



www.enehl.org.uk

A company with a passion for communities

About East North East Homes Leeds



Here to help... 0800 915 1600

Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, Freepost

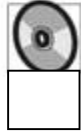
RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone:

Formats



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Text

أود أن يكون هذا المستند باللغة العربية.

ARABIC

لطفاً ائتن ائتن را به زبان فارسی در اختیار من قرار دهید.

FARSI

ئهم وهه قهه به به كوردی دهوئت

KURDISH

Chciał(a)bym otrzymać ten dokument w języku polskim.

POLISH

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TIGRINI

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URDU

Another language (write in the box)

For more information call us on 0800 915 1600.



What does East North East Homes Leeds do?

We are an Arms Length Management Organisation (ALMO). We provide these services through a Management Agreement with Leeds City Council:

- Managing and letting Council homes.
- Collecting rents, service charges, arrears and other debts.
- Managing the repairs service and improvement programmes to meet the Decent Homes Standard.
- Tenancy and estate management including dealing with Anti Social Behaviour.
- Caretaking, cleaning, security and environmental management.
- Support for resident involvement and participation.
- Aids and adaptations for older people with a disability.
- Sheltered and supported housing.

East North East Homes Leeds currently manages about 20,000 homes through 9 different offices where we employ about 500 staff.

We cover:

Burmantofts, Chapeltown, Cross Gates, Gipton, Halton Moor, Harehills, Meanwood, Moortown, Richmond Hill, Seacroft North, Seacroft South and Wetherby.

How you can get in touch

Telephone number for all repairs, enquiries, comments, compliments and complaints: **0800 915 1600, Monday - Friday 8:00am - 6:00pm.** You can report emergency repairs on **0800 915 1600** at any time during and outside normal office hours.

Burmantofts Housing Office

Rigton Lawn, LS9 7QA

Chapeltown and Harehills Housing Office

265 Roundhay Road, LS8 4HS

Gipton Housing Office

95 Foundry Avenue, LS8 3NH

Halton Moor and Osmondthorpe Housing Office

Halton Moor, One Stop Centre, Neville Road, LS15 0NW

Moortown Housing Office

4 Queenshill Approach, LS17 6AY

Richmond Hill Housing Office

8 Walter Crescent, LS9 8NG

North Seacroft Joint Services

Unit 8 Seacroft Green, LS14 6PA

Seacroft South Housing Office

Seacroft South One Stop Centre, 91-93 Morsedale Lane, LS14 6GG

Wetherby Housing Office

Westgate, LEEDS, LS22 6NL

East North East Homes Leeds Construction Services

Unit 19 Limewood Road, Leeds, LS14 1LU

ENEHL Construction Services now has its own freephone number 0808 156 3990 if you need to contact their helpdesk when you have reported a repair.

HEAD OFFICE

Tribeca House, 71 Roundhay Road, Leeds, LS7 3BE

Our Registered Office address is:

East North East Homes Leeds
Tribeca House
71 Roundhay Road
LEEDS
LS7 3BE

East North East Homes Leeds has a Management Board that sets the Company's priorities and strategic direction. The Board meets on a six-weekly cycle. Meetings are in the Board Room at Tribeca House and are open to members of the public. The Board has 4 sub committees:

- Business Planning and Finance
- Performance
- Human Resources
- Audit

We also have 4 Area Panels representing these areas:

- Inner East
- Outer East
- Inner North East
- Outer North East

They are chaired by a tenant Board Director, they each have environmental and community safety budgets and monitor performance in their area.

Our vision

Its our business to enrich lives, homes and communities

Our aims

- By 2010 we will make sure all sustainable properties which we manage meet the Decent Homes Standard.
- By 2015 we will make sure that all communities in our area are cohesive, cleaner, safer and greener.
- By 2020 we will make sure that all residents in our area are able to contribute to, and benefit from the economic prosperity of the City.

Our strategic themes

- Decent Homes.
- Decent Places.
- Fair Access.
- Valuing Resources.

Valuing Resources: we will be an employer of choice and provide high quality services through valued and empowered staff and effective and efficient use of resources.

Fair Access: we will provide our services in an open and inclusive manner that meets the identified needs and aspirations of the diverse communities that live in the area.

Decent Places: we will work proactively with partners and residents to make our estates cleaner, safer and greener, and to develop cohesive communities in which people choose to live.

Decent Homes: we will make sure all our homes meet the Decent Homes Standard by December 2010 and are then maintained to that standard as a minimum in future years.

We're a learning organisation and we know we don't always get things right first time. We can get better if you tell us where we're going wrong and what we are doing right.

We welcome your comments on our services.



About East North East Homes Leeds

Designed by Communications and Information Team

March 2007

Updated June 2008

Updated May 2009

Updated August 2009