Property Adaptations	21
Free Electricity for Tenants	21
Your Money	22-25
Contacts and Useful Numbers	26
Competition	27



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For more information call us on 0800 915 1600.

## Cracking Down on Crime

As part of a recent review of how ENEHL and its partners respond to antisocial behaviour new multi agency teams have now been established within the communities they serve, operating to shared service standards.

ENEHL has its own multi agency team consisting of case officers, police officers, victim support and offender management.

Leeds Antisocial Behaviour Team, East, will not tolerate any instances of antisocial behaviour and will take whatever steps it feels necessary to stop such behaviour, including eviction.

**A recent case was that of Janine Machin of 115 Osmondthorpe Lane who was evicted as a result of her antisocial behaviour in the Osmondthorpe area, as reported in the Yorkshire Evening Post on 8 April 2011.**

In order to protect the wider community around Osmondthorpe Lane, we also sought an injunction preventing Janine Machin entering the Osmondthorpe area.

The injunction carries a power of arrest, therefore if anyone sees Janine Machin in the Osmondthorpe area they should not hesitate in reporting this to the Police.

## Get involved ... be a part of the ENEHL Team ...

There are lots of opportunities to help shape the service we deliver, our aim is to get residents involved in influencing and decision making within the organisation. See details below about joining our Board or you might want to be a part of our new Tenant Scrutiny Panel. There's also a chance to join our Area Panel (see back page).

### Apply to Become A Tenant Board Member

Could you help to govern East North East Homes Leeds?

This summer applications are being taken from ENEHL residents, both tenants and leaseholders who are interested in this very important role.

Training will be made available to successful applicants.

**Interested?** Contact Partnership Team by telephone on **0113 2476101** or by e-mail at **enehl.partnershipteam@enehl.org.uk**

### Apply to Join the New Tenant Scrutiny Panel

Are you interested in telling us where you think our service could do better?

We are looking for tenants to join the new Tenant Scrutiny Panel, meetings will be held every 4 weeks and you will have the power to investigate any area of the service and our performance. The Scrutiny Panel will be independent and able to scrutinise decisions made by officers, Board Directors and Area Panels. You will then recommend changes for how services can be improved.

To request an information pack with more details contact Dave Longthorpe by telephone on 2476115 or by e-mail at **enehl.enquiries@enehl.org.uk**

## New Charges

Please see below the revised charges to sundry items available from your local housing office. These are now standardised prices and will be introduced with effect from Monday 27 June 2011.

ITEM	COST
Replacement Key Fobs	£12.82
Replacement Security Keys	£12.82
Washer Tokens	£1.28
Dryer Tokens	£1.28
Mortgage Reference	£52.37
Retrospective Permission	£52.37
Retrospective Permission with Surveyor	£57.95
Replacement Heating Cards	£6.69
Sheltered Housing Guest Room	£12.00
Immigration Letters	£57.95

## Maintenance Apprenticeships



Learn a trade through our apprenticeship in basic trade skills ...

We have several one year trainee positions in maintenance operations apprenticeships. You will undertake a QCF qualification in city and guilds maintenance operations which involves learning basic trade skills whilst studying for one day a week. This could possibly lead to a trade apprenticeship starting in September 2012. To apply for these positions you will need to fill in an online

application form through the National Apprenticeship Service (NAS) website [www.apprenticeships.org.uk/Be-An-Apprentice](http://www.apprenticeships.org.uk/Be-An-Apprentice).

**All applications must be entered through this website. The closing date for all applications will be Friday 15 July.** We welcome applications from the areas we serve.

## Haslewood Hub Re-Launch Event

The Haslewood Hub community centre has been completely refurbished through a partnership between East North East Homes Leeds, Michelangelo's Mates and The Garden Gang. To celebrate the centre being brought back into use after months of neglect a re-launch event was held to bring people back to the centre and encourage them to start using it as a community base again.

All the groups who use the Hub had representatives present to tell visitors all about the classes and services available ...



Zest Health for Life was represented, with healthy eating advisers making fruit smoothies to show how easy it is to get 5 a day.



Harnek Panesar from Youth Services demonstrated his craft skills, making paper flowers for the children (and some of the older visitors!) to decorate; Harnek also ran a quiz with children from the local Primary School and gave out mini-torches as prizes.

Resident artists from Seagulls ran classes on decorating mirrors and photo frames. They showcased the fantastic range of recycled paint which is available from their new base at the Hub, as well as the creative skills they teach through group workshops.



A group of children from Ebor Gardens Primary School, Year 6 visited the Hub to see the new allotment which has been created for use as an outdoor classroom. This proved to be a real highlight. James Mackenzie and his team from The Garden Gang showed the children where their favourite fruit and vegetables come from. The allotment will be followed up with raised beds to help people with mobility problems get involved in gardening.



Annette Logan and her able assistant Danielle were on site to sign people up for ESOL (English for Speakers of Other Languages) classes, as well as courses on a variety of other topics such as money management and skills for parents.



Students from Trinity University dropped in to film the event as part of a Journalism course project – so if you were there look out for yourself as one of the future stars of local film!



Despite the grey skies and rain in the morning, the event was really well attended, with about 100 people dropping in through the afternoon. Thank you to everyone who took the time out to visit. Residents had lots of questions about what funding is available and the types of projects which have been successful in the past, so watch this space for future neighbourhood improvements!

## Neighbourhood Policing Team Update

Over the last 12 months we have had 350 fewer crimes committed across Gipton and Harehills and the amount of crime being detected by police has increased. This means that those people committing crime in the Gipton and Harehills area are more likely to get caught!

You will have noticed an increased police presence on the streets, as the reduction in crime frees up more of the Neighbourhood Officers' time to spend in the community.

The Neighbourhood Policing Team are keen to drive crime levels down even further and there are things that people can do to help. The recent rise in scrap metal prices has meant that criminals are now turning to lead theft. Many houses and buildings have lead as waterproof flashing on roofs and this is becoming attractive to thieves. To prevent such offences, please:

- ensure you secure any ladders and tools from the exterior of your properties
- trim hedges and foliage and improve lighting
- If possible, use a UV marker pen to mark lead with your postcode
- be vigilant regarding vehicles, but be aware offenders will use anything that is to hand to move the lead (even wheelie bins and shopping trolleys)!

If you see suspicious activity phone 999.

**If you have any information which may be useful please contact Crimestoppers on 0800 555111, or the Gipton and Harehills NPT office number on 0113 2413270. For further information on local policing in your area have a look at our website [www.wypnpt.org](http://www.wypnpt.org) and click on North East Leeds and Gipton and Harehills. You can enter your postcode to find out what is happening local to you.**

# Your Editorial Panel Page

## Q&A with Eileen O'Donnell, Tenant Editorial Panel member and Rob Goor, Head of Property Repairs and Maintenance.

As part of her role in the Editorial Panel, Eileen suggested it would be good to get a quick Q&A with Rob Goor to speak about the Repairs Service ... Here's an account of the session ...if you want to read more, click on [www.enehl.org.uk](http://www.enehl.org.uk)

**EO: What's the process when someone calls up with a repair to be done?**

**RG:** The person taking the call follows a script. They will ask some questions to find out who you are, where you live and what the repair is. They use a computer package called Locator Plus to diagnose repairs. The software uses a series of on-screen diagrams and questions so that the call handler can find out what the repair is and who's responsibility it is. It includes practical advice for tenants like how to isolate a leak.

**EO: Who determines the priority of a repair, what is urgent and non-urgent etc?**

**RG:** We try and standardise the repairs process as much as possible so the repair priorities are pre-set in the Locator Plus system. This works well the majority of the time and means we can manage workloads efficiently and respond to repairs in an appropriate timescale and fairly. But there are times when the priority of a repair needs to change because of special circumstances or the needs of the customer. In these cases the process is flexible and through asking the right questions about the customer, the call handler can adjust the priority of the repair. This often happens for vulnerable customers.

**EO: If we say it's a problem with a wet room would the staff not assume we were elderly / disabled. They should automatically know that shouldn't they? I don't think the staff always ask the right questions....**

**RG:** We hold a lot of information on our systems about our customers, their circumstances and their needs and this flags up in front of staff to help them make the right decisions. Staff are required to ask the right questions and are well trained in this to make sure the priority is set correctly but where customers haven't told us previously that they have any special requirements then we are only as good as the information we get at the time.

Unfortunately, there are tenants who try to get us to increase the priority of a repair just because they want it done quicker and therefore we do have to be quite strict in the questions we ask.

**EO: What happens when I complete a satisfaction form, I never get any feedback?**

**RG:** All the surveys come back through my team and are analysed and acted on accordingly. We deal with any problems or issues listed on the slips to make sure that they are looked into and put right if need be. We don't have a process for responding to the positive comments that the majority of tenants give us which would be nice but it would just be so costly to do.

We've been looking at the surveys over the last year or so and have identified several improvements that we can make including more telephone surveys. This would mean a higher amount of feedback being captured and would allow the customer to explain any problems direct.

We get around 10% of all surveys returned to us and at year end we reported that about 92% of our customers said that the repairs service they received was good or excellent.

**EO: Is there some kind of new way of working going on in the Seacroft area?**

**RG:** Yes, over a year ago a team was set up to look at the overall repairs service and how it could be improved.

The new way of working is all about getting repairs done Right First Time. This means a different way of doing things such as removing duplication from processes that create delays and confusion for the customer as well as introducing new technology.

The pilot has run for nearly a year and in that time, we have found out what works and what doesn't work and the challenge now is to put this all together into something that we can roll out to the whole of East North East Homes Leeds.

**EO: And finally, can you give a brief update on the Decent Homes programme ...**

**RG:** As of the end of March 2011, we achieved our target of 95% of homes meeting the Decent Homes standard, we finished at 96.4%. The programme doesn't stop there however, and the challenge now is to maintain the standard in the future.

When the Decent Homes programme started nearly 8 years ago many customers thought that this meant they would have their whole home improved. That raised customer expectations. This was never the plan though and to add to this, over time the Decent Homes rules have changed as did the funding available to deliver improvement schemes. This meant that we could only deliver essential work, strictly in-line with the Decent Homes rules set by Government.

Modernising homes is important to us. If there are tenants who feel that the Decent Homes programme missed them out then they can always enquire through our Improvements Team on **0113 2476358 / 2476359**.



■ Eileen pictured with Rob during the Q&A ...

# Community Heroes

## Congratulations to Unsung Heroes Award Winner

■ Eric pictured with Jill Wildman



■ Eric pictured with Linda Mitchell

We say a big well done to Eric Lister on receiving the Leeds Tenants Federation (LTF) Individual Long Service Award. Eric is one of our long standing tenants living in Burmantofts and is chair of the Rigton Residents Group. Since retiring Eric has worked continuously for the community where he lives. Eric was presented with the Individual Long Service Award by Leeds Tenant Federated Chair Linda Mitchell at a special awards ceremony held early in the year. As well as the award from LTF, Jill Wildman, Director of Housing Services visited Eric to present him with a set of cut-glass whisky glasses as a thank you from ENEHL for all his hard work.

## Local PCSO recognised for commitment to the community

David Gilchrist a Police Community Support Officer (PCSO) working in the Meanwood area was named regional PCSO of the Year at the Excel ceremony earlier this year.

The award was named in memory of Sharon Beshenivsky and was presented by Detective Constable Teresa Milburn, Sharon's former partner who was shot and injured in the incident that killed Sharon.

His nomination explained his commitment to the community in which he serves. It highlighted how he continues to generate and be actively involved in local initiatives. He is always looking for new ways to establish new schemes to assist and help local people and organisations and has invaluable knowledge of the community and the people.



■ David receiving his award



■ Mr Domendziak pictured with Adele Britton

## Special thank you from the residents of Block 3 Alderton Heights

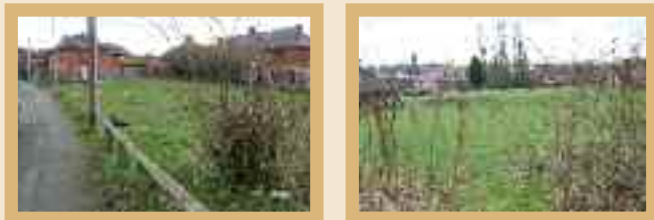
They wanted to give a special mention to Mr Domendziak to say how much they appreciate all the work he does in keeping the area clean and tidy, he litter picks the car park and makes sure everything is spick and span ... The Residents at Block 3 salute you. As a sign of our appreciation, ENEHL presented Mr Domendziak with some high street vouchers.

**Polite Notice** - It would be lovely if all residents could keep their areas clean and tidy. ENEHL would like to remind everyone to take in their bins when they have been emptied and to keep your gardens tidy. Thank you.

## ENEHL Outer East Area Panel Update

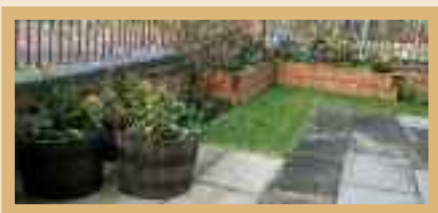
### Estate Investment Bids

- **South Seacroft Community Safety Fencing Scheme** – A large open green space situated on South Seacroft has been used as a dumping ground for years. Leeds City Council (LCC), ENEHL and Police and Fire Services are continually called out for fly tipping, litter, fires and antisocial behaviour activities. South Seacroft area is a priority for the area panel in 2011/12 and they have agreed to fund a scheme to prevent further activities which will help reduce 'grime and crime' and create a pleasant environment for the community.



■ The area which will see improvements made over the summer

- **Removal of un-used planters** – Through partnership working with ENEHL, LCC Highways and local residents group from Halton Moor, Outer East Area panel agreed to support the scheme and approved part funding for the damage brick built planters to be removed from Ullswater Crescent, Coronation Parade and Rathmell Road.



■ The old planters have been removed to make the area tidier

### Groundwork Updates

Groundwork continues to work closely with East North East Homes and local residents from Parkway Grange / Court and Seacroft Gate Block 1 to develop 2 schemes: Parkway Grange / Court Environmental Improvement Scheme and Seacroft Gate Block 1 temporary allotment.



■ The new planter

### Estate Walkabout Schemes

- Local residents of Barncroft Court maintain the garden area to the block. Community Champion Tina Roche asked if they could have help with funding to buy some new planters and plants. Area panel approved and the area now looks really colourful.
- Local group Alston Lane over 55s asked the Area Panel for funding to pay towards their activities. The group delivers courses such as card making, knitting classes and day trips out. Area panel were happy to support the group and approved £500 funding.
- Area Panel approved funding for Queensview Sheltered complex. They asked for help with buying some seasonal plants. The area is kept clean and tidy by Olive Fernley and the Panel would like to thank her for the time she spends maintaining the garden.

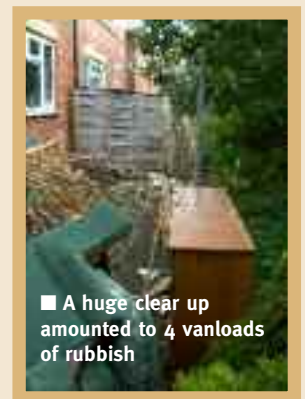
### Work in the Community

Probation continue to deliver a good service for our estates. They have carried out litter picks on Tarnside Drive open green space, Seacroft Village Green and Barncrofts Low Woods making a big improvement to the environment and the areas.

In April a community clean up was organised on the Appleby's estate in Halton Moor and the estate caretakers were on hand along with local residents to clean up the area. Four vans of rubbish were cleared.

Residents in the area were very pleased with the event!

Thanks to John Moran and Mick Crossfield, Estate Cartakers for all their hard work during the day. Work will continue on the estate with the residents to establish a Residents Association. For further information contact Simon Jordan, Community Development Officer on 0113 2476091.



■ A huge clear up amounted to 4 vanloads of rubbish

### Panel Priorities

Over the coming months the panel will prioritise the following:

- **Relaunch forums in Seacroft and Halton Moor.** The forums aims are for residents to raise any issues or concerns they may have regarding the communities in which they live. The next forum will be: **Halton Moor Forum – Wednesday 16 November 6.30pm-8pm at Halton Moor Social Club.**

## ENEHL Outer East Community Involvement Update

### What's on

**Seacroft Gala** on Saturday 2 July at Seacroft Village Green – 12noon-4pm

**East Leeds Unity Day** on Saturday 6 August at Neville Road Playing Fields, Halton Moor – 11am-5pm

**Cross Gates Estate East North East Homes / West Yorkshire Police community forums** on Tuesday 28 June and Tuesday 9 August at Cross Gates Community Centre – 1-2pm

The aim of the forum is to inform local people of community initiatives and we would like to establish a Residents Association.

### Group News

Osmondthorpe Tenants and Residents Association (OTRA) has been re-established and its members are already planning events for their Community including walkabouts and East Leeds Unity Day on 6 August (details on the left).

### Budding New Groups

Work carries on in trying to set up a residents association in the area of Inglewoods and York Road, Seacroft. Consultation has taken place and residents in the area see themselves as a voice for the local community over the next few months.

Highways Residents working with Simon Jordan Community Development Officer will look at setting up a Residents Association over the next few months. They are hoping to be successful with a bid to provide them with some benches within the grounds of the blocks.

**For further details or more information contact Simon Jordan, Community Development Officer on 0113 2476091.**

**With thanks to Angela Storey, tenant and Chair of Seacroft Gate Block 1, who provided the article about the Birthday Celebrations ...**



### Candles & Confetti for Seacroft Gate Block 1

Seacroft Gate Block One TICA celebrated their first birthday on 15<sup>th</sup> April and decided to hold a party to not only celebrate this milestone but also the Royal Wedding.

The party was held on 28<sup>th</sup> April on their newly created patio which has been transformed into an oasis of floral tranquillity and beauty by Michael Clayton who had kindly offered the use of his gazebo. Sadly due to the windy nature of the weather this had to be taken down.

There was music and food aplenty with Indian and Chinese selections sitting alongside the more traditional sausage rolls, quiches, mini Cornish pasties, sausages, cherry tomatoes, chicken and coleslaw followed by chocolate éclairs and birthday cake and all washed down with glasses of Bucks Fizz.

Easter Eggs purchased for another event but which were not used were raffled off and Eda Burling, Michael Clayton, Maggie McKeivley, Roy Binns and Billa Metcalfe were the lucky recipients.

Thankfully the sun shone and although it was a little breezy, a great time was had by all.

## ENEHL Outer North East Area Panel Update

### Estate Investment Bids

■ Installation of bollards to prevent damage to greenspace at Lingfield Hill



■ CCTV installed to the rear of the shop parade on Cranmer Bank.



■ 2 new lighting columns installed to the rear of Mason House, Wetherby



### Groundwork Update

#### • Freemans Way:

This project aims to create a pocket park off Freemans Way for use by the community. The space is currently uninspiring and dilapidated but has huge potential to become a significant local amenity and gateway to several footpaths. Groundwork Leeds has undertaken consultation with the local community to find out what they would like to see happen to the area and have drawn up plans for the improvements.

Groundwork have worked with ENEHL and the Hallfield Residents Association to finalise proposals for the project and the group are now completing stage two funding applications. Proposals consist of re-surfacing the existing degraded pathway, installing new metal boundary fencing, creating a covered, paved seating area and planting native trees and shrubs.

#### • Tynwald Woods:

Work has now been completed on the Tynwald Woods Project. The local residents group wanted to enhance the existing woodland with a grant from Community Spaces Big Lottery Fund and ENEHL. An event to officially open the wood took place in May. Treasurer of the Cranmer Call TRA, Eunice Clarkson, said: *'I am over the moon with the work and other residents are all highly delighted with the results. People are now using the woods as a place to sit and eat their lunch or read a book, which is exactly what we were hoping for. People have commented that they no longer afraid to walk through the woods, even at night.'*



■ The newly laid path ...



■ The wood was officially opened by Councillor Dan Cohen ...



#### • Lyndon Avenue

This project aims to create a much needed community space for residents in the heart of Bramham village. The proposals will turn a featureless grassed area alongside the main street into an attractive seating area for local residents, community groups and visitors to the village. The project will create a vibrant and colourful entrance to the village and provide a valuable local amenity that would benefit all ages. The proposals include new seating, high quality surfacing and planting to attract wildlife. The project is being developed in partnership with Bramham Community Action Group, ENEHL, Bramham in Bloom and Groundwork.

### Panel Priorities

Over the coming months the panel will prioritise the following:

- Improve communal conditions in 3 storey and Low rise blocks in the Outer NE Area.
- Monitor Performance of Area Office.
- Ensure completion of Groundwork Projects.

## ENEHL Outer North East Community Involvement Updates

### Work in the Community

- **Coffee Morning at Durrant Close.**

Gloria Hodgkinson held her Spring coffee morning in April. Everyone had a great time in the Easter Bonnet competition and a raffle was held with lots of prizes from Easter Eggs to wine.



■ Gloria picking the winning raffle tickets

### Group News

#### Moortown Allerton Elderly Care (MAECare)

MAECare will be holding lots of events over the summer months. These are open to all MAECare members, anyone living in the Leeds 17 area and aged 60 or over.

**Summer Tea Dance at Allerton High School.** The event will be held on **Wednesday 29 June at 1.30pm**. Enjoy an afternoon of dancing and delicious strawberry tea.

**Shadwell Summer Talk and Lunch at Shadwell Village Hall.** Come and hear Keith Barber give a lively, amusing and entertaining talk and slide show on Nostalgic Leeds. **Tuesday 12 July** 10 to 12noon followed by a light lunch, £3.

**Regular coffee mornings are held on the third Thursday of every month at Moortown Methodist Church** – 10.30 to 12.30pm. Cost £2 and refreshments are available. Coming soon ... **Thursday 21 July** – Unusual Pets by Val and John Crompton.

**For more information or to book a place on any of the events, contact the MAECare Office on 0113 2660371.**



■ Easter Bonnet competition

## ENEHL Inner North East Area Panel Update

### Estate Investment Bids

- **Probation Services Reparation Work Completed** – Stratford Court in Chapel Allerton had a team working two days to clean up one of the communal gardens. In addition to clearing in excess of thirty bags of beech nuts, leaves and debris the team also ‘discovered’ and cleared a patio area and path that had been hidden for years by compost formed by leaf fall.



■ The newly cleared area

On a recent walkabout on the Leaffield estate in Moortown the general look of the estate was questioned with some of the smaller trees and bushes overhanging paths and grass verges encroaching onto pavements. Work has now been completed to resolve many of the problems with bushes being cut back and pavements cleared. Malachy Doherty – Community Champion said *‘Probation Services have done a fantastic job cutting back and clearing the overgrowth of bushes at the edge of the estate by King Lane it was just a place where litter got blown into. They did more than I ever expected. Also on Sunday they did a litter pick of the estate. Well done to the team and their supervisor for sorting it all out for us.’*



■ Probation services at work

It should be remembered that the work carried out by Reparation Team is not charged to the company and means that more funded projects can be completed ... to date ENEHL have saved in the region of £8,400 by using Probation Services.

- **Stratford Court** – Following the work carried out by Probation Services an improvement project was approved by panel to create a seating area with tables, install raised planters that can be used by residents in the large quad which in summer is a wonderful sun trap. The project will include fencing and removal of a large amount of bramble from the raised garden.
- **Potternewton Heights** – The residents group have recently obtained funding from Grassroots Grants to purchase garden furniture to enable better use of the extensive green space around the block. In buying the furniture there would have been issues as to where it could be stored. The panel approved the purchase of a storage unit which will keep the furniture secure.



■ Chair of the Residents Group Valerie Warner checks out the space in the unit

### Panel Priorities

During the coming months the panel priorities will include:

- Home Improvements
- Letting of properties
- Monitoring local management issues.

**Do you have any ideas on how to improve your environment or know of areas that give you concern? Contact Bryan by telephone on 0113 2476106 or by e-mail at: [bryan.robinson@enehl.org.uk](mailto:bryan.robinson@enehl.org.uk)**

## ENEHL Inner North East Community Involvement Update

### Group News

Does your local area have a residents or community group? If not, would you be interested in joining people who want to improve **YOUR** area? Over the next few months residents in the areas below will be encouraged to come together to form a group.

Beckhill  
Brackenwood  
Gledhow Towers  
Miles Hill  
Stratford Court

**If you are interested contact Bryan either by telephone on 0113 2476106 or by e-mail at: [bryan.robinson@enehl.org.uk](mailto:bryan.robinson@enehl.org.uk)**

## What's on

Fieldhouse Estate – Summer Garden Party – Come and support this local community event.

**Saturday 20 August 2-4pm at Moorfield Nursing Home, off Stonegate Road, Moortown.**

Beckhill Estate – Community Café – Sandwiches, buns, drinks and a great chance to meet others.

**Every Thursday 11-2pm at Stainbeck United Reform Church, Stainbeck Road, Meanwood.**

Brackenwood Estate – Housing Surgery covered by Partnership Team – Got any ideas for your area? Need advice on housing issues?

**Every Thursday 9-12noon at Open Door, 225 Lidgett Lane, Brackenwood.**

## Scott Hall Community Clean Up

In early spring a community clean up was organised on the Scott Hall estate. Skips were provided for the day funded jointly by Inner North East Area Management Team and ENEHL.

Rob Double, Housing Support Officer (HSO) for the area said **Four HSOs, two teams of Estate Caretakers and more than half a dozen police officers led by Inspector Matt Davison took part in the day. We had a good result with the skips and a lot of rubbish was taken direct from the gardens of those who could not move it themselves. All forces joined in to locate areas of flytipping and advice was available for how we can help with gardening and the removal of rubbish via streetscene. One result of the environmental policing was that a bag of builders waste was later reported and traced back to the site of origin (they'd left their TV licence in the rubbish!)**

## Office in the Community

As a way of encouraging residents to become more involved in their area a mobile office was hired for a week by the Partnership Team to visit communities that don't currently have a residents group.

During May the office and members of staff visited Gledhow and Lidgett Towers in Brackenwood and Beckhill in Meanwood. A number of residents took the opportunity to talk through issues, ask for advice and give their support to creating local groups. The office will be back in the East North East area in late summer.



■ The mobile office is a place for people to drop in and have a chat ...



■ Partnerships Officer Adele Britton helping complete forms in the mobile office ...

## ENEHL Inner East Area Panel Update

### Estate Investment Bids

- **Aysgarths Community Space** – Residents at the Aysgarths requested that a neglected green space between houses be brought back into neighbourhood use. ENEHL had the grass cut and some rubbish and prickly shrubs cleared so that the space can be safely used by children as a play area.
- **Refugee Week and World Cup 2011 (20-26 June)** – Refugee Week is a great way of celebrating the contribution refugees have made to arts, culture, the economy and society in general and the Area Panels were keen to support this vibrant week of celebration. Funding has been granted to help the Refugee Council, using volunteer refugees from various countries, provide food, entertainment, family activities, dance, music and fashion shows. During the week the Refugee Council will also host a 'World Cup' to bring together various Leeds-based refugee communities to celebrate diversity through football. ENEHL has supported this initiative and is really looking forward to the event which will take place on 25 June at Thomas Danby College.

Refugee  
Week



- **St Augustine's Sheltered Scheme** – The local group at St Augustine's invited Partnership Officer, Abbi Shah down to discuss their issues. The main areas of concern being antisocial behaviour which was affecting the older and vulnerable tenants. The group successfully managed to bid and receive funding from the Inner East Area Panel for a new CCTV system. Congratulations to the group! Watch out criminals!!!

## Completed Projects

The last three months in pictures!



■ newly grassed area at Mullins Court



■ Thorn Terrace receive new fencing



■ Gates installed at South Farm Road

### Panel Priorities

Over the coming months the panel will prioritise the following:

- Completion of the Decent Homes programme.
- Engaging with young people through different activities.
- Environmental Projects.

## ENEHL Inner East Area Community Involvement

### Group News

- **The Cliftons, Sutherlands, Brownhills and Comptons** – A new group has been established to cover the close network of streets stretching from the Cliftons to the Comptons. Members of the group have already raised a number of issues affecting the area and are working in partnership with ENEHL and other agencies to address these. If you live in the area and would like to get involved, please contact Eleanor Coombe on 0113 247 6097 or email [eleanor.coombe@enehl.org.uk](mailto:eleanor.coombe@enehl.org.uk)
- **Rookwoods Forum and St Wilfrid's Forum** – The Rookwoods Forum took place on 13 April; although it was not widely attended, a number of issues were highlighted and we are taking steps to improve the area. If you would like more information or are interested in joining a local tenants' group, please get in touch with Eleanor using the contact details above. The next forum is planned for July at the Henry Barran Centre, and we will be targeting the St Wilfrids area, so if you have any housing related issues, we look forward to seeing you there.

### What's on

**South Gipton TRA have their bingo up and running and going strong ...**

Meet every Thursday 6pm at 164 Brander Road. The Group are keen to get new volunteers to work on some exciting environmental projects!

Sound like you? Then email [abbas.shah@enehl.org.uk](mailto:abbas.shah@enehl.org.uk) for further information.

- **The Directors Cut** – Briarsdale Community Room has been in need of some TLC for quite some time. Abbas Shah, Community Involvement Officer originally approached a few departments within ENEHL for assistance but was taken aback by the support he got from the Directors. Abbi says *'little did I know how many people would press to get involved. From the Chief Executive, Steve Hunt and Tony Butler, to the Chair of the ENEHL Board, Angelena Fixter to Rob Goor Head of Property Repairs and Maintenance. Getting stuck in, they personally removed the old kitchen and carpets and installed the new kitchen which was designed and donated for free by Rixonway. The team from Construction Services then rolled in to finish the tiling, and plumbing.'*

As well as this the residents managed to get an extra £500 of funding to buy new equipment. TRA representative says *'We already had some generous donations of chairs and tables from LCC and Elmete Centre but the extra help has been brilliant. All the people who came to the bingo absolutely loved it. I'd like to say a big thank you to everyone who helped'*.



■ ENEHL managers during the kitchen re-fit



## City Wide Leasehold Event, bringing ideas together ...

In April the first City Wide Leasehold Event was held at Morley Town Hall where leaseholders from East North East Homes Leeds, West North West Homes Leeds and Aire Valley Homes attended.

Representatives from Leeds City Council and each ALMO were on hand to present information and frequently asked questions on topics such as service charges and buildings insurance, responsive repairs, fire safety and much more.

The event allowed leaseholders from across the city to network with each other and talk about the services received in each area and ideas for improvements.



■ Representatives from LCC and each ALMO delivered presentations



This meeting was also chaired by leaseholder Bob Bottrill from West North West Homes Leeds.

Louise Almond, Project Officer, ENEHL said *'The event was a great success with lively debates taking place on suggestions for improvement to services. And we have to thank Barry the Fireman for his star turn. After providing information on fire safety, he left everyone with a smile on their faces for the journey home!'*



The minutes of the event will be sent out to everyone who attended. If you were unable to make it, you can request a copy using the contact details below.

Based upon the success of this event, we are already looking

forward to hosting a similar event next year.

If you would like to make venue suggestions or would like to provide a topic for discussion or get involved please contact Louise Almond on 0113 247 6380 or email [ENEHL.Lease.Holders@leeds.gov.uk](mailto:ENEHL.Lease.Holders@leeds.gov.uk)

## Leaseholders have a say too! Complaints Procedure...

If you are a leaseholder you are able to use the same compliments and complaints system as ENEHL residents. We want to make it as easy as possible for you to tell us what you think. That means we'll take feedback however you want to give it.

You can do this by:

### **Sending us an email to:**

[enehl.enquiries@enehl.org.uk](mailto:enehl.enquiries@enehl.org.uk)

**Using the Let Us Know form** - available in offices, or on our website [www.enehl.org.uk](http://www.enehl.org.uk)

**Writing to us at our FREEPOST** address (no need for a stamp), East North East Homes Leeds Feedback, Freepost RRJX-YRTK-TACE, Leeds LS7 3YY

**In person** - you can talk to us at any of our offices.

**Telephone: 0113 2476681 or Freephone 0800 9151600.**

### **We will acknowledge ...**

**Comments** within 10 working days and then pass it on to the right person to make sure we give your views proper consideration.

**Compliments** within 10 working days and then pass it on to the right person to make sure they get the credit.

**Complaints** within 3 working days, pass to an Investigating Officer and will send you a written response in 10 working days.

*East North East Homes Leeds is always looking for ways to improve our service and your feedback matters.*

# Independent Living Team News

## ENEHL Support Service for Elderly and Vulnerable Scoop Accreditation

The ENEHL Sheltered and Supported Housing team are pleased to announce they achieved 2 As and a B in the Quality Assessment Framework accreditation in Supported Housing.

The team's aims are to promote Independent Living to our more vulnerable and at risk tenants. And the accreditation highlighted good examples of how the team work hard to achieve this.

The service works closely with a range of agencies that enables ENEHL to ensure packages of support are effective and minimising any risks to both the tenants and their tenancies.

The team also specialise in safeguarding referrals and cases for children, young people and vulnerable adults who may be at risk and unable to protect themselves.

The findings of the report said that the customers are put first and the team have engaged with tenants to find out their needs by putting on events such as Older Peoples Week, and encouraging older people to join the World Wide Web by introducing the Silver Surfer programme in Wetherby which promoted new learning skills through computers.

Mrs Rita McKie recently moved to St Augustine's to be in a sheltered communal environment so that she could be supported through the service and mix with other tenants and not be isolated and lonely.

Mr Mohammed Abrahaman has lived in St Augustine's for just over 2 years and is the Secretary for the tenants and resident association at St Augustine's where they arrange coffee mornings and social functions and make joint decisions in relation to the day to day running of the complex.



Angelena Fixter, chair of East North East Homes Leeds Board, said: *'The team's dedication has touched the lives of many vulnerable and elderly people, making a real difference to their quality life. I'm proud that this life changing work has been recognised as best practice in providing quality local services and helping people to help themselves.'*

■ Pictured from left to right celebrating the QAF success are Natalie Sutcliffe, Mohammed Abrahaman, Jenny Coop, Amanda Douglas-Smith, Rita McKie, Tracy Connor, Sue Donaldson.

### What is Quality Assessment Framework?

The Quality Assessment Framework (QAF) sets out the standards expected in the delivery of Supporting People Services. The QAF also identified methods providers could use to evidence their achievements and has been a successful practical tool for ensuring continuous improvement in services delivering housing related support over the last five years.

Communities and Local Government (CLG), along with Sitra and the National Housing Federation agreed that it was appropriate to refresh the QAF so that it reflected the aims and aspirations of service delivery now. The refreshed QAF has raised the bar in terms of what is expected at all levels of the QAF. The original purpose of the QAF remains: to continue to drive up quality standards across the sector and to ensure that services evolve to meet the changing needs and aspirations of clients.

# Need to Know

## Council makes it Really easy to Recycle in Leeds



We have been working with the Council to make it easier for you to recycle if you live in our multi-storey flats. Up to now if you wanted to get rid of all your household rubbish you had to put it down the chute.

But now new communal bin areas are being built where you can recycle paper, card, plastics, cans and aerosols. We'll also be providing areas for you to recycle glass - saving you a trip to the bottle bank!

Most of our household waste is buried in the ground as 'landfill.' This is expensive, and in Leeds we cannot afford to continue

doing this. By recycling, we all save money and help make Leeds a cleaner and greener place to live. It's up to all of us to reduce it and now we've made it easier for you to do so ...

Residents in Lincoln Green will be amongst the first in Leeds to benefit from the new arrangements. If you live in a multi-storey flat look out for information which will be sent to you telling you how you can do your bit and be a better recycler!

**Beckhill Benefits too ...** In East North East it's not only people living in multi-storey flats who will become recycling experts! Brand new to the Beckhill Estate there will be communal recycling areas where you can recycle your paper and card, plastics, cans, aerosols and bottles.

## Digital Switch



### What is the digital switchover?

The digital TV switchover is the process of turning off the UK's analogue TV signal and replacing it with a digital signal. In our area this is due to go ahead in September 2011.

**If you're not 'digital ready' there are ways to find out how to switch:** Visit the website: [www.digitaluk.co.uk](http://www.digitaluk.co.uk) or telephone the Digital Switch contact centre on 08456 50 50 50.  
Opening hours: Mon - Fri 8am - 7pm, Sat 9am - 5pm.

### Digital Switch Help Scheme

Although you will find it relatively simple to switch to digital, some older and disabled residents may need more support. People aged 75 and over, eligible for certain disability benefits, registered blind or partially sighted or who have lived in a care home for 6 months or more are entitled to practical help from the BBC-run Switchover Help Scheme. If you think you might be eligible or know who relative who could benefit from the Help Scheme find out more at: [www.helpscheme.co.uk](http://www.helpscheme.co.uk) or telephone 0800 40 85 900.

## Emergency Service for Carers

Are you a carer? Have you ever thought what would happen if you were unavoidably delayed, taken ill or called away in the middle of the night? Who would be able to take care for those you look after? A free service run by Housing 21 and Leeds City Council is now available. By registering you will be provided with a 24 hour telephone contact point, a 'Carers Emergency Card' and access to an emergency care worker for up to 48 hours (72 during Bank Holiday).

Telephone 0845 026 8923 to register. An Emergency Liaison Officer will then arrange to visit you in your own home and complete your registration form.

Register now for this free service. Make sure those you care for are looked after if you cannot be there.

# Keep Your Home Safe

## Fire Safety Advice, protecting you and your household

You can prevent a fire from happening by taking a few simple steps.

- Don't overload electric sockets.
- Turn off appliances when not in use, don't leave them on standby.
- Make sure cigarettes are put out properly, use a proper ashtray and don't smoke in bed.
- Keep matches out of sight and out of reach of young children.
- Never leave lit candles in rooms with children on their own.
- Keep candles away from flammable materials such as curtains, make sure they are on a surface that doesn't burn.
- Don't leave food cooking unattended especially with children around.
- Be especially vigilant when cooking with oil, don't over fill chip pans and NEVER throw water on a chip pan fire.

If your home is not already provided with smoke alarms, fit one in your entrance hallway. For even better protection fit an extra one in your lounge and fit a HEAT alarm in your kitchen. Make sure they meet the British/ European standard. If you don't have smoke alarms you can call the fire service on 0800 5874536 and you can make an appointment for someone to come out and fit them free of charge.

## Burglary, are you doing your bit to combat crime?

1 in 3 burglaries happen when doors and windows are left open or unlocked, even when you are at home.

### Don't become a victim, don't forget to lock up!

Sneak-in burglary can only occur when a property has been left insecure and the burglar enters through an unlocked door or window. This type of crime can be prevented at no cost to you, other than taking an extra minute to secure doors and windows.

- Remember to keep all doors and windows locked (even when you are in)
- Keep valuable items such as car keys, wallets, purses, handbags and mobile phones out of sight.
- By taking these simple steps you will greatly reduce the chance of becoming a victim of crime.

If you have a burglar alarm remember to switch it on when you go out or go to bed. East North East Homes Leeds are fitting burglar alarms as part of the Decent Homes Programme, see details on page 20.

If you require further advice on Crime Prevention issues, please contact your local Crime Reduction Officer on 0113 2413639.

### If you live in a flat.

Do not leave your belongings or rubbish in corridors, the lift lobby or the stairway. This could affect you and your neighbours if there was a fire.

If there is a fire somewhere in the block, do not leave your flat unless it is affected by smoke or heat or if told to do so by a Fire Marshall / Fire Service. Your stairwell is designed to be a safe route for escape, always use the stairs when going to the ground floor in the event of an emergency.

Do not use the lift.

### Remember ...

- Test your Smoke alarm once a week
- Keep the exit from your home clear so you can escape in an emergency
- Close doors at night, especially the door to your lounge kitchen AND if you have a stairlift your bedroom door.
- Plan your escape NOW, Be prepared and DON'T wait until it happens

Above all please keep safe.

## Home Insurance

Have you ever thought what would happen if you had a burglary? How would you replace your precious possessions? Or supposing you had a fire in your kitchen ... Could you afford to re-equip it out of your own pocket?

We are pleased to tell you that Leeds City Council have negotiated a scheme with Royal & Sun Alliance (RSA) Insurance plc, one of the UK's leading insurers. Leeds City Council Tenants and leaseholders now have the chance to insure the contents of their homes in an easy and affordable way. Working with us, RSA has produced a home contents policy specially designed for the tenants and leaseholders of Leeds City Council. It's simple and value for money, with premiums payable along with your rent payments.

Please contact your local Housing Office for details, contact details can be found on page 26.



# Capital Programme Update

## Keeping you up to date with Modernisation in 2011 / 2012

We are pleased to report that last year, we exceeded our Decent Homes target. We are still using the Decency Standard (modernised) to prioritise which work will be done this year. Once this is done we will look at properties where we know improvement work is needed but already meets the Decent Homes Standard. The amount we can spend depends on how much money we have left, but we are working with contractors to drive down the costs associated with the improvement works, and are confident we can do some of the work.

The Capital Programme includes the work which ENEHL will undertake to bring your home up to the Government's Decent Homes Standard. It includes work such as windows, doors, kitchens, central heating and re-roofing. The budget is also spent on work which may go unnoticed, including making properties clean, safe and ready to let when they become empty. We also spend money on environmental works and community safety initiatives. We also have a statutory duty to carry out work involving gas and electricity and providing adaptations for disabled / elderly people.

All the above needs to be taken into account when we are putting together our budgets. The money which we will be spending this financial year is broken down below:

### **Decent Homes Work - £3,535,700**

windows, doors, kitchens, rewiring, roofing, heating, insulation

### **Essential Investment - £6,944,000**

demolition, defective houses, substantial repairs, empty property work, adaptations

### **Non Essential Investment - £1,273,000**

environmental works, community safety, alarms & lighting, area panel investment

### **Legal / Statutory Requirement - £4,215,300**

fire safety, gas repairs, lift replacement, asbestos removal

We will continue to install full gas central heating to properties which do not have an efficient heating system already installed.



Efficient heating could be storage heaters, underfloor heating or a radiator system. We are targeting the properties we know require this work for them to meet the Decent Homes Standard, but central heating installation is also being prioritised for customers who have a valid medical condition, supported by documentation from their health professional.



We have a programme of fitting security alarms and outdoor lighting ongoing throughout the year. You can make a request to have an alarm or light, or both if you require. All our tenants are eligible for this programme; however, priority will be given to victims of burglary and elderly and vulnerable people.

If you think you may qualify for help with gas central heating, security alarms or have any other queries on the Decent Homes Standard, please contact us on:

Telephone: 0113 2476358 / 2476359

Email: [enehl.enquiries@enehl.org.uk](mailto:enehl.enquiries@enehl.org.uk)

Or visit your local Housing Office, details can be found on page 26.

*We cannot advise exactly which work will be done at this time as we are still finalising the number of properties. Look out for an update in the next newsletter.*

## Our Service

East North East Homes Leeds are continuing to offer an Adaptations Service throughout the year. If you or a family member who lives with you are finding it difficult to get in and out of your home, climb the stairs, get in and out of the bath or move around your home help may be available. Please contact Social Care on 0113 2224401 (Adults Only) or 0113 2224403 (Children Only).

## Performance

From the 1 April 2010 until 31 March 2011 the team installed 598 adaptation requests, 83% of these have been completed within target. This is an improvement since the Spring Edition of the Your Homes Magazine where we only completed 80% within target from 1 April 2010 until 31 December 2010.

## Tenant Satisfaction

Our tenants are saying that they are satisfied with the adaptations that have been provided as tenant satisfaction has been 100% throughout the year.

What our tenants say about the Adaptations Service ...

*'I am very satisfied and had an excellent service. I can't say enough about it ...'*

*'Everything was absolutely fantastic from start to finish. The operative was a star ...'*

*'I was very impressed with the time taken between applying for the adaptation and the actual work being done ...'*

**Although the Adaptations Team has achieved excellent results this year they are always looking for ways to improve, if you have any ideas, please contact us on 0113 2476396 or you can write to us at Property Adaptations Team, FREEPOST RRJX-YRTK-TACE, East North East Homes Leeds, Leeds, LS7 3YY. NO STAMP NEEDED.**

## A clean, green, free power source ...

AN EXCITING new project will see thousands of tenants making the most of a clean, green, free power source.

Solar panels – or solar photovoltaic panels to give them their proper title – will be put on 5,000 suitable ALMO and BITMO managed homes across Leeds. The panels soak up the sun's power to generate electricity. Tenants will be able to use the



■ Installing the panels

solar electricity for FREE meaning lower electricity bills and fewer harmful emissions being pumped into Leeds' atmosphere.

The panels only work really well when they're in the right position and at the right angle. So work is underway to identify areas that look like they have suitable roofs. Work will be starting this summer and moving around suitable properties in Leeds.

If you live in a potentially suitable property you'll receive a letter that tells you a bit more, invites you to an information session and asks you to contact our partners to arrange a survey. The survey will confirm one way or another whether or not your home will be suitable. If it is, you'll be asked to sign a tenancy variation to give our partners permission to install and maintain the panels.

Once they're installed you'll be able to make use of the electricity they generate for free. And it won't cost you anything. And its good for the environment. Brilliant!

Look out for articles in future editions of Your Home to tell you what areas we'll be working in and when.



■ View of the solar panels.

# Your Money

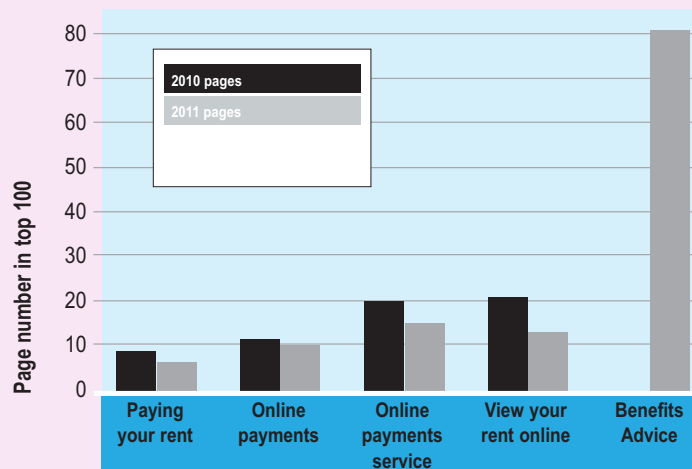
## You Said, We Did...

### You Said...

When the Income Management Focus Group last met they were asked to come up with ideas to improve the ENEHL Website to encourage more tenants to use our online facilities.

### We Did...

Improvements were implemented as the group requested and as a result the number of hits on the 'Paying your Rent' pages increased by 199 visits. Records show that the number of hits in 2010 were 716 compared with the new and improved site receiving over 915 hits in 2011. Statistics show that the Income Management pages are now one of the top 5 to be hit on the ENEHL website.



If you'd like to see the newly improved pages and make full use of our online rent account checking visit [www.enehl.org.uk/payingyourrent](http://www.enehl.org.uk/payingyourrent)

# 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](http://www.leeds-loans.co.uk/shark)

### City centre

Kirkgate  
City Branch  
37 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  
Sticks 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



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# Your Money

## Helping young people with money skills and giving them a Passion 4 Fashion!

A fantastic new initiative has been happening in Leeds over the last few months which culminated in a fabulous fashion show event at Leeds Town Hall on 21 April...all in the name of tackling financial exclusion.

Passion 4 Fashion has seen a group of 8 housing providers, including East North East Homes Leeds, come together to use fashion as an exciting new method to engage with people, teach them new financial skills and support them in further training and employment.

The project engaged with over 60 people living in Leeds who were given a small budget to create and design their own outfits through attending a series of workshops with established local designers. Whilst developing their outfits participants learnt about the importance of managing their money through weekly budgeting sessions held by financial inclusion officers and attending a money skills workshop. Advisors from JobCentre Plus also worked on a one to one basis to support participants with a range of employment, training and financial services.

The project culminated in an amazing fashion show where everyone involved got to showcase their designs on the catwalk. The event was a fantastic success, hosted by JoJo from Capital Radio's Breakfast Show with local Leeds bands and acts also displaying their talent!

East North East Homes Leeds is incredibly proud with their involvement in Passion 4 Fashion and how so many organisations have come together to help stamp out financial exclusion. We hope the event will be even bigger next year!

■ Attending the workshops



■ Creating the outfits



## Are you claiming what you can?

Did you know that Britain's pensioners are missing out on an estimated £5.4 billion in unclaimed benefits each year. If you are aged 60 or over you could be missing out on benefits such as:

**Tax and Pension Credits**

**Disability Living Allowance**

**Attendance Allowance**

**Carers Allowance**

**Housing and Council Tax Benefit**

East North East Homes Leeds Debt and Benefit Advisers are undertaking a take up campaign for customers aged 60 or over. The aim of the campaign is to encourage customers to ask questions and claim the many benefits they could be entitled to. If you are aged 60 or over you will receive a letter between June and December inviting you to contact your Debt and Benefit Advisor. There will be talks in your local area and information on the progress of the campaign will be posted on our website. When you receive a letter make sure you contact your advisor. Don't lose out it could mean you can claim £££££'s.

## Rent Free Weeks 2011 / 2012

29 August 2011

26 December 2011

02 January 2012

06 March 2012

## New Leeds City Credit Union Surgeries

Available at your local office as follows:

**Burmantofts** - Tuesday 9am - 12noon

**Richmond Hill** - Tuesday 1pm - 4pm

**Moortown** - Wednesday 9am - 12noon

**Chapeltown** - Thursday 1pm - 4pm

**Seacroft North** - Friday 9am - 12noon

**Gipton** - Friday 1pm - 4pm

See page 26 for office details.

No Appointments Needed - For more information phone 07894 587178.

## A week in the life of ...

## Debt and Benefit Advisor, Yvonne Craggs.

Meet Yvonne, she's worked for East North East Homes Leeds as a Debt and Benefit Advisor for over 2 years. Yvonne is based at Moortown and works 5 days a week. A typical week for Yvonne would include staff training, visits to residents in their homes and holding weekly benefit advice surgeries at Moortown, Meanwood and Wetherby.

She is passionate about making sure our tenants receive benefits that they are potentially missing out on and is one of the four Debt and Benefit Advisors leading the take up campaign featured above. Yvonne says *'It's great to advise people about the many benefits they are entitled to and gives me a sense of job satisfaction. The benefits system is very complicated and any extra money claimed makes paying bills easier, especially at the moment with prices rising'*.

■ Enjoying a coffee at Stainbeck Church Benefit Surgery



■ Yvonne goes through papers to help a resident claim benefit they are entitled to



## East North East Homes Leeds Former Tenants Arrears

### Are you worried about leaving your home with a debt outstanding?

If you are the following information will be useful to you.

Did you know, East North East Homes Leeds has a centralised team who are dedicated to assisting you both with arranging affordable payments and providing you with general debt advice?

If you leave one of our properties owing rent, it is taken very seriously. It is important that you contact us immediately either on our free phone number 0800 915 1600 or on one of our direct numbers listed below:

**Burmantofts / Richmond Hill / Chapeltown**  
0113 2476227  
**Moortown / Meanwood / Wetherby**  
0113 2476217  
**Halton Moor / Osmondthorpe / Gipton**  
0113 2476223  
**Seacroft Area**  
0113 2476228

We have the staff and facilities to take payments over the telephone. Simply ring any of the numbers above to make a payment. We accept most major debit and credit cards



## Moving out, then clear your account

ENEHL Former Tenants Arrears Team will be contacting you to advise of any debt outstanding after leaving your property, however, if you ignore your arrears and do nothing, we will contact you by letter, telephone and in some cases will visit.

ENEHL Former Tenant Arrears Team has collected over £130,000 in the last twelve months therefore reducing the number of former tenants who are in debt.

For example:

*Mr M of Seacroft left owing £1,400 and through working with our team and maintaining an affordable payment plan he successfully cleared his debt within twelve months as did Mr F from Burmantofts clearing his debt of £600.*

Working with us means you can not only be debt free, but enables you to apply to the Leeds Homes Register in the future with confidence.

It is important that you always provide us with an up to date forwarding address to avoid us having to attempt contact through your family members, friends or even through your employers. If you do not provide us with this information, we will use our tracing facilities to locate you, we may:

- Apply to the court for a County Court Judgement which could affect your credit rating
- Gain a Money Order against any property you currently, or may in the future own
- Apply for an Attachment of Earnings Order, taking payments direct from your wage
- Refer the debt to an External Debt Recovery Agency
- Apply suitability to any future Housing Application affecting your chances of being rehoused

Court action will not only incur further costs, but could stop you from gaining credit with a mortgage company, loan companies, mobile phone companies or even catalogues.

If you were accepted onto the Leeds Homes Register and came top of the list for a property but, have an outstanding debt, your application may still be overridden.

Former Tenants Arrears may also stop you from being rehoused with us again in the future as well as affecting your chance of being rehoused with some Housing Associations as references are sometimes requested from these companies.

To avoid any of this, all you need to do is contact us either before you leave your council property or immediately after you have left to make an arrangement for payment.

# 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

## Reginald Joint Service Centre

263 Chapelton Road, LEEDS, LS7 3EX

## OPENING TIMES

Monday - Friday 8.30am - 5pm

Saturday 11am - 1pm (appointments only)

## Compton Joint Service Centre

Harehills Lane, LEEDS, LS9 7BG

## OPENING TIMES

Monday, Tuesday, Thursday and Friday

8.30am - 4pm

Wednesday 8.30am - 3pm

Saturday 10am - 1.30pm (appointments only)

## 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

### LCC

Leeds City Council

### OSC

One Stop Centre

### ASB

Antisocial behaviour

### PCSO

Police Community Support Officer

### ASBU

Antisocial Behaviour Unit

### BACS

Bankers Automated Clearing System

### POCA

Proceeds of Crime Act

### CCTV

Closed Circuit Television

### TRA

Tenant and Residents Association

### ENEHL

East North East Homes Leeds

### WISE

Wetherby in Support of the Elderly

### IT

Information Technology

# Competitions

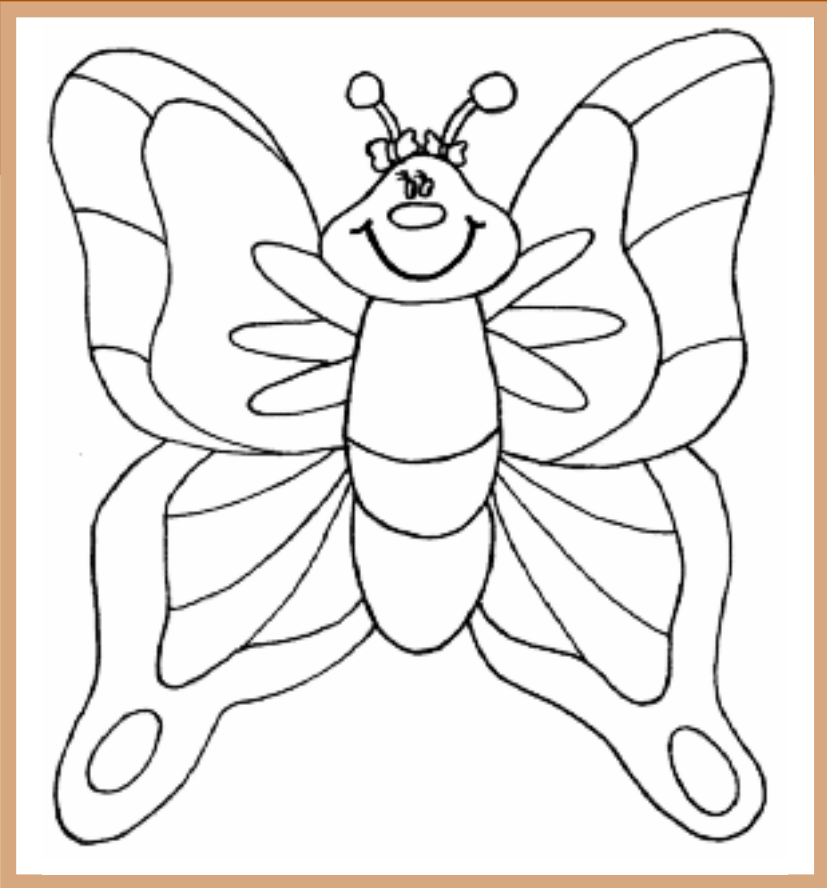
## Childrens Corner

### 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.**



### Competition Winners

#### Wedding competition winner

Congratulations to Brenda Cope

#### Leeds Rhinos competition winner

Congratulations to S Sillet

Thank you to everyone who sent in their colouring pictures. All pictures received were entered into a draw and the winner was:  
**Marcus Strangeways**



# Bodyline

Membership from  
**62p\***  
per day

## Win a 1-month Bodyline fitness membership pass

Join the 14,500 people already achieving their goals with Leeds City Council's Bodyline fitness membership scheme and choose from 18 leisure centres, 17 swimming pools, 13 gyms and 500+ fitness classes. This means you can mix and match the centres you use to suit your routine and take advantage of everything Bodyline has to offer. To be in with the chance of winning a 1-month membership pass just complete your details below and return it to **East North East Homes Leeds, Bodyline Competition, FREEPOST RRJX-YRTK-TACE, LS7 3YY. NO STAMP NEEDED.**



\*T&Cs apply.

Find out more at [leeds.gov.uk/bodyline](http://leeds.gov.uk/bodyline)

Name .....

Contact Number .....

Address .....

.....

Email .....

**Prize Draw**

# Area Panel Recruitment 2011

## We need you

In August this year all four area panels will have a third of its members who have to stand down having completed three years as part of their area panel.



This is an opportunity for any resident (tenant or leaseholder) to apply to join in the management of their area. Think you might be interested but don't know what it involves?

The Area panels are responsible for:

- a budget which enables the panel to authorise estate improvement work to be carried out;
- identifying and recommending priorities in the companies business plan and service improvement plans;
- identifying and agreeing local priorities;
- monitoring the company performance.

The panels are:

- consulted on policy issues under consideration by the Board; and
- can make recommendations to the Board for any changes to services / policies.

Panels meet six weekly with meetings lasting two to three hours.

The process of recruitment to panels will be:

- an initial expression of interest
- the completion of a short application form
- attending an informal interview

To apply to join an area panel applicants should be willing to:

- undertake training to develop skills
- look at services provided, question procedures and give constructive criticism to make improvements
- read up on documents to gain some knowledge on topics for discussion
- look at the whole of the panel area and not focus on their own neighbourhood / street

So, could this be you? If you like the idea of making decisions about money which is spent in your area and being a real contributor to your community then ...

Contact Partnership Team by telephoning 0800 9151600 or email the team at [enehl.partnershipteam@enehl.org.uk](mailto:enehl.partnershipteam@enehl.org.uk). Alternatively you could use the space below to express your interest.

Send it back to us in an envelope with the following address: Area Panel, FREEPOST RRJX-YRDK-TACE, East North East Homes, Leeds, LS7 3YY.

This is a FREEPOST address and you do not have to put a stamp on your envelope.

In the event of lots of people applying for the vacant positions on the panel, an election may take place.

I am interested in joining the local Area Panel.

Name:.....

Address:

.....  
.....

Telephone Number:.....



### East North East Homes Leeds

Registered Office: Tribeca House,  
71 Roundhay Road, Leeds, LS7 3BE

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