

Autumn 2011



yourhome

THE NEWSLETTER FOR EAST NORTH EAST HOMES LEEDS



Hays Skills Training

The Magnificent 7

Tenants Talk

ENEHL ... a company with a passion for communities

WELCOME

to the Autumn issue of Your Home!

These days, housing is much more than just the home you live in. It's also the community, the environment that you step into as soon as you go out the front door. This summer our aim was to provide some new projects for the communities and you, the local people, to get involved in.

We had a great response to our DIY weeks with people from all backgrounds, women, young people, employed and unemployed coming together to learn hands on DIY. We followed this up with the Job Seeking Skills Programme working with Hays Recruitment agency to provide 12 local people with practical office skills and experience (see page 3).

In December 2010, a number of tenants across the city completed the city wide satisfaction with landlord services survey. The results were challenging but fair with strengths in tenant involvement and keeping you informed but repairs and improvements were highlighted as an issue (see page 20). We're keen to get address the problems raised and a plan of action has been agreed for the next 12 months.

Keep an eye out for the mobile office that'll be coming to an area near you this autumn (see page 23). We know that in the current financial climate of changes of job losses and benefit changes that making ends meet can be a struggle. We're working with a range of agencies to help with money advice and raise awareness of the problems with loan sharks.

Best wishes
Steve



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 أود أن يكون هذا المستند باللغة العربية. ARABIC

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 Chcę aby ten dokument w języku polskim. POLISH

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 Another language (write in the box)

For more information call us on 0800 915 1600.

Hays Skills Training

Getting on the Job!

Immense... Challenging... Rewarding...

These were just some of the words that our trainees used to describe the ENEHL Job Seeking Programme.

During the summer we took 12 eager job seekers from our area and offered them a 4 week opportunity to learn interview and CV writing skills alongside practical work based training. At the end, they came away with some valuable skills and much needed experience in a chosen field of work. Hays recruitment agency was also on hand to lend support around job searching and helping the trainees get a new job.

We asked 6 of our trainees to tell us more:



"I've been in the army but that didn't work out. I then had some steady temping jobs in warehouses or bar work but just before Christmas the work tailed off. I took part in Skills Week on Halton Moor earlier this summer and learnt basic DIY skills. On this training I've learnt plumbing, joinery and tiling and the experience has been absolutely great!"



"I spent 4 years at building college but I've struggled to find an apprenticeship to get the practical work I need. All I could get was shop work but I need to do a hands-on construction job. On this Job Seeking Programme I was working mainly in Halton Moor and East End Park learning and doing practical work on people's houses. It's quite different from what I was doing at college and now I've also got a CV and have started applying for apprenticeships."



"I was at University doing a special effects and animation course, working part time and bringing up my child. Trying to balance all the demands and the cost was hard. When I saw this opportunity I grabbed it with both hands. I now know tiling, plumbing, plastering and decorating. My dream is to one day be able to go freelance with these skills but right now I'm concentrating on getting an apprenticeship and signing up with Hays agency to build on these skills."



"I'm originally from Eritrea in Africa and have studied at Bradford University in civil engineering. I'm desperate to get experience in surveying and, thankfully, I got that chance working in the area where I live. I shadowed a surveyor in looking at electrical issues, structural damage to buildings and kitchens and made decisions on what needed to be done to get them fixed. I'm so happy I got a chance to use my degree before I started to forget it!"



"My background is that I'm a housekeeper. I wanted to get some office experience and was offered the chance to work in community involvement. The ENEHL Partnership team showed me how money is spent on the estates from funding for play centres to putting up fences. I've lived on the estate for many years but this has really opened my eyes to what goes on behind the scenes."



"I've had a range of jobs from running a market stall to working as a postman to being a stay at home Dad. I've got a CV now and spent 4 weeks learning the painting and decorating trades. I enjoyed being able to learn the techniques and get straight into doing it for real. I've got an apprentice job interview lined up and I'm really positive this quality scheme is going to give me the experience I needed to get that job."

We hope to run this scheme again before the end of the year and we'll let Margaret have the last word on why people should put their name forward to it "with a recession on, the chance to get practical experience doesn't come around everyday so when it does, grab it both with both hands!"

ENEHL Outer East Area Panel Update

Estate Investment Bid

- **Car Park Area Re-surfaced at Seacroft Gate Block 1**
Seacroft Gate Tenant Resident Association (TRA) group work closely with ENEHL, for several years residents have complained about the poor condition of the car park area. The scheme was approved and funded by the Outer East Area Panel and Leeds City Council Highways Department.



■ The site before the work was done ...

■ A new parking area for the Block at Seacroft Gate ...

Michael's Magic Touch is Blooming Marvellous ...

Last year Seacroft Gate Block One set up its Tenants and Residents Association with the aim to provide a better environment for people to live in.

One of the first things they set about doing was to get a patio put in and arrange for it to be looked after. Michael Clayton volunteered to be the block's 'resident gardener' and has since done a marvellous job in keeping the patio neat and tidy. The overall effect is fantastic. His hard work has paid dividends for the block with tenants truly grateful for all his efforts. Thanks go to Michael for his hard work.



■ Michael pictured with his fantastic display of flowers ...

Work in the community

Work continues with agencies in the Halton Moor area to secure 119 Kendal Drive (the community house) for use by the Youth Service as a drop-in facility for the young people on the estate. It will also continue to be used as a base for our Skills Week courses in the area. The latest building skills for life course has been based at the house teaching 16-18yr olds from the area DIY skills decorating, plastering, plumbing, joinery and brick laying.

During the training the young people fitted a new bathroom, toilet and kitchen to a house on the estate. Councillor Peter Gruen, Deputy Leader of the Council and Executive Member for Neighbourhoods, Housing and Regeneration visited the house to see the 9 young course members at work. Councillor Gruen said **'It was great seeing the young people doing real tasks refurbishing the property'**. The tenants who took part in the training said **'We had brilliant training and it was a great hands-on challenge.'**



■ The participants during training ...

Your Community

ENEHL Outer East Area Community Involvement Update

New Groups

Inglewoods Tenants and Residents have just set up the new tenant's group in town. Chair Chris Wales said **'We are delighted to have finally got credit for the things we want to do for our area. Thanks to Simon Jordan and Carol Wade from ENEHL for the support they have given us to get this recognition. During our first walkabout we identified some issues which will improve the area. We will soon see the trees on Inglewood Drive tidied up, the footpaths cleared by the probation service and new fencing to the rear of Inglewood Drive Flats.'**

■ Pictured left to right, back row: Fred Winterburn, Chris Wales, Karen Dobson and Simon Whensley and front row, left to right are David Robinson, Val Makin and George Hammer



Budding New Groups

- **Appleby's Residents (Halton Moor)** have held two very positive public meetings at Corpus Christi Social Club to address some of the issues in the area. They now have a team of people who want to take the next step and establish themselves as an Association. Working with Paul Palmer the local Housing Support Officer they are tackling problems like anti social behaviour and putting in a bid to the Area Panel for environmental improvements to grassed areas.
- **Highways Residents** have been working with Simon Jordan Community Development Officer and Marian Morby Housing Support Officer to re-establish their group. At the last meeting concerns were raised regarding the rubbish collection to the maisonettes and the lack of bins. Within a day new bins had arrived at the blocks. They have submitted a bid to Area Panel for new seating areas to the rear of the blocks.

ENEHL Outer North East Area Panel Update

Estate Investment Bids and Walkabout Requests

May saw the first round of walkabouts being carried out with Resident Groups and Village Voices, once again the groups have been very active and the following schemes were implemented:

- **Castlewood Close** – Clear overgrowth
- **Alderton Heights** – Clear of overgrowth and bushes at all 3 blocks
- **Chestnut Estate Boston Spa** – Provide skips for clean ups
- **West End Boston** – Install Bollards

If you would be interested in attending or carrying out a walkabout within your community, or have an idea for an improvement to the area where you live then please contact Adele Britton on **Tel.0113 2476065** or email **outerneap@enehl.co.uk**

Local Residents create their own Community Garden



Tucked away in a corner of Fir Tree Approach two residents have created their own community garden.

Mrs Pearson and Mrs Marchant since last May have given their time and energy to improving an area at the side of block 112-126 Fir Tree Approach. As you can see from the pictures below the garden is now in full bloom and admired by many who pass the area regularly.

■ Pictured Mrs Pearson and Mrs Marchant and the gardens in full bloom ...



Your Community

ENEHL Outer North East Community Involvement

What's on at WISE – Wetherby In Support of the Elderly

**Are you caring for someone with Dementia?
Would you like some support?**

Drop in to one of our sessions at:

Sunshine Café – Collingham Village Hall
on the last Wednesday of every month between 2pm
and 4pm

The Café in Boston Spa
on the Second Tuesday of every month between 2pm
and 4pm

Bramham Coffee Morning and Luncheon Club

These will be held at Bramham Primary School on 12 October / 9 November and 14 December 2011. Nicola from WISE Information and Advice will be there to offer any help and advice you may require.

Volunteers Wanted for Befriending Services

We have a number of friends who would like a volunteer to visit them. We are looking for volunteers to help provide companionship and social contact to older people either living alone in their own home or who live in a care home.

Lonely and Isolated

Do you know of anyone who is on their own, lonely and isolated and would benefit from one of our volunteers going to visit them? If you do then please call **Linda on the number below** who will have an informal chat with this person and then arrange for a volunteer to visit them.

For information on any of the above contact Linda on 01937 588994.

ART at Barleyfields Youth Centre

The Outer North East Area Panel and POCA (proceeds of crime) funded the cost of an art project for the youth centre at Barleyfields, Wetherby.

The centre was looking tired and dated. To coincide with the refurbishment of the centre, the kids who attend the Friday evening session wanted to put their own 'stamp' on the place. Working with visual artist Kevin Hickson, they transferred photographic images onto canvases which are now being proudly displayed.



■ pictured are John Harnett, Matt Collinson, Sam Trower and Kennedy Pawson



■ Pictured left to right: Visual Artist, Kevin Hickson with Councillor Gerald Wilkinson and Mayoress of Wetherby, Cindy Bentley.

Moor Allerton Community Gala

A fun day was had by all at the Moor Allerton Community Gala. Even though the weather wasn't kind there was a good turn out from Alwoodley Primary School who did a lovely performance of songs from Wizard of Oz. Allerton CE (Church of England) Primary School teachers set up a stall, St Gemma's, St George's Crypt, Donovan S Webster Memorial Trustfund, Silver Steel Sparrows, Armed Forces Careers Office, Council's Youth Service and Athletics Coach Rebecca Idell. There were tombolas and raffles and home made cakes for everyone to enjoy.

ENEHL Inner East Area Panel Update

Panel News

A warm welcome to the new Councillor Asghar Khan to the Panel and a sad farewell to Councillor Ralph Pryke who has stepped down. We would like to thank him for the commitment he has shown during his time on the panel and wish him all the best for the future.

The area panel has dropped a few more members over the past few months for a variety of reasons, including work pressures, moving home or ill health. We would like to give a big thank you to all these members who have worked tirelessly for the benefit of the residents of Inner East and we wish them all the best for the future. We say farewell to Mary Moon, Elaine Brown, Ruksana Bibi and Hasmukh Tailor.

As we move into another round of recruitment we hope the new prospective panel members show the same commitment and energy that we have come to expect from our Panel members, and we will give you an update on who they are in the next magazine.

Playdale Farm

The Friends of Lincoln Green community action group took a large coach trip of children from the local area to Playdale Farm near Filey. This is a working farm and petting zoo so the trip allowed children from inner-city areas to see animals in a rural setting (some for the first time) which they really enjoyed. The group is keen to put on lots of other activities for young people from the local area and hope that this will be the first of many – watch this space!

Lark in the Park

Once again, Lark in the Park was a great success! This family event, aimed at the neighbourhoods adjacent to East End Park, is a partnership project between local groups (Friends of East End Park, Community Unity), Council departments (ENEHL, Area Management, Youth Service, Parks and Countryside) and voluntary organisations (Richmond Hill Elderly Action). There were many different activities on offer including inflatables, a mini-Breeze, children's games and races, workshops on music and art and performances. The day was enjoyed by all who attended – now the residents of East End Park can start looking forward to next year's event!



■ Bringing the community together ...

Harehills Equality and Diversity Event

ENEHL worked with a range of schools, children centres and local community groups to deliver an event that brought together the whole community. There was also a strong presence from the Gypsy, Traveller and Roma communities. It was a great occasion with people from the community coming together to enjoy the day with a presentation from the Youth Equality Council for the school.

Estate Investment Bids

Can you Kick it?

The Inner East Area Panel were once again proud sponsors of the Leeds African Cup of Nations, which was hosted at Thomas Danby College. This event was a great success and had representation from our Panel on the day. It was great to see so many different communities competing together in such a relaxed and enjoyable atmosphere.

■ Mary Moon pictured with Sam Leigh, Organiser and Chair ...



Your Community

ENEHL Inner East Area Community Involvement

Gipton Gala 2011

Gipton Gala, the highlight of the Gipton calendar, was held at Fearnville sports field on a glorious summer's day. It was a runaway success with the local residents coming out in their droves to enjoy the event.

The Gala had a variety of entertainment and information, with local talent from Gipton performing on the stage kindly provided by RIM Scaffolding. Over £3,000 raised at the event will go into providing ongoing activities for the young people of Gipton through Gipton Together.

The organiser Terri Loney said **'I would like to thank ENEHL for being one of the biggest supporters of the gala since 2003, it's been a fantastic event with races such as egg and spoon, sack race and tug of war. We are looking to make it an annual event so see you next year.'**



■ The highlight of the Gipton calendar ...

ENEHL Groups and Partners Knocked for Six!!!

Working with NPower and the ECB (English Cricket Board) the Area Panel delivered 48 sets of cricket bats to its various groups. Within 45 minutes 35 had been promised away and the rest were gone within a day. Below are the organisations that benefited from this fantastic opportunity:

Three Churches Project	LCC Community Sports
Gipton Together	Phoenix TRA
Meanwood Cricket Club	CATCH and Hovingham School
St Agnes Church Hall	IMPACT Residents
Beckhill House	Nigerian Community Leeds
Zest Health for Life	WYSIWYG
Gipton Youth Service Clubs	Oak Trees Residents Group
South Gipton TRA	Igbo Union Yorkshire



Sponsored by NPower



Brander Park Clean Up

The local residents have been getting behind an effort to clean up the local closed off park in the Branders. Over six separate weeks they have been out cleaning up and clearing years of dumping and overgrowth. It has been a phenomenal effort and with the support of ENEHL, Community Payback and Groundwork we're clearing the area quickly. Watch this space as we go back out to re-consultation about the park.



■ Here are some pictures of the first days effort!

ENEHL Inner North East Area Panel Update

Estate Investments

Do you live in the Chapel Allerton, Chapeltown, Meanwood, Moortown and Roundhay area of Leeds?

Do you know of an area that is in need of work to make it safer, more usable or just needs a makeover, is there training that you and / or local residents would like to undertake to improve your community?

Contact Bryan with your suggestions on where things need to be done or with ideas to solve issues in your area. Telephone on **0113 2476106** or e-mail at: **innerneap@enehl.org.uk**

- **Beckhill Estate – Recycling Sites**

Due to the design and location of the Beckhill estate residents have always had issues with the collection of rubbish in general and more specifically the collection of recyclable materials. In partnership with refuse collection and the Inner North East Area Committee the Area Panel has funded the creation of recycling sites in various parts of the estate. The locations were chosen to ensure that all residents on the estate can get access to them.



■ The new bins at Beckhill Estate ...

- **Notice Boards to Low Rise Properties**

At the suggestion of the area panel members a programme has been put in place to install notice boards to a number of low rise properties in our area as a pilot scheme.

The boards will mean that local residents will have easy access to information from the company including cleaning standards. It will also give the chance for local groups / community champions to advertise events, meetings and other items of interest.

- **Meanwood Community Arts initiative**

The Three Churches Project has for years assisted local people in accessing activities. This year the panel has approved funding to go towards these activities.

- Vanessa Brown from the Three Churches Project said **'We're really grateful to the Area Panel for giving us funding to run a number of Community Arts initiatives over the coming year. We'll be putting together a community choir, running drum circles and craft courses, as well as giving local young people the opportunity to work with a professional MC to have a go at Beatboxing and MC skills, or take part in a drama club and production. We are keen to offer activities that are fun, free or with minimal costs, have something to offer people of all ages and are a chance to meet others and develop skills. We have been working in the area for a number of years and are delighted to be able to offer a wider variety of opportunities this year, thanks to the grant from Area Panel.'**

- If you'd like to find out more, you can contact

- **Ness Brown** on **0113 393 0600**, email: **vanessa@threechurches.org.uk** or have a look at the website **www.threechurches.wordpress.com**



■ Some of the activities which could be on offer ..

ENEHL Inner North East Area Community Involvement Update

Donovan S Webster Family Funday

At the end of July the Donovan S Webster (DWS) Training Centre held a family day in Meanwood to highlight the fight against youth cancer.

Dave Tomkinson Centre Manager of the DWS training Centre said **'We would like to thank the Inner East Area Panel for helping us deliver a successful community charity funday held at Millfield Primary School. The day was well attended and both adults and children had a fantastic time joining in all the entertainment provided, which included Zumba sessions, various childrens races such as egg and spoon, sack race and tug of war. It's going to be a great challenge to make this even better for next year.'**

The panel part funded the day with the event raising £1,200 for the charity.



■ The Family Day in Meanwood was a huge hit with Zumba sessions, sack races and a Steel Band ...

Potternewton Court Resident's Association

Arrangements have already been made for the newly elected Chair, Treasurer and Secretary to undertake training on key roles and the date for a walkabout agreed with the Housing Support Officer.

Noel Hallis, Chair of the group said **'I have been involved with the resident group since 2004, at that time holding the role of Treasurer. In 2010 the group folded as no-one came forward to take over the organising roles. Without a group or committee running things you have very little say in the wellbeing of your community. With funding from ENEHL, other grants and raffles, the group have financed garden parties, outings to the coast and Christmas meals for those who wished to attend. For residents who can't come we have provided a small gift to show that they were not forgotten. With the help of Bryan Robinson, Community Development Officer, Potternewton Court Tenant Resident Association (TRA) have now re-started the group, and I am proud to say, that I have been elected as chair. This will give us a bigger say in the wellbeing of our estate getting improvements and repairs carried out and with the completion of walkabouts, get the estate in good order, so residents can be proud of living here.'**

Mark Jackson Housing Support Officer for the area said **'It is important for groups to be established in areas so the tenants help to create a safe and sustainable community where they are happy to live. Potternewton Court now has an active group who are working hard to improve the area.'**

Families given help with first step onto the housing ladder

A new rent to mortgage scheme has allowed two families to take their first steps onto the housing ladder.

Mr and Mrs Upton were living with their daughter and her partner in an overcrowded four bedroom house before they found out about a new housing incentive.

Now, thanks to the new Rent to Mortgage scheme developed by Leeds City Council and ENEHL the two families have a chance to own their own homes.

Expectant mother Louise Upton and her partner Daniel O'Connell have been struggling to save up a deposit for their own home while living with her parents and older brother.

Both households are working, but like everyone else have been feeling the squeeze in the recession. The new scheme has given both families the chance to have their own space and own their own home.

Mrs Joyce Upton is extremely pleased with her new home, and can't wait to move in. She said: **'We have worked hard all our lives, and it is nice to be able to see our money going to good use and getting us**

onto the housing ladder. Having the two houses next to each other gives us enough of our space, but the added extra that we are still close by to help one another out. The scheme is fantastic, and I am so pleased, myself and my family have been able to benefit from it, and also free up a family home for someone on the housing list.'

Angelena Fixter, chair of ENEHL Board said: **'It's fantastic to be able to support this opportunity for local people and give them the chance to realise their aspirations of home ownership. Our aim is to give people an affordable hand up onto the housing ladder while helping to add to the community mix on the estates. The scheme offers families an attractive rent level and a tenancy of up to five years in which to save up a deposit for a mortgage for all, or a part, of the cost of their home.'**

The 10 homes are located on the Oakwoods in Gipton and Parkside in Seacroft, have energy efficient gas central heating, fitted kitchens and family sized bathrooms.

ENEHL will manage the new tenure type on behalf of the council.



■ Louise and Joyce Upton outside their new homes ...

Tenants Talk

As part of his role in the Editorial Panel, Andrew wanted to know what was happening with Anti Social Behaviour on the estates. He spoke to Neil Bowden of the Leeds Antisocial Behaviour Team (LASBT).



■ Neil Bowden (left) with Tenant Editorial Panel Member, Andrew Wasike

AW: Can you tell me a bit about the new team?

NB: New team is made up of staff from the Council, ENEHL, Police, West Yorkshire Fire Service and Victim Support. The multi-agency team has given us strength in terms of expertise, skills and knowledge to be able to handle cases more effectively by combining resources and working together.

AW: Can you tell me about your working relationships, have they improved?

NB: Before we came together, information wasn't always shared and some duplication was happening. Now working with the Police has strengthened and communication is two-way.

AW: How about the complicated cases, how does your team deal with these?

NB: Staff in the new team are highly trained and cases are handled with close supervision. We have built a great skill set within the team to be able to deal with all types of cases. We also utilise the different agencies we work with and speak with the Independent Living Team within ENEHL in cases of vulnerable tenants. We are confident we have the necessary skills to deal with complicated cases although sometimes the complexity of the case may mean they take longer to resolve.

AW: So an example of a case which was very successful?

NB: We're very pleased with the outcome of a high profile case in our area concerning someone who was well-known to the Police. The perpetrator was encouraging youths to visit the property at all hours, there were extended house parties, allegations of fire arms and drug use. Working with the police we took action to serve notice and used 'rowdy house closure'

legislation to go to court to close the property down. When taken to court the judge granted immediate possession of the property. This immediate closure of the property meant we could give respite to the neighbours who had been suffering from the anti social behaviour (ASB), we also successfully obtained an injunction to stop the perpetrator from entering and living in the wider area.

AW: That is a brilliant example of the work you are doing. I wanted to ask the question about that because I think it's important to give tenants the confidence that the team are working hard in tackling real problems and dealing with anti social behaviour. I think your example above should be an example for tenants to know that it's important to report cases of ASB.

AW: Can you tell me a bit about the work you are doing with youth and ASB in our area?

NB: We had a problem case recently in the Lincoln Green area, of youths accessing stairwells and generally 'hanging around the area'. Working with partners we changed the locks on the stairwell gates, worked with the shops in the area to get rid of litter and the caretakers to clean up the residential blocks. In addition we served prohibition notices on around 10 youths to prevent them entering the shopping area.

AW: Who are your partners?

NB: We work with the Police, Victim Support, ENEHL, Independent Living Team, Leeds City Council, Arson Task Force, Area Management Teams, Youth Services, Mental Health Team, Children Services and a whole host of other agencies. By working with these partners we hope to address the underlying problems which may be causing the anti social behaviour, for example we work closely with a group called Sustain who deal with alcohol dependency. If we can try and put an end to the alcohol dependency, this could get rid of the ASB.

AW: Can you tell me about the ways you are helping people to change their behaviour and give them the opportunity to stay in the area where they live?

NB: Working with other agencies we try and find out what the issues are for those people committing ASB, we do a vulnerability assessment to gauge what the problems may be. We will do what we can to help people stay in their property by trying to tackle what might be the trigger for their antisocial behaviour.

AW: To sum up, what are your expectations for the future of the team?

NB: Ultimately we want to reduce the number of cases of ASB in Leeds. We'll never drive it away but our aim is for customers to have confidence they can come to the team for help. I'm confident the structure we have in place with the new team is the right one. We plan to continue training staff and work ever more closely with partner agencies to bring about the right outcomes for victims.

Keep your Home Safe

Sneak in Burglaries

Whilst Leeds has seen a significant fall in the number of homes broken into over the last few years the proportion of sneak in burglaries, (where there is no forced entry) has risen. Nationally, the figure is around one-in-three, but in some areas of Leeds this figure is as high as one in two or 50%.

The best security in the world does not prevent entry through unlocked doors or open windows. So the advice is simple, make sure you secure your property.

Make sure that you leave valuables such as purses, phones, house and car keys, out of sight and away from

open windows. You should also consider marking your property so that it can be traced - making it less desirable to steal.

A Free Property Marking Kit may be available from Safer Leeds. Contact Police Sargeant Ian Poskitt or Brent Brady on: 0113 3950836 for more information.



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 brigade on **0800 5874536** and you can make an appointment for someone to come out and fit them free of charge.

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 a 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 and 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.

Congratulations!

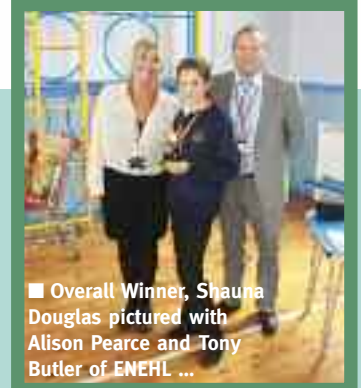
Celebrating another successful year with the Junior Wardens...



■ Junior Wardens pictured with staff from East North East Homes, local PCSOs and the Fire Service ...



■ Parklands Winner, Sky Portman pictured with Alison Pearce and Tony Butler of ENEHL ...



■ Overall Winner, Shauna Douglas pictured with Alison Pearce and Tony Butler of ENEHL ...

The Junior wardens Celebration event was held in July for the second successful year. Cross Gates and Parklands primary schools took part in lots of activities during the year such as visits to Killingbeck Police Station, Gipton Fire station and attending a First Aid Workshop. The wardens worked exceptionally hard this year and were rewarded with a well earned day trip out to Knowsley Safari Park and a presentation of awards at the celebration event.

We would like to say a big thank you to everyone involved ...

Repair Slip Winner thrilled with the prize...

Each quarter your repair's slips are entered into a prize draw to win a grand prize of £100. We are pleased to announce the winner for the last quarter was Ms McGreal.

Ms McGreal says 'I was really surprised to have won, and I'll spend my winnings on Christmas Gifts, thank you'



Progress in 2011 / 2012

The Capital Programme includes the work which ENEHL will undertake to bring your home up to the Governments' Decent Homes (modernisation) 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, this includes 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.

Our current work includes:

Our contractor is installing 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. So far we have installed 33 systems already this year.

Our kitchen contractors have installed 70 of almost 300 new kitchens we plan to put in to properties by the end of March 2012. We promised two years ago that once we had achieved the Decent Homes Standard, we would start installing new bathrooms as part of the Capital Programme again. A programme of failing bathrooms is now being drawn up so we can follow up on our promise to you.

We are continually looking to achieve value for money and to help in this, we are carrying out a procurement exercise for our window and door replacement contracts. We are planning to provide new doors to over 300 homes and new windows to just under 100 homes. The programme will be completed before the end of March 2012.

We have asked our insulation contractor to survey around 800 homes for cavity wall and loft insulation. They are in the process of doing this and once the results are back with us, we'll be instructing them to carry out any insulation work which is required. This

work, alongside our heating plans, will ensure many of our customers benefit from homes with good thermal comfort and reducing gas and electrical bills.

We are due to start our reroofing programme very soon with around 60 homes on our list. We're making sure that we do this work during the summer months to avoid any of our customers having their roof replaced when the weather is likely to be worse.

Two of our multi storey blocks, Brecon Court and Brecon Rise, are benefiting from new lifts. This will ensure that both lifts in the blocks can drop customers off at every floor, reducing the need to climb stairs.

As part of our Fire Safety Programme, we are continuing to install new flat entrance doors in many of our multi storey blocks to ensure that they meet Fire Safety Regulations. So far, we've installed over 600 new doors and there are nearly 200 more doors scheduled to be installed. Please be aware that if you already have a door which meets current regulations, we won't be changing it for a new one.

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 fitted, or both if you want. All our tenants are eligible for this programme; however, priority will be given to victims of burglary and elderly and vulnerable people.

As always, we are continually doing stock condition surveys which will change where we target our investment. We've done nearly 700 surveys already this year and if you receive a letter about stock condition surveys, you will be able to make a suitable appointment with the surveyor so that we can catch you when you're at home.

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 use the contact details below:

Telephone: **0113 247 6358 / 0113 247 6359**

Email: **enehl.enquiries@enehl.org.uk**

Or visit your local Housing Office
(see contact details on page 26)

Important News

There has been an improvement made to the way that you can request an adaptation, all you have to do is contact one number and our customer services advisor will do the rest.

The number to ring is:

0113 2224401 –
Leeds City Council Adult Social Care

0113 2224403 –
Leeds City Council Children's Social Care

You can request adaptations such as:

- Rails on paths and stairs.
- Ramps, wider doorways.
- Stair lifts.
- Lever taps.
- Wet floor / overbath showers.

The reasons for this change is:

- To give a fair service to all tenants.
- Social Care could give you access to other services that will benefit you.
- You will be entitled to a Community Care Assessment.
- Social Care can assess your whole property to see if you require any further adaptations.

If you need more information you can pick up a leaflet at any ENEHL Housing Office or Leeds City Council One Stop Centre.



Performance

The Adaptation team are still working hard to complete all adaptations as quickly as possible. From the 1 April 2011 to the 30 June 2011 the team installed 46 adaptation requests, 98% of these have been completed within target.

Will I be eligible for solar panels?

Plans are still progressing to fit solar panels on suitable council homes across Leeds, meaning free electricity for tenants.

If you live in a potentially suitable property you'll receive a letter that tells you more about the project, invites you to an information session and asks you to contact our partners to arrange a survey.

If you don't receive a letter from us then unfortunately your home is not being included in this phase of the project.



■ If you receive a letter and a leaflet like this, then your home could be suitable – make sure you arrange a survey so we can check.

This will be because either:

- Your home is not in an area included in this phase.
- **We can't install solar panels on all properties so we have selected areas with the highest numbers of potentially suitable properties; or**
- Your home is unsuitable due to technical reasons. Solar panels don't work well if the roof faces north, is at the wrong angle or is shaded. Also, the connection to the electricity grid is unsuitable on some properties.



■ View of the solar panels

Neutering of Cats and Dogs

DID YOU KNOW...

Unwanted cats and dogs can cause problems if they are allowed to stray. If animals are not cared for they can starve, get ill and unkempt, and spread diseases to other animals in the area. They may cause a nuisance to neighbours, especially if they are noisy or foul in people's gardens. If they are left to breed, there will be even more unwanted animals in the neighbourhood.



■ If left to breed, there will be more unwanted animals on our estates ...

- If you have a pet, you can help to cut down on unwanted animals by having it neutered. This will help us to make sure that every animal on our estates is loved and cared for. Animal charities can give advice on neutering and pet care, and may be able to help with the cost for people on low income.

Leeds PDSA (for treatment of pets- for people on certain benefits)

Benefits Help line **0800 731 2502**
Leeds PDSA Clinic **0113 2408818**

RSPCA (for cruelty and neglect)

Help line **0800 1234 999**
Advice and information **0113 2420463**

Cats Protection (for information and advice)

Helpline **03000 121212** • www.cats.org.uk

Dogs Trust (for advice and neutering)

Enquiries **0113 2814920** • www.dogstrust.org.uk

- **The Council's Pets Policy** gives advice and information on caring for your animal. You can find this on the internet or ask at your local housing office, contact details can be found on page 26.

Keeping our Streets Clean, a contribution from our Feature Writer, Laura Bailey on the question of - Why do we REALLY need to clean up dogpoo?

Well not least because it is dirty, unsightly and unhygienic. Dog poo contains amongst other things a parasite called **toxocara canis** also known as *roundworm*.

Young children who are more likely to put contaminated objects in their mouths or eat dirt are at risk of developing symptoms, although older children are at risk too. This is because the soil where the poo was, becomes contaminated. Infection may cause disease that involves the liver, heart, lung, muscle, eye, and brain. The main 3 syndromes of toxocara infection which can be mild such as coughing, difficulty sleeping, tummy ache, headaches and behavioural problems. The severest of cases could be that if it gets into the eye and is left untreated it can cause **blindness!**

The answer is NOT to ban dogs! Just be a responsible dog owner. If you contact the PDSA they may be able to help give prescriptions for parasite killing medication and remember to worm your dogs monthly.

Secondly clear up your dog's poo IMMEDIATELY. The cheapest and easiest way is to use baby nappy bags, and put it in the bin.

Being a dog owner is a wonderfully rewarding experience, but as with all good neighbours this must be done with consideration for others. Take the issue seriously and think how you would feel if you blinded a child because you could not be bothered to clean up?

Finally consider this, if you get caught not cleaning up after your dog you can face legal action and fines. A fixed penalty notice of £75 will be issued to those who fail to clean up after their dog.

Winter Tips

With Winter not far away, would you know what to do if you had a leak? Do you know where your stoptap is?

Before winter sets in, it would be good to familiarise yourself with how to keep your home warm and weather-proof. Don't ignore leaks as they could cause major damage - not only to your property but to your personal possessions and you wouldn't want the stress of all that.

Here is a short check list to help you be prepared for the winter months:

- Find and locate your stoptap and test it to see if you can isolate it. Report it if it won't shut off. *Normally your stop tap is located under your kitchen sink. It can also be found in your bathroom by the side of your toilet, in an outside store cupboard or even the cupboard by your front door.* Ideally you may need to have a hunt around but once you find it inform the rest of the family so they are all aware.
- If you have any external pipework, like an outside tap, make sure it is insulated with lagging and it's isolated internally if the temperature drops.

- If you go away, set the central heating to come on low, so the pipes don't freeze.
- Keep an eye on your roof - see if any slates have slipped and are causing damp patches to your ceilings - report them straight away.
- Check your gutters and fallpipes are running clear and are not blocked, if they are - report them. If you see water coming in, then isolate the supply first.
- Before the cold weather starts, check your central heating is working by turning it on for 10 minutes to make sure all it is running correctly.

Remember

As a tenant, you are responsible for making sure that your home contents are adequately insured. If you don't have contents insurance and a leak occurs which causes damage, through no fault of the Council or ENEHL, to your personal belongings or decorations then you will be responsible for any repair, replacement or cleaning costs. Check with your local housing office about the Council's low cost, flexible insurance scheme. Remember to make sure you have adequate cover.

If you are in any doubt to any of the above you should contact your local Housing Office, contact details can be found on page 26.

Residual Waste Treatment Project What's happening now?

The majority of Leeds household waste is buried in the ground. Burying your waste costs huge amounts of money and the bill is going up by £1.6 million every year. The rotting rubbish creates methane, a greenhouse gas that is twenty times worse for the environment than carbon dioxide, so we cannot keep doing this.

The Residual Waste Treatment Project started in 2008 and nine bidders initially put forward their proposals. The council have now short-listed two: Aire Valley Environmental and Veolia Environmental Services. Both bidders have proposed to build an Energy from Waste plant with Mechanical Pre-Treatment to remove recycling. Both sites are also located within the East Leeds area. Aire Valley Environmental are proposing to build the facility at the current Knostrop sewage treatment works site and Veolia ES Aurora Ltd are proposing to build the facility at the former wholesale market site on Cross Green industrial estate.

Community meetings will continue to be held across the city over the next few months to update residents and businesses on the project. The next key dates of the project are:

Community meetings	Autumn 2011
Approval of preferred bidder	Autumn 2011
Pre-planning consultation	Autumn/Winter 2011
Planning application submission	Spring 2012
Planning permission given	Spring 2013
Construction starts	Summer 2013
Site and facility officially opens	March 2016

If you have any questions or would like any further information please visit: www.leeds.gov.uk/recycleforleeds alternatively you can email: leeds.waste@leeds.gov.uk or telephone 0113 222 4406.



Status Report

How Are We Doing?

In December 2010, a number of tenants across the city completed the city wide satisfaction with landlord services survey. We received 815 responses that told us:

- 68% of you are satisfied with the overall service provided – that's down by 2% from 2008.
- 74% of you were satisfied by the opportunities for involvement – the highest in the city.
- 64% satisfied with how ENEHL deals with repairs and maintenance – a drop from 73%
- 72% satisfied with your neighbourhood as a place to live – up 2% from 2008
- The top 3 problems on the estates were similar across the city: rubbish / litter, car parking and disruptive children.

So what happens next?

The results have certainly given us food for thought and a 12 month plan of action has been created. Some of the key actions are outlined below:

- Estate Caretaking team set up to tackle litter hotspots identified from tenant and housing officer walkabouts in each area already in place.
- Tenant mystery shopping set up to test face to face and telephone services. Particularly checking on speed of service and quality of advice. Set up for September.
- Residents reported facing fuel poverty (when over 10% of income is spent on utilities bills). We're planning on working with partners to find better deals or improvements for residents. By the end of September
- Setting up online and face to face focus groups to understand what the key complaints are around repairs and working with tenants to meet expectations. By the end of September.

For the full information, please visit the website at www.enehl.org.uk and click on Performance. Or you can telephone 0113 2476500 and ask for a copy of our Performance Report.

It's Good to Talk...



Being able to communicate is vital for all kids, so they can make friends, do well at school and live life to the full.

But more than a million children have some form of communication difficulty that limits their true potential.

It's easy for you to help children learn and improve their communication skills and the Hello project is here to help.





The Hello project is run with support from Leeds City Council providing information on free nursery places to practical support for parents to improve their children's communication skills.



Visit www.hello.org.uk or call 0800 7310640




Spotlight on our Local Service



The Magnificent 7

Over the last 18 months local people have spoken to us, telling us what they want to see from their local service. We've created a magnificent 7 of local performance indicators for April – June 2011 based on the ENEHL Local Service Standards:

Home Standard	Customer Priority	How are we performing	On Target
	% repairs completed right first time	94.67% (target 90%)	
	% properties relet over our voids target of 50 days	50% against target of 38.05%	
	% tenant satisfaction with capital improvements	100% (target 96%)	

Tenancy Standard	Customer Priority	How are we performing	On Target
	% new tenancy visits	95.17 % (target 95%)	

Neighbourhood and Community Standard	Customer Priority	How are we performing	On Target
	Feedback on estate walkabouts within 10 days	100% (target 100%)	
	2 pages in tenant magazine area panel on local involvement activities	YES (target YES)	

Tenant and Community Involvement Standard	Customer Priority	How are we performing	On Target
	% complaints responded within 10 working days	96.9% (target 90%)	

For the full information, please visit the website at www.enehl.org.uk and click on Performance. Or you can telephone 0113 2476500 and ask for a copy of our Performance Report.



Stop Loan Sharks

– They are dangerous and acting illegally.

Have you or anyone you know:

- been offered a cash loan without paperwork?
- been threatened when you couldn't pay?
- had your benefit or bank card taken from you?
- had a loan which keeps growing even though you are making payments?

Lending money without a licence is illegal.

ENEHL are taking part in a joint initiative with the England Illegal Money Lending Team, the Police and other housing providers to tackle illegal money lending throughout Leeds.

The team have arrested over 500 illegal money lenders nationally and written off over £40million of illegal debt. We need your help to tackle loan sharks in your area.



• Loan sharks all tend to work in similar ways, they:

- offer you a cash loan but do not give you any paperwork
- take your benefit or bank card as security on the loan
- don't tell you when you will finish paying
- increase the amount you owe even if you are making regular payments
- threaten or use violence to get money from you

• People involved in illegal money lending tend to be part of other criminal activities too. This can include gun and knife crime, counterfeiting and drug-dealing.

• **If you have borrowed money from a loan shark you haven't broken the law, they have.**

• To report them in confidence call **0300 555 2222**.
• Text 'loan shark' and details to **60003** or
• Email: reportaloanshark@stoploansharks.gov.uk

Debt and Benefit Advice

Are you claiming what you can?

ENEHL Debt and Benefits Advisors are promoting a take up campaign for the 60+ tenants for Housing Benefit, Council Tax Benefit, Pension Credits, Disability Living Allowance, Attendance Allowance and Carers Allowance.

So far over 1,000 letters have been sent to tenants and there has been a 10% response.

From this an additional £7,258 housing benefit, £1,196 Council Tax benefit and £1,731 pension credits have been claimed.

We also helped customers claim private pensions of over £7,000 a year and lump sums of over £24,000.

What our customers said ...

Mrs A from Gipton *'I really did not think I would be entitled to any extra pension'.*

Mr K from Moortown *'I thought that because I had over £16,000 I would not be entitled to any extra help but I am now receiving pension credits which will help me with my fuel bills in the winter'.*



We have found that at least 6 tenants who have savings of over £16,000 and one of whom has savings of over £46,000 who have all qualified for extra pension credit.

We could be helping you!!

The Debt and Benefits Advisors are now working in partnership with Age UK on the take up campaign.

For more information on this look out for them on the ENEHL Mobile Office during October as follows:

Seacroft / Crossgates and Halton Moor **4 October**

Wetherby **6 October**

Burmantofts / Gipton **11 October**

Chapelton / Moortown / Roundhay **13 October**

Consumer Credit Counselling Service

Having trouble with debt?

The sooner you deal with your debt problem, the sooner you can be debt free.

Go to a free www.cccs.co.uk debt help provider, like charity the Consumer Credit Counselling Service, to get the help you need at absolutely no cost to yourself. For a quick, anonymous assessment of your particular debt problem and advice on what to do next, go to <https://debtremedy.cccs.co.uk/start.aspx> CCCS Debt Remedy website for their free online service. **Visit www.cccs.co.uk, or telephone: 0800 138 1111.**

Leeds City Credit Union (LCCU) Surgeries ... Introducing Laura Stanley

LCCU and ENEHL have set up a Money Advice and Budgeting Service (MABS) for the residents of ENEHL and their families. Laura Stanley has been appointed as Leeds City Credit Union Advisor. She will be holding surgeries at ENEHL offices where LCCU is not currently available.

Laura is available to:

- Help you sort out your rent arrears
- Discuss and describe appropriate products and services to suit your needs
- Conduct a full income and expenditure review and establish budget requirements
- Signpost to specialist partners (Citizens Advice Bureau or Consumer Credit Counseling Services)
- Set up payments through an LCCU Budget and Bill Paying Account

Visit Laura at one of her surgeries and have a chat at the following times ...

Tuesday 9am – 12noon	at Burmantofts
Tuesday 1pm – 4pm	at Richmond Hill
Wednesday 9am – 12noon	at Moortown
Thursday 1pm – 4pm	at Reginald Centre
Friday 9am – 12noon	at Seacroft North
Friday 1pm – 4pm	at Gipton

See page 26 for office details.

No appointments needed –

for more information phone Laura on **07894 587178**.



Getting involved

Do you know as a leaseholder you are eligible to join the ENEHL Area Panels? Currently there is only one leaseholder on the Area Panels, a number that we hope to increase in the future ... Interested? Read on ...

Area Panels were first created in 2007 and gave local residents, including leaseholders from Leeds City Council, the chance to have a greater say in local issues and services delivered by ENEHL.

Panels are made up of:

- **Board Representative (Resident Members who chair the panel)**
- **Up to nine resident members**
- **Two ward councillors**

They meet on average every six weeks for about two hours. Panels also have sub group meetings that members can volunteer to attend.

For more information about what Area Panels are responsible for and how to apply to be an Area Panel Member, please contact the Partnerships Team on **0113 2476101**. For leaseholder issues contact Louise Almond, Project Officer on **0113 2476380** or send an email to: ENEHL.Lease.Holders@leeds.gov.uk

Reporting a Repair

Here's a handy step by step guide to help you when reporting a repair as a leaseholder ...

You can report a repair by:

- Calling in person to our Area Offices or One Stop Centres (see address details on page 26).
- Reporting non urgent repairs by e-mail to this address: enehl.enquiries@enehl.org.uk
- Phoning the contact centre on **0800 915 1600**

It will help us if you:

- Have a pen and paper ready.
- Give us your name, address and telephone number.
- Tell us if you have called before.
- Inform us that you are a leaseholder reporting a communal repair.
- Tell us what the problem is.
- Give us your phone number so we can contact you.



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

BRITISH TELECOM

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

ENVIRONMENTAL SERVICES

0113 222 4406

FUEL ADVICE LINE

0800 512 012

GAS LEAKS

0800 111 999

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

ASB

Antisocial behaviour

OSC

One Stop Centre

ASBU

Antisocial Behaviour Unit

PCSO

Police Community Support Officer

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!

With Halloween just around the corner, 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.



Loan Shark Competition

Can you find a hidden shark within this issue of Your Home Magazine. You could win a £10 Argos voucher and a cuddly shark if you tell us which page he's hidden on.

Send your answer to Your Home, Loan Shark Competition East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, LS7 3YY. NO STAMP NEEDED.



Spot me if you can

Thank you to everyone who sent in their colouring pictures. We had lots to choose from this time and love seeing your pictures. All entries were put into a draw. We have two winners ... **Harrison Snow and Libby Clarke.**



Harrison Snow



Libby Clarke

Competition Winners

Congratulations to David Beston who won the one month free Bodyline pass.

Help Yourself Services

Why wait in line? ... Do it online ...



Do you know the ENEHL website has a great choice of services which you can access on line. From the comfort of your own home you are now able to check your rent balance, pay your rent or report a repair 24/7.

The full list of accessible services are:

- Report a Repair
- Check and Pay Your Rent
- Contact Us
- Look at our Performance

Visit us at: www.enehl.org.uk
and see how easy it is.

This now also includes making a bid for a home through Leeds Homes.
You can look at properties which are available and make your bid at: www.leedshomes.org.uk

We know that not everyone has access to a PC. Why not visit your local library, Joint Service Centre or local housing office where computers are available for you to use.

... You can now follow us on all social media ...



Be our friend on facebook ... www.facebook.com



Or take a look at our flickr account ...
Photostream: www.flickr.com/photos/enehl-photo-library
Profile: www.flickr.com/people/enehl-photo-library

Follow us on twitter
... www.mobile.twitter.com



East North East Homes Leeds

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

Registered in England and Wales No. 06031596
A Company wholly owned by Leeds City Council

