

yourhome

THE NEWSLETTER FOR EAST NORTH EAST HOMES LEEDS



Green Issues

Focus on Diversity

Fuel Poverty

FREE Basic Home Maintenance Training



WELCOME to the Winter Edition of Your Home!

It's been a busy few months as the Audit Commission have just completed our latest inspection. Staff have worked really hard to show the Inspectors how the organisation has progressed since its last inspection. At the time of going to press we are unaware of our results but after feedback given so far we are confident we have shown them how much improvement we have made since last year and hopefully this will be reflected in their judgement.

One valuable piece of documentation which has been used throughout the inspection is our Status Survey. This was sent out in the summer and all completed entries were entered into a competition and on page 4 you can find out who are lucky winners are. The document is used to capture what you honestly think about the services we provide and is used to make changes. Although overall satisfaction has remained broadly the same we have made some significant progress in satisfaction with key areas like repairs and adaptations.

Our cover story is our 2009 Garden Competition Winners. The competition this year was as popular as ever with over 80 entrants. The competition is run in partnership with Leeds in Bloom and sponsored in part by our contractors.. You can read more about the competition on page 4.

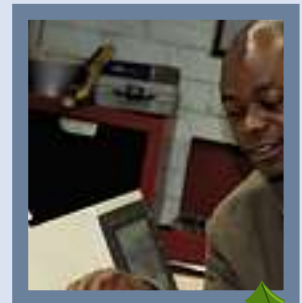
I finish by wishing everyone best wishes for Christmas and a very Happy New Year.

Steve Hunt, Chief Executive



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For more information call us on 0800 915 1600.



Garden Competition Grows!

Over the Summer we ran our annual garden competition which had more than 80 entries, with green-fingered tenants, schools and community groups getting involved.

Run jointly with Leeds in Bloom the competition wasn't just for experienced gardeners, people new to gardening were very much encouraged to enter. We had generous support from 15 sponsors and categories this year included best large and small garden, best floral containers / baskets and best school and community garden. The awards were Gold, Silver, Bronze, Highly Commended and Commended awards, with an overall best in show for the garden and school awards.

This year the judges included tenants and children from Carr Manor High School as well as sponsors. Everyone entering the competition received a certificate and those with bronze, silver, gold awards and the school gardens were invited to receive their awards at a prestigious ceremony held in Leeds Civic Hall in September.

The awards were presented by Steve Hunt, Chief Executive, ENEHL and the Lord Mayor of Leeds, Councillor Judith Elliott.

The Overall Best School was won by Bardsey Primary and the Overall Best in Show Garden was presented to Mr and Mrs Reynolds of Gipton by the Lord Mayor and Lovells. The Premier Award sponsored by Leeds in Bloom was also presented to Mr and Mrs Reynolds by Steve Hunt.

We'd like to encourage as many people as possible to take part in the competition in 2010. Watch out for details of how to enter in future newsletters. If you are interested in becoming a judge in next years garden competition please contact Simon Jordan on 0113 247 6091.



■ Congratulations to all our competition winners.

STATUS Survey, thank you for taking part

Thank you to everyone who filled in a STATUS Survey earlier this year. We received 2,621 replies, a fantastic response. You told us what you thought about the services we provide, what you think about your home and what you think about your neighbourhood. The ENEHL STATUS Survey told us that:

- 75% of you are satisfied with the overall service that we provide.
- 90% of you think staff are helpful.
- 92% of you think staff that carry out your repair work are 'good'.
- 63% of you are satisfied with the way that we deal with reports of Anti Social Behaviour.
- 22% of you are worried that the heating conditions in your home affect your families health.

We want to keep on improving. Your responses to the survey help us to understand what we need to do better. We are working to respond to all of your concerns which we will let you know about in our spring issue.

- Everyone that completed a survey was entered into a prize draw to win shopping vouchers. Thank you to everyone that took part. £250 in vouchers was won by a resident from Beech Mount, Gipton and £150 in vouchers was won by a tenant from Hamilton Terrace, Chapeltown.
- If you would like to read a full copy of the report about the STATUS Survey, please telephone 0800 915 1600 and ask for the Customer Research Team. The report will also be on our website soon, visit www.enehl.org.uk.

- ■ Our winner of £250 vouchers said 'I can't wait to go shopping'.





ENEHL supports centre to help residents improve language skills

Over 20 local people, who do not have English as their first language, are currently attending a specially organised class at the Ebor Gardens Design Base.

The group will be given an insight into the four language skills of reading, writing, speaking and listening. The aim of the class is to enable people to communicate well and carry out everyday practical tasks in both work and social situations.

Commenting on the event, teacher Annette Logan said, **'We hope that through these courses, people of many nationalities improve their language skills, learn about the rights and responsibilities of citizenship, make friends, and start the process of integrating into British society.'** Nman, a Kurdish lady who is taking the course says **'I like to learn English because it helps me fit in with the community and I have a good teacher.'**

The English for Speakers of Other Languages (ESOL) courses have been introduced in response to the increased level of demand for classes from the community. To find out more information about ESOL classes, please call the Partnership team on 0800 915 1600.

Basic Home DIY Course

East North East Homes Leeds, in partnership with Connaught will be delivering a Basic Home DIY Course in February 2010. It will be over four days and will cover painting and decorating, simple joinery, basic plumbing, and tiling. All participants will get an attendance certificate with those completing all four days will receive a FREE DIY Pack. In addition to this one lucky candidate will get a paid for course with Leeds College of Building on Basic Home Maintenance (cost approx. £350).

If you are interested in all or part of this call 0113 2476069, and ask for Abby or Simon.



Thank you for passing on your concerns

Over the summer and early autumn attendees at events including galas were asked what they felt were priority issues in their area. While responses from the four panel areas were similar - the main concern being Antisocial Behaviour, Dumping of Rubbish / Litter and Community Safety, other concerns varied including Property Improvements, Repairs and Car Parking Issues.

The data from this survey has been given to the area panels and while many of the issues are already being targeted, the information will feed into the panel priorities for coming months.

Become a Mystery Shopper for us!

Mystery Shoppers tell us about the service that we provide to you. Full training is given. All Mystery Shoppers will be rewarded with shopping vouchers. Two days commitment is required. Telephone Julian Kelly or Katy Walton on 0113 2476108 for more information.



Meeting times are they right for you?

We encourage residents to help improve areas and services by joining one of the many forms of involvement that are available. This could be by becoming a mystery shopper, joining a focus group, attending or joining an area panel or many other ways.

The majority of meetings are currently held during the day which can sometimes make it difficult for many to take part.

If meetings were held at other times, either evenings or at the weekend would you want to attend? Please feel free to send your comments to the Partnership Team either by using our FREEPOST address (you don't need a stamp) FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY, or telephone us on 0113 2476106.



ENEHL Inner North East Area Panel Update

Panel Sub Groups

The panel has recently created three groups to look at areas of service. The groups are;

- Business Planning
- Environmental Monitoring (including the Groundwork Partnership)
- Performance.

These groups will assist both the panel and the company to get the best results for residents.

Brackenwood Masterplan

As reported in the summer newsletter, requests for improvements to the community identified through the masterplan compiled with Groundwork Leeds have now been prioritised by local residents and agreed with the Area Panel.

Further consultation is to take place with residents close to where work is scheduled and funding identified. One of the early tasks is to create splashes of colour on the estate in spring by the planting of a variety of bulbs. Other schemes will come to fruition in coming months.

Estate Investment

Recent approval has been given by the panel to fund the following projects;

Leaffield Towers – Replacement of a security fence close to the Ring Road which will discourage people from cutting through the grounds of the block and crossing the road at a particularly unsafe spot. The original fence had been in place for in excess of 40 years and had fallen apart. The work will also include thinning out some of the trees.



■ the area where trees will be thinned out and cleared.

■ **King Alfreds Estate** – Following the problems of last winter when residents found it difficult to leave their properties as gritters were unable to get on to the estate to clear roads and paths, the panel are to provide three grit bins on the estate. The project is to be jointly funded by the panel and local Councillors.

■ **Potternewton Court** – Two suggestions have been put together to create one project around Potternewton Court. The first part of the scheme is to clear an overgrown area to the rear of properties including the removal of self seeded trees, brambles and other shrubs and to replace with grass seed. The effect will be that residents overlooking the area will have an open view and more natural light in their properties.



■ the area will be cleared to allow natural light into properties.

Do You Want To Improve Your Area?

Would you like to join the Inner North East Area Panel? Meetings are currently held every six weeks on an evening. Panel members complete a number of tasks for their areas including;

- Monitor company performance
 - Allocate funds to schemes through Estate Investment Bids
 - Give direction to the Board of Management
- Training and assistance is available. Interested? Contact Bryan Robinson.

■ Inner North East Area Panel Priorities

Over the next few months the panel will be looking at:

- Decent Homes Timetable
- Rent Arrears
- Property Allocation

The panel will meet again on:

12 January @ 6pm and 23 February @ 6pm

All meetings take place at Tribeca House. Anyone wishing to observe a meeting can contact Bryan Robinson on either 0113 2476106 or at innerneap@enehl.org.uk.

Your Community



ENEHL Inner North East Community Involvement Update

Reap what you sow!

The Roundhay Environmental Action Project (REAP) is a community organisation set up to promote practical, local action on climate change and the environment. Founded in 2007, REAP was the brainchild of a group of local residents who were keen to establish a local Farmers' Market. The market has been running successfully since March 2008 at the Oakwood Clock on the third Saturday of every month.



■ Member of the Gardening Group Committee, Marie-Pierre Dupont at one of the markets

REAP is now extending its focus into more practical action to help reduce our energy use. We are looking at energy in the home, transport, education and gardening. The Gardening Group is keen to work with local people to find practical ways to reduce food miles by encouraging local people to grow their own fruit and vegetables. So far the group have:

- **Set up a Garden Share Scheme – a match making service for people who have garden space to share with others who want to grow in return for a share of the produce.**
- **Offered veggie plants and seedling swaps at the farmers' market. The group gave away some easy grow veg plants to encourage people to have a go at growing their own at home.**
- **Encouraged the neighbourhood to compost more of their waste materials from the kitchen and garden.**
- **Started to plan for a gardening club to meet regularly to learn basics and meet like minded people.**

The group are also keen to join forces with community groups to help establish community gardens: to help local communities grow their own fruit and vegetables in those empty spaces around our neighbourhoods. Chris Dowse, Roundhay Action says 'We are excited about joining forces with East North East Homes Leeds to work with residents on local gardening projects and look forward to reporting more about the progress in future newsletters.' Chris concludes 'If you are a keen gardener and you'd like to get involved in community gardening in your neighbourhood, why not contact me at info@roundhayaction.org.uk



■ Some of the produce available.



17 – 21 Beckhill Avenue – Local community base.

This is a local community base that we are hoping to reopen for use by local people and agencies, and we need you to tell us what you would like it used for! If you would like to run an activity or get involved with this project. Give Abbas Shah a call on 0113 2476069.

Your Local Community Needs YOU!

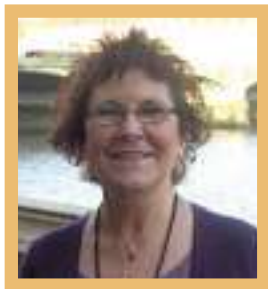
We are looking for volunteers to get involved in either their local residents associations, or by developing projects of your own! Have an idea for a project but don't know what to do? Give Abbas Shah a call on 0113 2476069, he will be happy to help.

ENEHL Inner East Area Panel Update

All Change

It has been a quarter of big changes for the residents and staff in the Inner East area. Dan Callaghan and Simon Jordan have left the Inner East and have been replaced respectively by Amber Hendy (Partnership Development Officer) and Kasonde Nsofu (Community Involvement Officer).

Terri Loney has stepped down as Chairperson for the Area Panel and will be replaced by Mary Moon. Many thanks go to Terri for all her hard work over the years as Board member and Area Panel chairperson, and good luck to Mary who is joining the board.



■ We bid farewell to Terri.



■ We welcome Mary as the new Chair.

Burglars Beware

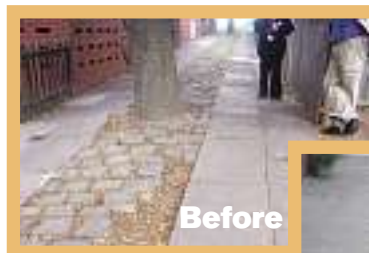
The North East Community Safety Partnership are 'hot on the trail' and have clubbed together to achieve funding from Harehills Tasking, Safer Stronger Communities Funding and the Inner East Area Panel to provide burglar alarms to the 60 repeat victims in the Gipton and Harehills area. The Inner East Area Panel pledged £3000 to support this project.



■ Neil Goldup from CASAC pictured with Panel Member, Pauline Wright.

Aysgarth Walk Footpath - Phase one

Aysgarth walk in Richmond Hill had become an issue for residents living in the area. The trees had become overgrown and were causing a nuisance. The ENEHL environment team have removed the nuisance trees and the Area Panel have provided funding to remove the cobbles and lay tarmac, as well as re-laying the flags which have become unsafe. Phase one, removal of trees has been completed with phase two set to take place through November.



Before



After

Grand Opening of the Seating Area at the Denbigh Flats

A new seating area was recently given a grand opening. Pictures have been sent in by the Wykebeck Valley Multi-Storey Flats Tenants and Residents Association who are seen here enjoying a party and using the newly paved area. The new seating was funded by the Inner East Area Panel.



Inner East Area Panel Priorities

Over the next few months the panel will be looking at:

- How the police and ENEHL are dealing with Anti Social Behaviour in the community.
- Making sure the grounds maintenance of ENEHL areas is to a high standard.
- Working in partnership with Groundwork to produce sketch designs in areas identified for improvement.

The panel will meet again on:
5 January 2010 @ 6pm



ENEHL Inner East Community Involvement Updates

Welcome back

Ambertons Lawrence's and Oak Tree (ALO) Tenants and Residents Association in Gipton has been set up again. Work has been ongoing with local residents to re-establish the association after membership dwindled and the stalwart previous chair known to many, Martin Bowers, retired.

The Association now has new members on board and is looking forward to picking up where Martin left off. The new Chair, Stephen Waller, is very keen to get residents voices heard again. If you are interested in getting involved contact Stephen on 0113 2731493.

New Residents Group for Stoney Rock Court

Stoney Rock Court Sheltered Housing Scheme in Burmantofts now has its own Residents Association. If you'd like more information on the group contact Simon Jordan on 0113 2476091.

Support for new community groups

Two new affiliated Community Groups for the Inner East have been set up. ENEHL has been working with the Bayswater's Tenants and Residents Association in Harehills and Cross Green Residents Association in order to provide them with assistance and funding to make sure they can continue the great work they are doing for their communities.

Design base gets a new lease of life

You will have read in our last magazine about the competition with Ebor Gardens Primary School to rename and design a new sign for the Design Base on the Haslewood's in Burmantofts. The building will now be known as the Haslewood Hub and is being painted by the probation service. Once completed the building will be used by Ebor Gardens Primary School for the teaching of ESOL classes.

We also want to develop the allotments at the back of building with the local school. If you would like to get involved in this project contact Simon Jordan on 0113 2476091.



■ The probation service hard at work repainting the Design Base.

Snug as a bug at the One Community Centre

Over the summer months ENEHL worked with British Gas to arrange the installation of a brand new central heating system for the centre. Ali and Zerit from the Leeds Refugee Forum extended their thanks to Simon Jordan, Community Involvement Officer for getting the heating system installed. They emailed us to say **'Hey the room is too warm for us now, only joking, but that is because of you, you have done a great job, many thanks'**. The new system has been funded by the Inner East Area Panel and British Gas.



ENEHL Outer North East Area Panel Update

Calling all Tenants of Wetherby, would you like to make a difference to the area or environment where you live?

The Outer North East Area Panel is currently looking for additional members particularly from the Wetherby Area. The panel currently meets every four weeks, normally through the daytime. If you would be interested in becoming a Panel Member then please contact Adele Britton Partnership Development Officer on 0113 2476065 to discuss.

Groundwork Partnership

As a result of the walkabouts that have been carried out with Groups and Village Voices a number of open spaces have been identified for improvement. These have been submitted to Groundwork through the Partnership with the Outer North East Area Panel.



The following sites have been identified;

- Fir Tree vale – Improve open space
- Fir Tree Green – Improvements to green space in centre
- Lyndon Avenue – Land at the corner to improve
- Freemans Way – Improve green space close to subway
- Ellerker Road – Improve small piece of land

These are in the very early stages of consultation with Residents and other Departments prior to any work going ahead.

Estate Investment Bids

Once again the panel have received a number of requests for schemes. Here are just some of what has been approved:

Cranmer Bank Shops – two circle areas to re-plant

Cranmercall TRA submitted a bid to re-plant and create feature stones at these two flower beds. Outer North East Area Committee also jointly funded this scheme



Alderton Heights Security Lighting

Alderton Heights TRA expressed concern about the safety of residents using the garage areas at the side of each block. The Area panel agreed funding to install 3 additional lighting columns to improve safety for residents.

Saxon Grove Fencing

The Area Panel agreed to fund the installation of low fencing around the grassed area, to prevent any further damage.



Other smaller requests include;

- Garth End Collingham – install fence around bin area
- Third Avenue Garage area- cut back overgrowth
- Hallfield TRA – request for 2 litter bins for the Estate
- Boston Spa – Additional litter bin at West Dale
- Cranmercall TRA – Display Cabinet/Notice board to be positioned at Cranmer Bank shops
- York Road – Wetherby Display Cabinet/Notice board



Open House Halloween Party

On Saturday 31 October Open House was transformed into a spooky venue for everyone to enjoy a Halloween Party.

Over 40 people came to enjoy the fancy dress disco and trick or treat games. Special thanks to all the volunteers at the centre who worked hard in the run up to the event to ensure the centre was really 'dressed' for the occasion. All the children went away with a goody bag, and after the huge success we are hoping to make this an annual event.



■ Everyone had a great time at the Halloween party.

Outer North East Area Panel Priorities

Over the next few months the panel will be looking at:

- Area office performance.
- Completion of business plan.

The panel will meet again on:

13 January 2010 @ 1pm @ Tribeca House



Your Community

ENEHL Outer North East Community Involvement Updates

Area Panel Forum

25 August saw the 4th Area Panel Forum which was held at Open House community centre in Moortown. The meetings are open to the public and are a chance for residents to have their say regarding their priorities for the area. At this forum seventeen residents attended as well as local police and PCSOs. Residents discussed Decent Homes and schemes which had been approved by the Area Panel since 2007.

Lingfield Over 50s Club

The Club are appealing for new members after a number of vacancies have recently arisen. The successful volunteer-led club have been running for four years and hold coffee afternoons every Tuesday 1pm-3pm. They are a very sociable group with regular outings and are always looking for ideas for new activities. If you live in the Moortown area and are interested in joining then please contact Barbara on 0113 2687217. All activities are run on a not-for profit basis.



Bulb Planting = Free cinema pass

With the help of the local children, PCSO's and Adele Britton from ENEHL, bulb planting was carried out on the Cranmer Bank estate. As a reward for contributing and helping to improve the appearance of the estate, the children will be taken to the cinema.

Fire Safety Meeting

On the 1st October residents from Leaffield Towers and Alderton Heights were invited to a Fire Safety training session at Moortown Baptist church. 12 residents attended and were treated to an informative DVD demonstrating the dangers of flammable items being left on display in communal areas in blocks of flats. Residents were informed that items such as artificial flowers and Christmas trees pose a threat to the safety of multi-storey blocks and spread fires.

Local Gardeners Success Grows

Another successful year for Gloria Hodgkinson who has won 3 gold awards for the Community Garden, from ENEHL garden competition, Leeds in Bloom and Wetherby In Bloom. Gloria is very proud of the garden and would like to thank everyone who donated items such as plants, pots and trees.



Special thanks go to the Outer North East Area Panel who also provide funding for the garden.

Family outing to Scarborough With thanks to Heather de la Hoyde, Secretary of Hallfield Tenants and Residents Association who submitted this article.

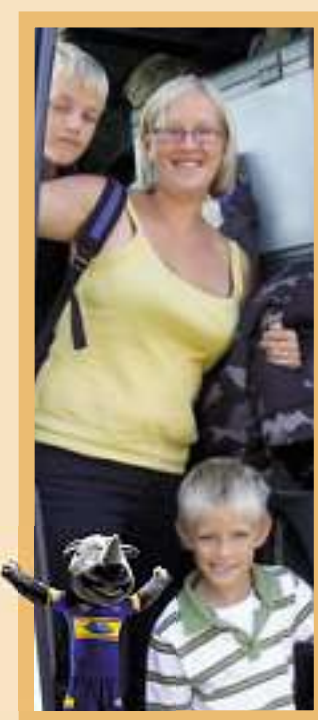
One beautiful sunny morning at the end of the Summer holidays there was much excitement outside St. James' School in Hallfield Lane, Wetherby. A large crowd of children, Mums, Dads and grandparents were gathering with their buckets and spades ready for a day trip to Scarborough.

We had laid on a coach to take the 29 children and 14 adults and when we arrived everyone had the rest of the day to spend as they liked. What a wonderful day everyone had.

Some spent the whole day on the beach playing in the sand and of course eating fish and chips! The return journey was much quieter, full of sun and sea air everyone was tired - thankfully we came back with the same number of people as we had set off with!

When the coach finally brought us back to Wetherby we said a BIG thank you to local resident Joanne Hemmingway and shouted 3 cheers for her! Joanne had worked so hard in arranging for all those families to come - her energy and enthusiasm was infectious.

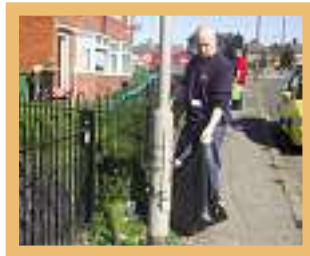
Hallfield Tenants and Residents Association are pleased that their original idea of arranging something for families on our estate had been successful and wish to thank ALL who made this outing possible. We'd like to say thank you to ENEHL (especially Amber Rigby for all her support and help), Grassroots (Leeds Community Foundation) for their grant to fund this day, Hunters coaches and Hallfield Residents Association Committee.



ENEHL Outer East Area Panel Update

Taking a pride in where we live

South Seacroft Tenants & Residents Association was keen to carry out a clean up day working closely with ENEHL Partnerships Team and other agencies. Through the support given a clean up was carried out which involved residents and ENEHL staff. We worked on areas around Alston Lane Community Centre South Seacroft to improve the environment, mainly clearing debris and litter picking. The day highlighted how the community are taking ownership and a great pride in where they live.



Alston Lane Fun Day

In late Summer ENEHL Partnership Team members Alison Pearce, Dayvid Cox and John Dunbar organised a Fun Day for the local community. The event was funded by ENEHL and Leeds City Council Area Management Team.

On the day children enjoyed free activities including bouncy castles and an obstacle course. There were displays from KICK (local karate club), Police dogs and African Dance Drum Band which everyone thoroughly enjoyed, especially the children. On the day all the agencies involved distributed relevant information to support the community. Alongside ENEHL information stalls were Easel, West Yorkshire Police, Fire Services, Community Safety and South Seacroft Action Group.

The purpose of day was to bring back community spirit to an area that has had its fair share of problems over the past few years. You can see from the photographs that all those involved had a great day. Holding a day like this is something which will be done in the future and next year will be bigger and better.



Estate Walkabout Schemes

Barncroft Grange – Flag stones which were damaged by visitors driving vehicles onto pathway have now been replaced.



Cotterdale View Halton Moor – Removal of damaged fencing. This fencing was then recycled and used for a safety barrier to a patio area in Brooklands Towers.



Estate Investment Bids

Barncroft Heights - Main pathway leading to the blocks main entrance. A large area of the flagged footway is damaged; renewing this area has created a safer footway for residents and visitors.



Seacroft South Ironwood Crescent - South Seacroft Tenants and Residents Association made a request for fencing to be installed around an open green space situated on Ironwood Crescent. The reason for fencing was to prevent vehicles driving over causing damage to the grass and peoples safety. The scheme was approved and funded by Outer East Area Panel and Seacroft Tasking Group.

Outer East Area Panel Priorities

Over the next few months the panel will be looking at:

- Tenancy management
- Repairs

The panel will meet again on:

13 January @ 12.30pm and 24 February 2010 @ 12.30pm

Meetings will be held at:

Brooklands / Baileys Centre, off Brooklands Lane, Leeds 14

If you are interested in joining the Outer East Area Panel or have any ideas for environmental communal improvements please contact Alison Pearce direct on 0113 2476072 or email Alison.pearce@enehl.org.uk



ENEHL Outer East Community Involvement Updates

New Community Champion at Seacroft Gate 1

Seacroft Gate 1 welcomes the new Community Champion, Angela Storey. Angela has worked with ENEHL on the older persons week and assisted with various workshops. She took an active role in the recent fire training presentation for the tenants of her block. Angela is now working with Dayvid Cox, the Community Involvement Officer for this area, and looking at the possibility of setting up a group for her block...we'll keep you all posted.



■ Chair of Parkways Group and new panel member Peter Thorpe.

Success of new Parkways Group

Peter and Trevor of Parkway Court and Grange TRA have successfully launched the new Parkways group. They have placed a bid for the removal of their community room inner wall to help encourage the good attendances for their public meetings.

New roles added to the Halton Moor RA

Due to the expansion of the Halton Moor Committee the group have amended their constitution to include three new roles. The first is a dedicated Communications Officer, Julie Knott, who will communicate relevant details to involved agencies and will help to build relations with supporting agencies. The group intend to purchase a mobile phone to enable the officer to carry out the role efficiently.

In addition to this Cat Tatman has been appointed as Grants Officer and she will be responsible for sourcing funding and grant applications. Charlie Tatman has been appointed as Events Coordinating Officer. Charlie will be responsible for setting up local events.



■ Tosin Okuzu, Chair of Halton Moor RA

Alongside this the group are working on a project which welcomes all new tenants to the Halton Moor area. This incorporates postcards which are printed with the groups new email address and phone number and plan to have these details given out at sign-up.

Your Halton Moor RA are: Cat and Charlie Tatman, Julie Knott, Aggie, Gill and Andy Cowan, Sally Jeffrey's, Tosin Okuzu and Brian Mumby.

Kendal Drive Community House

The Halton Moor Tenants Association are working towards playing a more active part in the running of the Community House and they plan to meet with the connecting agencies to look into the possibilities of this venture. The committees' plan is to try and build up community interest in the venue and welcome any local resident ideas for any functions and projects which could be run through the House.

Thank you

Dayvid is now working with potential new groups in the Seacroft area for Ramshead Drive, the Eastdeans and Osmondthorpe Wykebecks and would like to thank all the Housing staff and residents in Halton Moor and Seacroft areas for their assistance and support with all the groups in these neighbourhoods.



Community Cohesion and Diversity

Respect Training

East North East Homes Leeds is committed to equality for all its tenants and staff. Nearly all our staff have recently been through 'Respect for People' Training. This will now be offered to Area Panel members during December.

Focus on diversity

The Equality and Diversity Team are keen to ensure that diversity runs through all our work and we focus on giving the best service we can provide. We want to be the best we can. We now have diversity Champions in all areas of the company and they will all have completed training by the end of November. We have also established a scrutiny group which will include members of Area Panels and other partners. This group will oversee our work on diversity and will be encouraged to challenge the work we do and the initiatives we set up.

Diversity 2009

The Youth Conference 'Diversity 2009' took place at 'Halo' on Woodhouse Lane during October half term. The event offered young people from 13 – 19 years of age fun activities and a chance to have their say on what they would like for the future in their local area. The event offered a range of activities including Wii games, jewellery making, beauty treatments and an interactive session to gather their views and concerns.

It is important to ENEHL to capture the views of young people as we want to be able to cater for the needs of all those who live in our communities, no matter whether they are 16 or 60, so look out for DIVERSITY 2010 somewhere near you.



Celebrate Bodhi Day

In the world of Buddhism, an important day of celebration is December 8th. The day that many Buddhists celebrate Bodhi Day. It was on this day in 596 BC that the Buddha attained enlightenment under the Bodhi tree. Buddhism has the ability to adapt to any culture where it becomes a presence. The Buddha expounded that we should, as Buddhists, fit into the neighbourhood in which we live, not make a spectacle of ourselves or do anything that draws undue attention. Bodhi Day, the day of enlightenment, can be celebrated in many ways. To the Buddhist, it is a day of remembrance and meditation, much like the Christian celebration of the birth of Jesus on December 25th.



Often, coloured lights are strung about the home to recognise the day of enlightenment. The lights are turned on each evening beginning on December 8th and for 30 days thereafter. A candle is also lit for these thirty days to symbolize enlightenment. A meal of rice and milk is significant on this holiday. According to Buddhist legend, Sujata offered this to the Buddha upon his awakening to help him regain strength. To get children involved in this holiday, make cookies in the shape of a tree to symbolize the Bodhi Tree, or make leaf shaped cookies. The leaves of the Bodhi tree are heart shaped, so a Valentine's Day cookie cutter would be appropriate. Bodhi Day is of importance to Buddhists, it is a noteworthy experience for anyone of any culture.

Tenants and Residents Involvement Page

Your Editorial Group

Did you know that Your Home is reviewed and edited by its very own Editorial Group. The group meets to discuss the content and layout of each magazine and recently visited Resource Print Solutions, the company who currently design and print our magazine. Editorial Group member Andrew Wasike said **'We appreciate being invited to see where the magazine is produced. Now when I am out and about in the community I can speak about the production of the newsletter with more confidence as I've seen how it is prepared.'** The Editorial Group is always looking for new members. If you'd like to get involved with what appears in Your Home telephone 0800 915 1600 and ask to speak to Helen Seddon in the Communications and Information Team.



■ Members of the Editorial Group, Andrew Wasike, Margaret Carroll and Helen Seddon take a look at the latest design of Your Home.

FREE Cat Neutering in ENEHL Homes

If you are worried about costs of neutering your cat we can help. Ideally ALL kittens should be neutered at four to five months. **We are willing to meet the total cost of neutering of any cat or kitten.**

Recent changes in the law about animal welfare mean owners have more responsibility for their pets care and well-being. Also the Council has recently reviewed its policy on the number and types of pets people may keep. We are working with them and you to make things better for all.

One way to help keep within the new policy is to ensure your cat is neutered. To arrange this;

FIRST - RING 0845 194 7292 (option 2) for details. Then all you have to do is choose a local vet and take your cat along. We send the voucher to cover the neutering cost to your vet. **Offer closes 30 June 2010** or when funds are used up. After the deadline we may have **half price** vouchers still available. A neutered cat has a less troubled life and in most cases stays happier longer.

**CATS PROTECTION –
Wharfe Valley and
Leeds Adel Branches**



Craft Sessions

Make your own greeting cards

Join the Spring Close Gardens Residents Association who meet every other Saturday at the Sheltered Housing Scheme on Spring Close Gardens. Join us to take part in this fun activity between 11am and 2pm.

No wool over our eyes!

East North East Homes are visiting each and every tenant. We are doing this to make sure that sub-letting, fraud and other illegal activity is not taking place. This action means that illegal tenants are uncovered and properties are made available to those entitled to them. To successfully carry out the 'audit' your help and co-operation is needed. Every time an officer calls they will want to see the legal tenant in their home and, in their presence, complete a short questionnaire.

They will want to see one of the following documents to prove identity:

Current Passport or Photo Driving Licence, Bus Pass. And additionally, proof that the tenant lives in the property, for example a recent Bank Statement or Utility Bill.

REMEMBER:

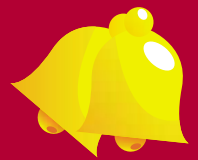
- Officers will be calling - always ask to see identification and never let anyone in who can't prove who they are.
- If you have any information about improper or illegal activity taking place near where you live - let us know.
- If you have not seen your neighbour for some time or seen them move furniture out, it may have been abandoned, or
- Have you seen different people coming and going? Then it may have been illegally sublet.

You can call us confidentially on our 24 hour hotline 0113 2476681 (answer machine outside normal office hours) or our Contact Centre on 0800 9151600. Or you can email us at: enehl.enquiries@enehl.org.uk. Your personal details will be kept confidential and won't be disclosed to anyone.

He Loves Me – He Loves me Not?

Coping with Domestic Violence.

GIPSIL (Gipton Supported Independent Living) provides support to people who are vulnerable and in need. Domestic Violence accounts for one quarter of all violent crimes. GIPSIL holds group sessions where women can support each other to make positive choices in their lives. We think together we can make a difference. If you are interested in attending a session or want to get involved contact Jan on 0113 2481813 / 3807614 or Lucy on 0113 24762851.



Leeds City Council and East North East Homes Leeds recognise that some leaseholders are not in a position to pay large bills, eg. for major works, service charges and council tax.

The following information has been put together to provide leaseholders with advice on managing debt. Please take some time to read this information as it could help you during this period of financial downturn.

If you require any further information or assistance on the following information please contact Louise Almond, Project Officer at East North East Homes Leeds on 0113 2476380.

Do you have problems paying your service charge or Council Tax? As a Leaseholder you have the same entitlement as our tenants to help and advice from our Debt and Benefits Advisors.

Are you having debt / money problems? Are you having problems paying your utility bills? Are you receiving all the benefits you are entitled to?

Millions of pounds worth of benefits go UNCLAIMED each year!

East North East Homes Leeds have Debt and Benefits Advisors who are able to give advice on basic debts, benefit and tax credit entitlement and help you with reducing gas or electric costs. They are available at different times in the offices or local schools and community centres. For details please contact your local advisor on the following numbers:

Burmantofts, Richmond Hill and Chapeltown:
Gordon Crowe on 0113 2143448 or Chris Ash on 0113 2143438.

Halton Moor, Osmondthorpe and Gipton:
Jackie Wardle on 0113 2141433 or Sandra Pickles on 0113 2141352.

Moortown, Meanwood and Wetherby:
Brona Werrit on 0113 2477240 or Yvonne Craggs on 0113 2145640.

Seacroft North and Seacroft South:
Caron Lee on 0113 2143144.

Don't miss out! Even if you have not been able to claim before, rules and amounts change every year so you should keep trying. For example this year Child Benefit amounts no longer count as income when claiming Housing and Council Tax benefit.

Plus the savings disregard has increased to £10,000 for over 60's claiming Pension Credits or Housing and Council Tax Benefit. So why not give it a go!

For regular information and advice updates make sure you check out the regular Money Matters pages in this newsletter.

Welfare Rights Unit

If you prefer to approach Leeds City Council, their Welfare Rights Unit offers free confidential advice on all Welfare Benefits and Tax Credits. They can help you with appeals and check you're getting all the money you're entitled to. The sessions are appointment only.

Welfare Rights Advice Surgeries:

Wetherby One Stop Centre: Every fortnight on a Wednesday morning 10am - 12.30pm.

South Seacroft One Stop Centre: Wednesday and Friday 10am - 12.30pm.

North Seacroft One Stop Centre: Every fortnight on a Monday morning 10am - 12.30pm.

Halton Moor One Stop Centre: 1st Monday and 3rd Tuesday of every month 10am - 12.30pm.

Appointments can be booked by phoning 0113 2149006. They will also be able to help you if you need a home visit.

Multiple Debts

If you have multiple debts East North East Homes and Leeds City Council is working in partnership with local independent advice agencies who offer help and advice **FREE** of charge.

A booklet Overcoming Financial Difficulty provides further information about our partners in Leeds and is available at all Council One Stop Centres, or by telephoning 0113 2475858 / 2475096 / 3952783.



If you do not contact us, we cannot offer you any help.

Paying your Service Charge

What should you do if you are having difficulty paying this charge?

If you are having difficulties paying you should contact the Leasehold Section on 0113 2476401 of the Council's Environment and Neighbourhoods Department to let them know.

Your Money

Some things are worth more than their price.



RENT FIRST PLEASE, ALL YEAR ROUND

Your home is at risk if you fall into rent arrears. Call now to arrange an appointment with your local Housing Support Officer (contact details can be found on the back page of this newsletter).

Christmas is here, did you save enough!

If you need access to an affordable loan to help get you through Christmas then Leeds City Credit Union is for you. Don't borrow from expensive doorstep lenders, see how much you could save with a Leeds City Credit Union Handiloan.

Visit your local Leeds City Credit Union (LCCU) branch or telephone 0113 2145252.

LCCU branches in the East North East area:

City Branch - 2nd Floor, Westminster Building, 31 New York Street, Leeds, LS2 7DT.

Halton Moor Branch - Halton Moor One Stop Centre, Neville Road, Leeds, LS15 0DW.

North East Leeds Branch - 269 Roundhay Road, Leeds, LS8 4HS.

Seacroft South Branch - Seacroft South One Stop Centre, 90-95 Moresdale Lane, Leeds, LS14 6GG.

Wetherby Branch - Wetherby One Stop Centre, 24 Westgate, Wetherby, LS22 6NL

Look how much LCCU Credit Loan can save you...

Don't feed the sharks to pay for Christmas this year



Affordable credit can help you keep your rent account clear

You may be paying more than you need to with high interest loans.

Get it sorted on Wednesdays

Keep more money in your pocket with a LCCU Handiloan



	Loan	No. of weeks	Weekly repayment	APR	Total repaid
Lender 1	£300*	33	£15	433.4%	£495
Lender 2	£300*	31	£15	365.1%	£465
LCCU	£300	33	£10	26.8%	£323.66

*Rates correct at time of going to press. This information was taken from the websites of two leading home collection companies.

You could save up to £171.34 with a Leeds City Credit Union Handiloan

Established in 1987, Leeds City Credit Union is open to anyone who lives or works in Leeds. They are a local and ethical financial co-operative and they believe that everybody should have access to affordable loans.

They also offer great rates on savings accounts and to give you extra security, they are authorised and regulated by the Financial Services Authority.



Tel: (0113) 2145252 or log onto www.leedscitycreditunion.co.uk

To apply for YOUR Handiloan call into your local LCCU branch - there's one near you:

- CITY BRANCH**
32 Kirkstall Road, Leeds LS2 7DR
- Great George Street**
City Centre One Stop Centre, 2 Old George St, Leeds LS2 8BA
- North East Leeds Branch**
269 Roundhay Road, Harrogate, LS8 4HS
- Morley Branch**
Morley, Town Hall, Queen Street, Morley, LEEDS LS27 0BY
- Armley Branch**
Armley One Stop Centre, Stocks Hill, Armley, LEEDS LS12 1UQ
- Seacroft Branch**
South Seacroft One Stop Centre, 95-95 Moresdale Lane, LEEDS LS14 6GG
- Dewsbury Road Branch**
Dewsbury Road One Stop Centre, 190 Dewsbury Road, Birston LEEDS LS11 6PF
- Belle Isle Branch**
The Old Housing Office, 26A Broom Crescent, Leeds, LS10 3JN
- Halton Moor Branch**
Halton Moor One Stop Centre, Neville Road, Leeds LS15 0DW
- Wetherby Branch**
Wetherby One Stop Centre, 24 Westgate, Leeds LS22 6NL

Get it sorted on Wednesdays

Leeds City Credit Union pride themselves on giving a personal service to all their members. To help with this, they have recently made Wednesdays the day to bring in all your enquiries and applications to local offices. However the two city branches still operate the same service every day.

We wish you a Christmas full of good cheer but remember to keep your rent account clear. Is your rent top of your Christmas list?



We have carried out over 100 evictions for rent arrears since April 2008.

Don't let this be you, RENT FIRST PLEASE, ALL YEAR ROUND.

Get a post Christmas Bonus – Clear rent accounts and Direct Debit payers win prizes!

It pays to pay – you could be the lucky winner of one of our £250 clear account prizes but you have to be in it to win it?



■ Assistant Area Manager, Janet Miller pictured with Mrs Hirst. Mrs Hirst was thrilled to have won and said **'I'll use this to pay my phone bill, thank you.'**



■ Housing Support Officer, Mohammed Ahmed pictured with Mrs Mooney. Mrs Mooney was really pleased to have won and said **'I'll use this to pay off some bills before Christmas, thank you.'**

If you are struggling with debt there are some Advice Centres local to our area who could help:
Ebor Gardens Advice Centre, Tel: 0113 2350276 / St. Vincent Support Centre, Tel: 0113 2484126.



Are you struggling to pay your Rent or Council Tax? Are you claiming all the benefits you can?

The Government has changed the rules this year and even if you have not been able to claim benefits before you may be able to now. The aim of these changes is to enable more people to claim.

Changes to child benefit rules - MORE FAMILIES CAN CLAIM

From November this year Child Benefit amounts no longer count towards your household income when working out if you can claim Housing and Council Tax benefit.

More over 60s with savings can claim

The savings disregard has increased to £10,000 for over 60s claiming Pension Credits or Housing and Council Tax Benefit. This means if you are over 60 you can have £10,000 in savings and still claim. Don't miss out! Why not give it a go? Come and see us and see if you or your family can get some extra money coming in.

Fuel poverty

Are you in debt or struggling with your Gas and Electric bills?

Worried about the cold this winter? Are you aware of the special social tariff's available?

All energy providers have to offer social tariffs to help their most vulnerable customers cope with the high costs of gas and electricity. And according to new Ofgem (Office of gas and electricity markets) rules, all social tariffs must equal the supplier's cheapest deals.

Suppliers also agreed to increase their collective spend on social tariffs by £225million between 2008 and 2011 - so if you're struggling to keep up with the rising cost of heating your home, why not talk to your provider and see if you can be moved to a cheaper tariff?

We've searched the internet for information on 'social tariffs' for the best deals for you: Source: Google, all information correct as at October 2009.

BRITISH GAS

TEL: 0800 048 0202



'Essentials tariff' The Essentials tariff provides extra help to vulnerable customers, particularly those who use Pay As You Go Energy meters, which despite helping people on low-incomes to budget, are often a more costly way to pay for gas and electricity.

E.ON

TEL: 0800 051 0760



Stay Warm* tariff is specifically designed to help vulnerable customers over the age of 60. It is a fixed-price tariff that keeps costs the same for the 12-months after you've signed up. E.ON also offers free cavity wall and loft insulation to anyone over the age of 70 or those receiving income support, housing benefit, council tax benefit or income-based jobseeker's allowance - whether they are a customer or not.

EDF

Tel: 0800 096 9000



Energy Assist Tariff - is aimed at those customers experiencing fuel poverty - where they have to spend more than 10% of their household income on gas and electricity - or those receiving income support or pension credit.

SCOTTISH POWER

TEL: 0800 408 1641



Carefree Plus social tariff, offers eligible customers a saving of up to £112 a year on their energy bill. Customers on the new tariff will also be able to have free insulation work done on their homes and receive a Benefits Health Check to ensure that they are receiving all the help they are entitled to. Scottish Power is also the only energy provider to set prepayment meters - which are often used by those on the lowest incomes - at a lower cost than standard quarterly credit prices.

SCOTTISH & SOUTHERN

TEL: 01738 456 000



EnergyPlus Care from Scottish & Southern offers those customers experiencing fuel poverty a 20% discount on their current fuel prices - regardless of which payment method they use. As well as the discounted energy, free energy efficiency advice to help save on future bills, a free benefits check to make sure customers are not missing out on any help they're entitled to and even free energy efficiency measures, from low-energy light bulbs to a free fridge or a discounted fridge/freezer.

Certain households might also be eligible for a free annual gas safety check - saving them between £60 and £90 according to gas safety specialists Corgi.

NPOWER

TEL: 0800 975 9300



If your annual income is less than £13,500 you might be eligible for the Spreading Warmth tariff which offers discounts to customers on a low income and with someone in the household aged over 60, disabled, suffering from a chronic illness or under 16 years old. The Spreading Warmth tariff delivers a dual fuel discount of up to £250 (£125 per fuel) that is applied quarterly in discounts of £31.25 per fuel. If you're not eligible for the Spreading Warmth tariff but are struggling to keep up with your bill payments you can still get help from npower's First Step scheme. First Step advisors will work with you on a one-to-one basis to help you manage your bills and set up a personal payment plan that suits your circumstances. You will also be evaluated to see if you're eligible for help from the First Step fund which could write off some, or all, of your energy debt as long as you continue making regular, agreed payments.

Npower accept customers on to their First Step scheme and Spreading Warmth tariff in a targeted way through a range of third parties including ENEHL. We have referred customers before with some success. So why not call into your local office and ask to see your Debt and Benefit Advisor or Assistant Area Manager for accounts.

If you can't find a cheaper social tariff with these suppliers then you could try using the ENEHL Gas and Electricity Calculator to find a cheaper rate. The service is completely free and available on our website. We look forward to helping you save money today by visiting www.enehl.org.uk If you don't have access to the internet you can call the helpline on 0845 872 6369.

Spotlight on Performance

Property Adaptations

The Adaptations Team have been working hard to ensure that our tenants have their adaptations completed as quickly as possible. After the first six months of the year the team are performing very well and our tenants are telling us that they are Very Satisfied with the service.

Please see their achievements so far for Quarter 1 (April – June) and Quarter 2 (July – September)

100% tenant satisfaction in Quarter 1 and Quarter 2

56 days to complete High Priority work in Quarter 1 and 57 days to complete High Priority work in Quarter 2 against a target of 60 days

161 days to complete Low Priority work in Quarter 1 and 110 days to complete Low Priority work in Quarter 2 against a target on 240 days

132 days to complete Medium Priority work in Quarter 1 and 82 days to complete Medium Priority work in Quarter 2

Performance information

We're always trying to improve our services, so it is really important for us to be able to monitor how well we are doing and let you know. Below is information on how the organisation is performing at the end of September 2009.

2nd Quarter Performance

Repairs

The percentage of urgent repairs completed within timescales was **99.07%**, beating the year end target of **98.75%**



The percentage of non-urgent repairs completed within timescales was **97.65%**, beating the year end target of **97.15%**



The percentage of repair appointments made and kept was **99.10%**, beating the year end target of **99%**.



Rents

The percentage of rent arrears owing was **3.11%**, just above the target of **2.98%**



The percentage of rent collected was **96.73%**, just missing the target of **97%**



You can now view our performance information online by using the new Online Performance Tool – Covalent. You can use this to check our performance statistics. Visit www.enehl.org.uk for more details. If you don't have access to the website you can call us on 0800 915 1600 to ask for a copy of the reports.

You said, we did

We are always looking for your opinion on how we can improve what we do for you. As people who use our service everyday, you're the real experts. When you tell us you want something changing then we will do our best to change ... Here's a selection of some of the things we've done so far as a result of what you've told us:

You said – You wanted all repairs to be appointed.

We did – Appointments are now arranged prior to the contractor / surveyor attending.

You said – You wanted more modern ways of reporting a repair.

We did – Introduced a means of reporting a repair via text messaging and the internet.

You said – We discriminate against people who work full time and are unable to keep appointments during the week.

We did – Introduced Saturday morning Pre-inspections. We also offer certain Contractor repairs on an evening and on a Saturday morning.

You said – You are sometimes unsure of what is agreed during the surveyors visit.

We did – Our surveyor now completes a signed duplicate sheet during the inspection. One copy is kept by the surveyor and the other given to tenant.



Get Wired... Young ENEHL Residents get their own website

If you're aged between 13-19 and want advice on activities or information on a range of issues then log on to <http://enehlyouth.terapad.com/>.

We've been working with the David Young Community Academy and local youth groups so all the pages have been designed for you, young people. We've asked for ideas on the existing design and what was needed to make the site as useful as possible and the result has been a new vibrant site packed full of information helping young people.

If you have any suggestions for the new site, or would like to write an article about life on your estate then why not visit <http://enehlyouth.terapad.com/> and let us know what you think.



Online Community Revolution

Did you know ENEHL has also joined the online communities' revolution in a bid to communicate with more people.

ENEHL is turning to social networking sites – where thousands of people communicate with each other online every day – to encourage tenants to become involved in their community and ENEHL. By using some of the free services available on the internet we hope to extend our reach to people who otherwise would not come into contact with the company or know about the work we do in the local community. You can keep in touch with us through www.enehl.org.uk or catch up with ENEHL news in bitesize chunks at www.twitter.com/enehl, or join our ENEHL facebook group by visiting www.facebook.com.

Do you think this is the way forward for ENEHL, or do you think we should stay with the tenant magazine and letters?

Why not let us know by emailing enehl.communications.and.information@enehl.org.uk or visiting our facebook page at www.facebook.com.

Working for ENEHL - Vacancies

- Do you enjoy a challenge?
- Do you want to be part of a dynamic and rapidly changing company?
- If so, then look no further than the ENEHL website.

East North East Homes Leeds manage approximately 20,000 properties on behalf of Leeds City Council in the North East and East areas of Leeds. We cover diverse communities and work in close partnership with agencies and organisations in the area to deliver decent homes and places. We are a progressive organisation that is both customer focused and performance driven.

If you would be interested in working for ENEHL you can view all our current vacancies on our company website: www.enehl.org.uk

If you don't have access to the web all our vacancies are also advertised in local Job Centres or you could telephone our Human Resources Team on 0113 2476461.

We would love to hear from you.

Your Thoughts

Kids Corners

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.



Thank you to everyone who sent in your colouring pictures. Seeing as it's Christmas we have chosen our top 4 entrants and a £10 voucher is on its way to you all. Enjoy spending your vouchers.



Chelsea Thwaites
of Moortown

Brooklyn Stuart
of Armley



Kelsey Glover
of Gipton

Bryony Tia Caleb
of Halton Moor



Orange Turkey Curry

Following on with our theme of using up your leftovers, try this recipe for Orange Turkey Curry sent in by our new Feature Writer, Laura Bailey. Laura says 'I think this is a great way to use up your Christmas Lunch, enjoy'.

Ingredients

- 20z Butter
- 1 Medium size onion
- 11/2lb chopped cooked turkey
- 40z natural yoghurt
- 8 floz orange juice
- 1 tsp sugar
- 1 tsp chilli powder
- 1 tbsp ginger
- 2 fat garlic cloves chopped
- 2 tsp coriander powder
- 2 tsp cumin
- 1 tsp turmeric
- 1 tsp salt
- 2 tbsp fresh coriander leaves roughly chopped

Instructions

- On a high heat, stir fry onion in butter until soft but not brown.
- Add chilli, ginger, garlic, coriander powder, cumin and turmeric; stir fry for 1 minute.
- Add turkey and yoghurt; stir fry for 2 minutes and ensure all the meat is coated with the mixture.
- Reduce the heat to medium and add orange juice and sugar, cook for a further 5 minutes.
- Add coriander leaves; stir fry for a minute and serve with your usual favourite accompaniments such as basmati rice or chapattis.

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.

Spot me if you can





New Feature Writer

In the last issue of the Tenant Newsletter we asked for you to tell us your stories and told you how you could become a feature writer. Our first article has come in from Laura Clemente who has written a short piece on the traditions of Christmas. Laura has also put together the recipe on page 21.

A merry british christmas

Christmas is well known as a celebration of the birth of Christ. But most people fail to realise that there is more than just a day for Christians as most traditions and celebrations are actually part of British history rather than religion.

It started in 598 Augustine (first arch bishop of Canterbury) came to England on a mission by the Pope to convert the population to Catholicism. There were various religions and beliefs amongst us and we were all broadly termed as Pagans. The Pagans celebrated the Winter Solstice (the re-birth of the sun) 21st December and those of Germanic origin were celebrating Yule (or Yoole/ Jól), the Old Norse winter festival of light, 23rd December. To sell Christianity to the British it was decided to make Jesus' Birthday 25th of December. Across the years the 3 main festivals have been rolled into one and historical events have shaped the Christmas we know today. Leeds is one of the most multicultural cities in the country and some Christian communities do not celebrate a very British tradition, because it is a religious day rather than a patriotic one. In other words Christmas is a time that everyone can enjoy.

Where do our traditions come from?

The first Christmas cards were actually originated as school work. Children were given a piece of paper on which they painted beautiful borders around the edges and with cheap postage the Christmas card was born.



Christmas dinner is in fact another reflection of British history. Upon hearing the news that the English navy had defeated the Spanish Armada, Elizabeth 1st was given **roast goose** on Boxing Day and declared it to be such a superior dish that it should be eaten every year at Christmas.

The humble **Christmas pudding** started its life as porridge and a few bits of meat and/or fruit were added until it became the pudding that we know today; (the luxuries such as brandy and money were added by the Victorian's).



The giving of **Christmas presents** to children was done in memory of Jesus receiving gifts at his birth.



Boxing Day i.e. a Christmas Box/gift was given to servants on large estates and a day off (after working tirelessly for weeks in preparation of the big day itself).

The religious part of the British Christmas can be beautiful and uplifting. For me hearing Christmas carols and shaking the hands of others saying 'peace be with you' is and always will be my favourite time of year. However, now you understand where some of our modern Christmas comes from embrace it. Pick and choose the parts you want to celebrate, but be part of it!

Thanks to Laura for providing this article. Remember if you'd like to become a feature writer and earn £20 in high street vouchers then telephone 0800 915 1600 and ask to speak to Helen Seddon in the Communications and Information Team. Your article could appear in the next issue.

ENEHL gets in the Pink for Breast Cancer Care

ENEHL held an **In the Pink** event on Friday 9 October at its head office to raise funds for leading cancer charity Breast Cancer Care. Guests were invited to feast on a magnificent buffet as well as take part in a massive raffle and lots of fun side shows including a visit from Leeds Rhino's Ronnie the Rhino.

The total raised was a magnificent **£716.00**.

All the prizes for the event were donated by staff and local companies including partners of ENEHL. Leeds-based affordable housing and regeneration specialist Lovell, which is working on a major housing improvement programme for ENEHL, handed over a

luxury hamper packed full of tasty goodies, which was won by Janet Mulroy.

Janet Mulroy, Rehousing Officer and organiser of the event, said **'One of our colleagues has just recovered from their third bout of breast cancer so we were keen to help raise this cash for such a worthwhile charity that can help people who've been touched by cancer.'**

Special heartfelt thanks go to Marcher Roofing for their very generous donation once again, ICE35 for the amazing buffet donation, Unilever on Coal Road for their generosity, Lovell for the amazing hamper and to everyone, including all staff at ENEHL, who have given donations and their time.



ENEHL Chooses Charity over Christmas Cards

Instead of sending out our corporate Christmas card to partners and other organisations this year ENEHL staff will donate £2 to our charity of the month – Martin House. With senior management matching the staff donation we hope to raise a massive amount to send to Martin House this Christmas.

Community Centre Gets Makeover Thanks to ENEHL

The Palace Project community centre in Chapeltown were wanting to spruce up its slightly dilapidated youth base but had no money to make it happen. The Council's Area Management Team stepped in and bought the paint whilst Leeds Ahead social business sourced volunteers from ENEHL to lend a hand with the painting. The young people who attend the centre picked the paint colours and four ENEHL volunteers spent a day painting the hallway, girls' toilets and boys' toilets. ENEHL give staff up to eighteen days paid leave per year to take part in voluntary activities and have partnered up with Leeds Ahead, a company who act as go-between between those wanting to volunteer and those needing help in the community, to encourage staff to do much needed work in the neighbourhood.



Keeping you up to date with Decency

The Capital Programme includes the work which East North East Homes Leeds will undertake to bring your home up to the Governments' Decent Homes Standard. It includes work such as windows, doors, kitchens, central heating and reroofing. Below are the streets and types of work we are doing this financial year, April 2009 to March 2010.

Door replacements: We are replacing existing external doors which are old and in a poor condition with new high security composite doors to some properties in the following streets:

Amberton Lane	Darfield Road	Kentmere Approach	South Parkway
Amberton Mount	Diadem Drive	Kentmere Avenue	Spalding Towers
Asket Drive	Dib Lane	Kentmere Crescent	St Alban Approach
Bailey Towers	Eastdean Bank	Kentmere Gardens	St Alban Crescent
Barncroft Drive	Eastdean Gardens	Lawrence Road	St Alban Road
Barncroft Road	Easterly Garth	Lawrence Walk	St Stephens Road
Bayswater Road	Fearnville Road	Lincoln Towers	St Wilfrids Crescent
Beech Walk	Foundry Approach	Lindsey Mount	St Wilfrids Drive
Boggart Hill Drive	Foundry Mill Mount	Mardale Crescent	Stainmore Close
Brander Close	Foundry Mill Street	Monkswood Avenue	Stainmore Place
Brander Drive	Foundry Mill Terrace	Monkswood Hill	Stocks Approach
Brander Road	Gipton Approach	North Farm Road	Stocks Rise
Brathay Gardens	Gipton Gate	North Parkway	Stoney Rock Court
Brecon Court	Grantham Towers	Oak Tree Grove	Strathmore Avenue
Brecon Rise	Hansby Avenue	Oak Tree Walk	Tarnside Drive
Bridle Path Walk	Hansby Gardens	Orchard Road	Taylors Close
Brooklands Garth	Harehills Road	Parkway Grange	The Rein
Brownhill Crescent	Haslewood Close	Pigeon Cote Road	Thorn Terrace
Buller Court	Hawkshead Crescent	Poole Square	Thorn Walk
Cherry Court	Hollin Park Avenue	Ramshead Drive	Torre Crescent
Church Close	Hollin Park Crescent	Ramshead Hill	Torre Hill
Coldcotes Crescent	Hollin Park Road	Rosgill Green	Torre Mount
Coldcotes Drive	Hudson Place	Roxby Close	York Road
Compton Crescent	Inglewood Drive	Shakespeare Grange	Zetland Place
Compton Terrace	Ironwood Approach	Shakespeare Lawn	
Conway Grove	Ironwood Crescent	Skelwith Approach	Most of this work is complete.
Cromwell Heights	Karnac Road	South Farm Road	

Kitchens: We are replacing kitchens which are old and in a poor condition and rewiring where necessary to some properties in the following streets:

Ecclesburn Avenue	Raincliffe Grove	Vinery Avenue	Vinery Street
Everleigh Street	Raincliffe Road	Vinery Grove	Vinery Terrace
Londesboro Grove	Raincliffe Street	Vinery Mount	Vinery View
Londesboro Terrace	Raincliffe Terrace	Vinery Place	Welbeck Road

All these kitchens have been completed.

Halton Moor Avenue	Wykebeck Avenue	Fir Tree Gardens	Fir Tree Rise
Neville Place	Fir Tree Approach	Fir Tree Green	Fir Tree Vale
Wykebeck Mount	Fir Tree Close	Fir Tree Grove	

All these kitchens should be completed before Christmas.

Cotterdale View	Fieldhouse Close	King Alfreds Drive	Parkland Drive
Firbank Grove	Fieldhouse Drive	King Alfreds Green	Stainbeck Road
Rathmell Road	Fieldhouse Lawn	King Alfreds Walk	Stainbeck Avenue
Ullswater Crescent	Fieldhouse Walk	King Alfreds Way	Bentley Lane
Westminster Crescent	Stonegate Close	Meanwood Road	
Esthwaite Gardens	Stonegate Road	Stonegate Farm Close	All these kitchens should be completed before the end of March 2010.
Kendal Drive	Church Avenue	Woodland Terrace	

Structural works:

We are making improvements to the external walls of the following multi storey tower blocks where there are defects in the brickwork and rendering:

Barncroft Towers, Shakespeare Grange

This work has not started yet but will be completed before the end of March 2010.

Heating:

We are continuing to install full gas central heating to properties which do not have adequate heating already installed. Adequate heating is defined as a system which provides heat to two or more rooms in your property. Heating installation is currently being prioritised for customers who have a valid medical condition. If you feel that you meet this criteria, please call our freephone number, visit your local housing office or enquire online at enehl.enquiries@enehl.org.uk

Insulation:

Our contractors are working across our whole area installing cavity wall insulation. A lot of work has already been done and will continue until the end of March 2010 when we hope to have completed almost 3,000 properties.

Electical works:

We have a programme of security alarms and lighting ongoing throughout the year and you can make a request to have an alarm or light, or both if you want, via our freephone number, at your local housing office or online at enehl.enquiries@enehl.org.uk. Please be aware that application for this can only be considered for elderly residents or those who consider themselves to be vulnerable.

Additional information:

Please be aware that we are working to the strict decency criteria which means that for any improvements to take place in your home, we must be satisfied that the existing components (windows, doors, kitchens, roofs) are both old and in a poor condition.

Of the streets listed, not all homes will be included because they don't fail the strict decency criteria which is mentioned above.

We are still compiling our list of works for next year (April 2010 – March 2011) and we will be publishing this in a future newsletter to keep you up to date with our improvement works.

Flame Supervision Devices

Do you know that if you live in a multi-occupancy property such as a flat or maisonette and you have a new gas cooker fitted, your gas cooker **MUST BE FITTED** with a Flame Supervision Device (FSD) also known as a Flame Safety Device. These must be fitted to each burner and are a legal requirement. If you live in a multi-occupancy property and you buy a cooker that doesn't have the device fitted, it cannot be installed as this would be illegal under the Gas Safety Regulations. This only applies to new gas cookers and does not affect any existing cookers unless they are faulty.

The device automatically cuts-off the supply of gas should the flame go out preventing a dangerous build-up of gas. The device should be fitted to all burners, not just the oven burner. It is not possible to fit this device to your existing cooker if it was not fitted in the first place. You need to make sure that you are buying the correct type.

It is important to know that some of the older gas cookers do not have a FSD fitted. If you are buying a new cooker you will need to check if one is fitted. It is not possible to tell whether a cooker has got a Flame Safety Device fitted just by looking at it. You should also remember that gas cookers can't be installed unless the manufacturer's installation manual / instructions are available.

If you want to have a gas cooker installed or need a Flame Supervision Device fitting you must use a qualified Gas Safe engineer to do the work. Gas Safe replaced the CORGI Scheme (Council of Registered Gas Installers) from 1 April 2009.

The Gas Safe Register exists to protect you, your family, and your property from dangerous gas work. Incorrectly fitted gas appliances are a major cause of lethal carbon monoxide poisoning and can also lead to gas leaks and explosions.

You can find a qualified Gas Safe engineer by contacting Gas Safe as follows:

Telephone: 0800 408 5500

Email: enquiries@gassaferegister.co.uk

Write to: Gas Safe Register, PO Box 6804, Basingstoke, RG24 4NB

Website: www.gassaferegister.co.uk

The website has a consumer area and, if you put in your postcode or town, you can search for a qualified engineer in your area.



The Future of Council Housing in Leeds Project

A review is underway to look at the future of Council Housing in Leeds. The Council is working together with all the ALMOs and BITMO to develop a vision for the future of council housing services in Leeds to continue to provide high quality services on a local level.

Why is the review happening?

In 2002, tenants voted overwhelmingly to set up ALMOs in Leeds to enable all Council houses to be brought up to the decency standard through the extra funding available.

Over the past 6 years, the ALMOs and the Council have delivered major improvement works through the Decency Programme and we are on target to meet the government's Decency target by 2011 - to date there has been over £600m spent across Leeds on decency improvements to your homes.

However, the funding that allowed us to improve your homes will no longer be available after 2011. The Council need to consider what will happen after this date and make sure we are able to maintain the improved standard to our tenants' homes.

The review is about more than just the bricks and mortar though. We want to build on our successes and make sure that we can provide even better local services in the future. The potential that each option gives to increase tenant empowerment will also be a hugely important factor in the review.

What are the Options?

The Council and the ALMOs are looking at a number of different options for the future of Council Housing in Leeds including the following:

- Remaining with three ALMOs and the BITMO
- Keeping ALMOs but altering the number or size of each organisation

- Returning some or all council housing to Leeds City Council
- Stock Transfer to a not-for-profit Registered Social Landlord
- A combination of all of the above

What has been happening?

There have been 3 successful key stakeholder events involving Strategic Landlord, ALMO Board members, tenants and Leeds Tenant Federation. The feedback from these events have already been extremely useful and will continue to play an important role in the review when looking at all the options. There will also be further opportunities for more in depth consultation and feedback from tenants around the options and the future service and aspirations. Before any final decision is taken, there will be further opportunities for more in depth consultation and feedback from tenants around the options and the future service and aspirations.

A Project Board has been set up to carry out the review and we are hoping to update you again in March 2010 with the progress of the option appraisal and details of further consultation if you would like to have your say. If you have any questions, please write to The future of Council Housing Project, Housing Services, 4th Floor West, 110 Merrion House, Leeds, LS2 8BB.





Round the Clock Anti Social Behaviour (ASB) reporting

As part of our continuous improvement, and by looking at positive practice in good performing three star ALMOs we have extended our services to tackle Anti Social Behaviour.

You can now report problems you are experiencing with Anti Social Behaviour and nuisance neighbours round the clock. Whether it is in the evening, through the night or at weekends you will be able to get in touch with us, **simply call 0800 915 1600**. You will be given reassurance and advice on whether the Police should be contacted if a serious incident occurs, referred through to Environmental Health for noise problems or we can arrange for you to be contacted by your Housing Support Officer the next day. Security Patrols may be directed to the area as a further deterrent.

You will not be charged for the call and the new system is a more efficient way for us to monitor and manage our calls from customers.

The number is available 24 hours a day, every day of the year. Out of office hours calls will be transferred to our out of hours team.



■ You can now contact us out of hours in an emergency.

Residents Vote for Security Patrols in High Rise Flats

Earlier this year ENEHL wrote to over 3800 residents in high rise flats advising them of Changes to the Security Patrols service.

From the 1st April 2009, Security Service patrols were altered to respond to incidents reported by residents in high rise flats.

We also asked you how you would like security patrols to be provided from April 2010. We asked residents to choose from:

- **Option 1** - Daily routine security patrols to be reintroduced in April 2010 to all blocks at a cost of £1.65 per week per household.
- **Option 2** - Two Responsive patrols retained after April 2010 if costs were met by residents. This cost is currently estimated at 20p per week per household.
- **Option 3** - If this service is not required from 2010, there will be no additional charge.

Over 70% of returns voted to retain Security Patrols with the costs being met from a service charge to residents. The significant majority of those residents voted to continue with patrols responding to customers calls, the initial proposed charge for this service is 20p per week per household. We believe the charge may be allowable as part of a Housing Benefit claim.

The results are as follows: Option 1 – 212, Option 2 – 316, Option 3 - 149

As we do not receive any funding to provide this service, the cost to provide security in high rise flats from April 2010 would have to be met by residents. This could be

collected through a weekly service charge as part of the rent payment. We are now talking to Leeds City Council about retaining this service and paying for this through the service charge paid by residents and that money then being passed to East North East Homes Leeds.

Since the security patrols have been in place there has been a continual decline in acts of nuisance, ASB and damage at high rise flats. A strong partnership exists with Community Safety Partners including ENEHL, Neighbourhood Police Teams, Leeds City Council's ASB Unit, Neighbourhood Wardens and local Residents Groups. ENEHL have also made significant investment in new CCTV facilities at the majority of high rise flats and are working to improve CCTV at the remainder.

The present arrangements will remain in place until 31 March 2010, if a crime is taking place, contact the Police. Always dial **999** in an emergency where there is a danger to life or a crime is in progress. This number is available 24 hours a day, 7 days a week. From a mobile phone, please dial **999** or **112**.

If an act of nuisance or anti social behaviour takes place in the multi storey flat where you live, phone Security Services on **0800 915 1600** while it is happening. If you want to report an incident at a later time, please contact your local housing office or telephone the contact centre on **0800 915 1600**.

For Police Non-Emergencies, telephone **0845 60 60 60 6**, 24 hours a day, 7 days a week, where Police attendance is required or to report a crime or other incidents.

If you want to comment on the above proposal you can write to the Enforcement Team at East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY. This is a freepost address and you do not need a stamp.

East North East Homes Leeds public contact details and opening times

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

Burmantofts Housing Office

Rigton Lawn, LEEDS, LS9 7QA

Gipton Housing Office

95 Foundry Avenue, LEEDS, LS8 3NH

Halton Moor One Stop Centre

Neville Road, LEEDS, LS15 ONW

Osmondthorpe One Stop Centre

81a Wykebeck Mount, LEEDS, LS9 OJE

Richmond Hill Housing Office

8 Walter Crescent, 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

Moortown Housing Office

Queenshill Approach, LEEDS, LS17 6AY

OPENING TIMES FOR THESE OFFICES

Monday and Tuesday 8.30am - 4pm

Wednesday 8.30am - 3pm

Thursday and Friday 8.30am - 4pm

Seacroft North Joint Service Centre

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

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 8.30am - 4pm

Wednesday 8.30am - 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

POWERGEN

0800 056 6278

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

useful numbers

East North East Homes Leeds

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

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