

# yourhome

THE NEWSLETTER FOR EAST NORTH EAST HOMES LEEDS



**We Did It - Celebrating a Successful Treble**

**The Compton Centre is Go**

**Rent Free Week Changes**

# WELCOME to the Autumn issue of Your Home!

Hello and I hope you've had great summer!

This summer, we had an extraordinary triple success. We were nationally accredited as delivering Customer Services Excellence; gained the Tenant Participation Advisory Service (TPAS) Landlord Accreditation award for an excellent standard of community involvement; and were recognised as a company Committed to Equality (C2E).

This means that whenever you access our services you can be assured that we'll be providing them to highest standards that are recognised nationally!

The review of the future of Council Housing in Leeds continued with the Leeds Conversation event in late July. This centred on developing a local Leeds Standard of what you think are the priorities for the future and effects all the ALMOs and Belle Isle Tenant Management Organisation. The final report will be published in October and you'll be given the opportunity to tell us what you think of the proposals.

I'm a keen fan of making sure that customers can access a variety of services all under one roof and I'm proud to announce that ENEHL services will be going live at the new joint service centres over the summer and this coming autumn. The new £5 million state of the art Compton Centre in Harehills opened in July and Reginald Centre in Chapelton will be opening in October. If you're in the area make sure you pop in to have a look at the various services available from the Library to the Credit Union information points.

As ever, if you have any improvements to the newsletter, please let us know!

Steve Hunt, Chief Executive



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For more information call us on 0800 915 1600.

## We Did It - Celebrating a Successful Treble

We've now received official confirmation that we've been awarded the prestigious Customer Services Excellence (CSE) award, gained Tenant Participation Advisory Service (TPAS) Landlord Accreditation award for an excellent standard of community involvement and also been recognised under the Committed to Equality (C2E) scheme for good practice in ensuring equal opportunities runs through our organisation.



■ ENEHL Staff including tenants Carol Bennett, Maureen Blades and Ruksana Bibi.

ENEHL successfully achieved the award for its Housing Offices after an inspection by the Government's Cabinet Office in July receiving compliance plus for 'behaviours and practices that exceed the requirements of the standard' which means ENEHL acts as a champion for customer service leading the way for other organisations.

The assessment was based on a thorough inspection of all housing services that ensured they were designed around the needs of the public. This involved ensuring that the customer was at the centre of all decisions made from Chief Executive down to front line staff. A strong focus on effective partnership working with agencies like the Police and the Fire service and ensuring hard-to-reach groups aren't ignored.

Karen Wray, Tenant Board Member and Chair of Customer First Board said **'I sit on the Customer First Board at ENEHL and have seen how the needs and feedback received from customers influences how housing services are provided. The CSE award is a well deserved achievement and a tribute to the friendliness and motivation of the staff who work hard to get problems sorted for customers!'**

TPAS Landlord Accreditation award for an excellent standard of community involvement is a quality mark award that recognises we use imaginative methods of involving their residents and inspiring them to make positive changes to their communities.

TPAS highlighted the exciting community projects such as Junior Wardens, English language classes and DIY training weeks for tenants as examples of good practice. Praise was also provided for the long term planning of tenant involvement panels and how they can have their say and influence on the housing services provided by ENEHL.



■ ENEHL Partnership Team including Tenants Christine Armstrong (2nd from front) and Maureen Blades (3rd from front).

The award was showcased at the TPAS conference in Birmingham on Saturday 24 July, receiving a glowing reception from both tenants and housing professionals from across the country.

C2E accreditation was awarded in August for ENEHL being an organisation that considers equal opportunities in all that it does from who we work in partnership with to how we recruit and provide services to the communities we serve.



■ ENEHL Staff pictured with tenants Carol Bennett and Maureen Blades.

**For more information on these awards, please visit the ENEHL website: [www.enehl.org.uk](http://www.enehl.org.uk)**

New **2** and **3** bedroom council properties are becoming available for rent around the **St Wilfrid's Estate in Gipton.**



## Picture yourself living here...

**These new homes will be advertised from late September in the Leeds Homes magazine.**

**Who can apply?** You'll need to have a live housing application which can be obtained by calling 0113 2224413, visiting one of our offices or going online at [www.leeds.homes.org.uk](http://www.leeds.homes.org.uk).

Preference will be given to people who live in Gipton and;

- are keyworkers living or working in the Gipton area;
- their home is overcrowded or has bedrooms that are not being used.

**Preference for the 2 bedroom flats will be given to existing council tenants aged 50 and over who are overcrowded.**

These new homes have been built in partnership with the East and South-East Leeds (EASEL) Regeneration programme with partial funding from the Homes and Communities Agency.

**For more information contact 0113 2476003.**



## New Domestic Violence Policy

We have a brand new Domestic Violence Policy which has been developed by those who use the policy and those who need access to it.

You can view this on our website, collect a copy at any of our housing offices and we are also looking to make this available in doctors surgeries and community centres.

### Don't Forget

- If you are in an emergency situation you should call 999.
- Call any of the support agencies below for further help:

Leeds Women's Aid

**Tel: 0113 2460401**

Leeds City Council Domestic Violence Team

**Tel: 0113 3952140**

Social Services

**Tel: 0113 2409536**

Victim Support

**Tel: 0845 30 30 900**

For all non-emergencies, guidance or support you can call the Contact Centre on 0800 915 1600 who will put you in touch with the Independent Living Team who can make referrals on your behalf.

# News in Brief

## The Compton Centre is Go!

The brand new £5million Compton Centre located on Harehills Road, on the old Compton Road Library site is now open.

You'll be able to access ENEHL services at the office as well as other facilities like the Library and Job Shop and Leeds City Council services including benefits, council tax and social care enquiries. There will be a variety of surgeries available such as welfare rights / Chinese Community Worker appointments and also free telephone hotlines, self service facilities and a Leeds City Credit Union information point.

You can view the grand opening of the Compton Centre at [www.enehl.org.uk](http://www.enehl.org.uk)



■ The new Joint Service Centre.

## Creating New Services in Chapeltown

The Reginald Centre on Reginald Terrace is the next step in creating a modern service centre that will house the Chapeltown library, NHS GP and Leeds City Council services.

ENEHL services will be present and financial services from Leeds City Credit Union will also be offered.

The Reginald Centre will be opening in late October 2010.

## The main services provided by the fully-trained team at the Compton Centre include the following:

- Adult Social Care
- Children and Young People Social Care
- Disabled parking badges and disabled bus passes
- East North East Homes Leeds
- Council Benefits including school meals and clothing vouchers
- Council Tax
- Other council services such as environmental services, emptying wheelie bins, street lighting and maintaining roads and pavements
- Library services with internet access
- A Chinese advice worker is available on a drop-in basis every morning between 9 and 12noon
- Job and Skills hold a jobshop offering information and advice on jobs and training daily.

## ENEHL Inner North East Area Panel Update

### Performance updates

Company performance is always a large part of Area Panel meetings. Over recent months the panel have been looking at;

- Letting of empty properties – monitoring the number of days taken to relet a property when it has become empty.
- Decent Homes – monitoring the progress of the decent homes scheme and ensuring that all properties are surveyed and necessary work completed.
- Tenancy Management – monitoring the level of antisocial behaviour in the Inner North East area.

Officers attend meetings at the request of panel to enable members to understand issues and allow questions to be asked.

### Estate Investment

Over recent months projects funded by the panel have included;

- **Security measures in Miles Hill Estate**  
The scheme involved the installation of security fencing to a section of the bridle path between Miles Hill View and Crescent. The area has had problems for some time with many of the properties having no fencing between gardens and bridle path. This has led to thefts from gardens, burglaries and giving people ‘escape routes’ when trying to evade police. The project is being co funded by Safer Leeds.

- **Mini Breeze**  
Along with Education Leeds and Youth Services the panel assisted with funding to hold a ‘Mini Breeze’ on Beckhill Park in Meanwood. Breeze being the brand name of youth events in the city, ‘Mini Breeze’ gave the opportunity for younger people to kick off the summer holidays in fine style with games, chances to try various art and craft workshops, take part in challenges on inflatables similar to ‘It’s a Knockout’ and ‘Gladiators and get advice about healthy living from Zest Health for Life.



- **Leaffield Towers**

The resident group at Leaffield Towers each year raise funds to take a group of residents out for a meal. This is a great way of getting particularly older residents to come together and get to know each other. In July a trip to ‘Millstones’ was organised. Participants had been saving towards the event. Both local ward members and the area panel assisted with grants to ensure that the trip went ahead. Doreen Forrest – chair of the residents group said; **‘it’s great to see so many people from the block having a good time and its wonderful to think that we have been able to get help from the area panel and local Councillor. The day is always enjoyed by everyone who goes’.**



### Community Involvement

With changes to the Partnership Team all the residents groups and community champions have been contacted to confirm details for meetings, walkabouts and catch up with their needs.

Areas that currently don’t have active involvement with the company are currently being consulted as to how we can support communities. In some instances this could be the formation of residents groups, attendance at forum meetings, coffee mornings or meeting parent and tot groups, in fact anywhere people get together.

Areas that currently have no formal representation are; Farm Hill / Sugar Well, King Alfreds, Meanwood Valley, Miles Hill, Town Street Walk, West Parks.

Are you interested in making a difference in your area? Contact Bryan Robinson on 0113 2476106 or email [bryan.robinson@enehl.org.uk](mailto:bryan.robinson@enehl.org.uk)

# Your Community

## ENEHL Inner North East Community Involvement Update

### Bouncy Castle a Big Hit at Summer Event

Fieldhouses and Queenshills had their Annual Summer event in late June. It was a beautiful day, perfect for a community get together. It was at a new location, behind the housing office, and was a bit late in the organisation in order to meet all the new regulations, but they were determined to make sure it happened, and happen it did.

For the first time there were lots of children at the event who had an absolute ball with the bouncy castles, entertainers and games for all. The group organising the event said **'We would like to thank ENEHL for its support, and the help they gave us on the day. We would have loved more support from the local community and hope they will come along to the next party set for December, hopefully at the Moor Allerton Social Club.'**



■ Everyone had a great time at the Annual Summer Event.

### Planting with Pride

Wykebeck Valley Road and MSF TRA accessed some money from the Wykebeck Valley Community Forum as part of the Wykebeck Valley Pride to do some necessary gardening which has improved the grounds around the block. They worked with the Forum, Groundwork, young people and teachers at St Nicholas's School to put in lots of bedding plants including geraniums and marigolds. The children were particularly proud to be helping out the elderly and disabled tenants.

The Chair said **'We are very pleased to be involved in doing intergenerational planting, the children are an absolute delight as are the teachers, and working with Groundworks is also great. All round a great team effort.'**



■ Getting stuck in with the planting...

### Gardening Club Thank You

The tenants and residents from Gledhow Towers would like to thank everyone from the Roundhay Environmental Action Project (REAP) and East North East Homes (ENEHL) for coming out one Sunday in June to host and promote the 'Gardening and Growing Community' Event which was held outside the tower block. REAP gave out free gardening advice to tenants and gave them an opportunity to plant up a small pot with a flower, fruit or vegetable plant for their own balcony, free of charge. Some residents brought food for us all to enjoy and others helped organise the event. It was a fantastic day enjoyed by all the tenants and their families and thanks to ENEHL who supplied the funds, chairs and a large Marquee. The day made quite an impression on many who attended and there are plans to work with REAP and start a tenants Gardening Club at Gledhow Towers.



■ REAP gave out free gardening advice to tenants.

## ENEHL Inner East Area Panel Update

### Mabel's Tables

Mabel Reynolds runs crafts clubs from the Henry Barran Centre. She asked if it would be possible to get some new tables as the older ones were in such a bad state of repair they were barely usable. The Area Panel agreed to fund eight new tables for the club who you can see here enjoying their new facilities. If you would like to take part in any of the activities Mabel organises then drop in at one of the times below:



- Faberge Egg Decoration (adults only) monthly 10am-1pm - Free tea and biscuits but participants need to pay for their own materials.
- Line Dancing (all ages) 7pm-9pm Tuesday Evenings, £2 per class.

### Crime going down in Gipton

Thanks to a new monthly meeting being held with residents and police officers crime is being reduced in the Gipton and Harehills Area. Partners and Communities Together North East Leeds (PACT) meeting once a month to tackle the problems in the area. As a result of these meetings Police have increased the numbers of patrolling officers in this area and they reported at the last meeting a reduce in crime by 30%. PACT meet every month at 164 Brander Road and the Epiphany Church in Gipton. The next meeting will be held on 6 October at 6pm. If you are interested in attending the meeting contact the Partnerships Team.

### Kiln Pub Lighting

Gargrave Residents' Association told us that residents in the blocks were concerned about walking to the local shops at night as the path through was not lit. The Area Panel and local Tasking funded a new street light which now lights the way.



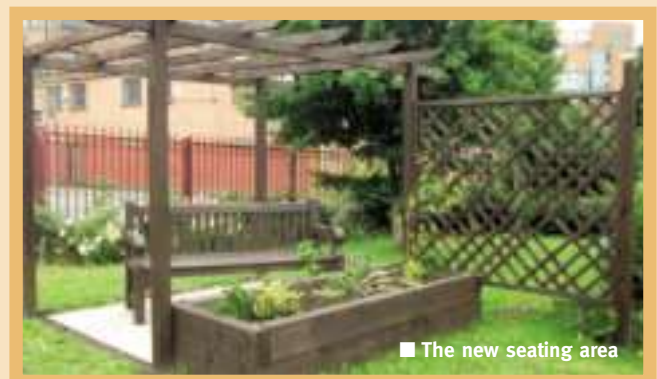
### Notice Board for Rigton Residents' Association

Rigton Residents' Association hold regular meetings and work hard to keep their area nice. They requested a noticeboard to keep residents informed of activities in the area. The Area Panel funded the noticeboard which was installed in May.



### Saxton Gardens Seating Area

Residents at the Shakespeare multi-storey blocks were concerned that their seating area was attracting antisocial behaviour from local youths. Saxton Garden TRA were more than happy to take it for themselves. They have treated the wood and enjoyed putting in new plants and flowers.



## ENEHL Inner East Community Involvement Update

### Local Primary School help keep their area clean...

In May residents on the Aysgarth estate took part in a community clean-up. Working in partnership with Groundwork, ENEHL and pupils from All Saints Primary School they cleared rubbish from the school, local playing field and the streets around the Aysgarths. A massive thank you goes to all those who took part – especially the children who took to the task with great enthusiasm!!



■ Taking part in the clean-up

### Refugee World Cup

The Leeds Refugee World Cup 2010 took place at Thomas Danby College on Sunday 13 June. The event was organised as part of the nationwide Refugee Week by Refugee Council and local partners including Stop Hate, Leeds City Council and East North East Homes.

Refugee Week is an opportunity to celebrate the contributions refugees bring to the UK. It's a UK-wide programme of arts, cultural, educational and sporting events that celebrates the contributions of refugees to the UK and encourages a better understanding between communities.

The Leeds Refugee World Cup has been running for four years now. This year's tournament featured sixteen teams from across the world. Countries represented were Azerbaijan, Afghanistan, Sudan, Cameroon, Iraq, Democratic Republic of Congo, the UK, South Africa, Zambia, Malawi, Zimbabwe, Kosovo, Eritrea, Somalia, Kurdistan, Iran and Angola.

The final was a tight contest between teams from the Kurdistan and Iranian communities. The Kurdish team won on penalties and was awarded the winner's trophy. The fair-play award was given to the Azer-Turk Team.

This year's successful event has encouraged the organisers to have the same event with the same format for next year. It is hoped that even more communities will be taking place in the tournament.

The organising committee would like to thank the Inner East and Inner North East Area Panels for the invaluable financial support they have provided to this event.

For more information about this event or registration in next year's tournament, contact Refugee Council on 0113 2449404.



■ Pictures from the Refugee World Cup



### Welcome to GSB TRA!

Residents on the Gargraves, Scargills and Brignalls decided to start a Residents' Association to tackle antisocial behaviour and engage with young people across the area.

They now have a working committee and are ready to get started. If you live in the area and would like to get involved please contact the Partnerships Team on 0113 2476097.



■ The GSB TRA

### Government Office Visit for Gipton Community Champions

Richard McCarthy and Isobel Mills came from the Government Office to chat with Team Gipton, the Community Champions and Gipton Together about activities in the Gipton area. They took advice on money saving tactics and how they could help communities take charge of their areas. It was an excellent meeting and the group have since received an email saying that the



■ Pictured with Gipton Community Champions are Richard McCarthy and Isobel Mills.

Ministers were 'inspired and uplifted' about what they heard. Well done to all those who got involved!!

## ENEHL Outer North East Area Panel Update

### Estate Walkabout Schemes

#### Schools Mini World Cup scores big!

The local PCSO's for Moortown, Sian Joynes and Claire Burton organised a mini World Cup tournament which involved 7 Primary Schools all from the North East of the City. The tournament was held at Wigton Moor Football Ground. On the day, Sainsburys at Moor Allerton provided refreshments free of charge and East North East Homes Leeds sponsored the medals for the event.

PCSO Sian Joynes said *'this is a fantastic way of demonstrating how you can bring neighbouring schools and partners together to host such an event, all the kids that attended the day thought it was an excellent event and had a brilliant time'*.



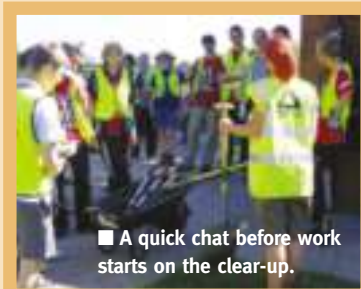
■ The finalists were Highfield Primary School and Runners up Wigton Moor.

#### Wetherby plays host to Environment Week

Another successful partnership between ENEHL Outer North East Area Panel and Groundwork was used to dedicate one week in June to improve the environment of the Ainsty's and Hallfield's estates in Wetherby. Working with the Hallfield's Residents Association and The Salvation Army's Inclusion Project at Wetherby High School, Groundwork and ENEHL spent the week working to tidy up the two estates.

Jaqueline McNee from Groundwork said **'We collected 6 skips worth of rubbish and vegetation over the course of the week. We are grateful for the hard work put in by all those who helped out, particularly to the Salvation Army and the young people who helped us to get so much done.'**

Jason, 15 of Wetherby High School said **'It's really good doing stuff like this, not only do you get to be outside and have fun, but you're helping the local community too.'**



■ A quick chat before work starts on the clear-up.

#### Ice Skating reward for local kids

We told you in the last newsletter about the good work a group of local kids had done at Alderton Heights. As a reward for them and their hard work, Adele Britton and Simon Jordan, ENEHL along with Sian Joynes and Claire Burton the local PCSO's took them to the Bradford Ice Rink during the half term holidays.



■ The kids on their trip to the ice rink.

#### Outer North East Estate Investment Bids

- **Thorner C/E Primary School Gardening Club.** A group of children from the school have set up a gardening club. They approached the Area Panel for funding towards some planters and raised beds. Mrs Wrigglesworth, the head of Thorner C/E told us **'the gardening club are growing a range of vegetables. They are very keen on composting and collect all the apple cores and uneaten fruit to compost with shredded paper in our compost bins.'**



■ Here are the kids with their finished garden.

- **Parsons Green Garage Site.** A request came through from a number of residents who use this particular garage site. They told us that the area was in very poor condition, and dangerous. The panel agreed to fund the complete re-surfacing of this site.



■ The newly re-surfaced garage site.

#### New Panel Member

The Outer North East Area Panel would like to welcome their latest panel member Keith Newsome.



## ENEHL Outer North East Community Involvement Updates

### Young people challenge police to football match in Wetherby

As part of the Community Involvement Youth Inclusion Initiative in Wetherby - Simon Jordan, Community Development Officer and Jo Hourigan, Chair of the Outer North East Area Panel met with a group of young people at Barleyfields Community centre to find out what they would like to get involved with! They came up with a wish list, one of which was a football match with the police. The 5 aside match was arranged thanks to PC Steve Atkinson and Simon Jordan and three teams of young people took on three teams from the police. The event took place on Innes playing field in Wetherby and a great afternoon was had by all finishing the day with a BBQ.

The young people were triumphant seeing the police coming in second place. Richard Naylor, Leeds United Captain was on hand to present the medals and trophies, sponsored by East North East Leeds. Comments from all involved said that it was a great success and a bigger tournament is being planned to involve all the villages later in the summer.

The young people were being blamed for a lot of antisocial behaviour in the area. Inspector Marcus Griffiths said **'when the youngsters knew the match was being arranged antisocial behaviour fell by 22% in the area. After the game itself it reduced by 50% which we see as a true reflection of how working with young people can make a real difference!'**



■ Richard Naylor, Leeds United captain - middle centre - awarding medals at the football.



### Moor Allerton Community Gala Brings Real Community Spirit Success

The first community Gala in Moor Allerton for many years was held over the Summer and the organisers have hailed it a great success. The event team came up with the idea and after numerous meetings, e-mails and many hours of telephone conversations the event came together with many local organisations taking part including the police, fire service, East North East Homes and many more. A fun fair was also at the event. The Deputy Lord Mayor of Leeds, Cllr Patrick Davey attended to officially open the day and wished the organisers the very best of success with the event, he also thanked the gala committee for all their hard work in bringing the day together.

Big thanks also go to Julie Chapman and Janice Ineson local residents for leading the organisation of the gala and Simon Jordan, East North East Homes Leeds and Sandra Fowler, East North East Area Management and Parks and Countryside for their help and guidance.

Following the great success of the day and positive feedback from the community, next year's event is already being planned.

For further information on how you can get involved with this and many other community events contact Simon Jordan on 0113 2476091.



■ Community Gala brings real community spirit.



## ENEHL Outer East Area Panel Update

### Estate Investment Bids

Outer East Area Panel agreed to fund the following schemes:

- **Ramshead View Drying Area Improvements.** The area has been targeted for dumping rubbish and youths congregating causing antisocial behaviour for a long time. Area panel agreed for the brick built area to be removed and replaced with 1.8 metre high metal fencing and gate. The area will be opened up creating a clean, safer and pleasant environment, also enabling residents to make use of the drying area.
- **Kendal Drive / Cartmell Drive Environmental Improvements.** The two areas have been subject to vandalism; block paving has been dismantled and used for missiles causing damage to properties and vehicles. Area panel agreed to have the areas re vamped creating a safer environment for local residents.



■ The newly revamped area.



### Estate Walkabout Schemes

- **Ironwood Crescent Security Barriers.** Installation of Security Barriers to pathways situated on open green space, these are to prevent people driving vehicles onto land.
- **Barncroft Court Landscaping.** Landscape small area to rear of block.

- **Barncroft Heights.** Hayracks re-planted with low maintenance shrubs and seasonal plants
- **Seacroft Gate Block 2.** Area filled with soil and re-seeded with grass seed.

### Barncroft Heights Community Champion

Maureen Blades of Barncroft Heights became the new community champion for Barncroft Heights in July. Along with other residents one of Maureen's interests was to develop their community room for residents to get together for a chat and make new friends.

The aim for the future is to hold a variety of activities such as bingo, games and a coffee afternoon which is up and running on Thursdays. About 16 residents attend each week enjoying a chat and cuppa with others. The idea behind the activities is to improve the quality of life for residents who live in the multi-block.

Alison Pearce, ENEHL Partnership Team said **'Maureen should be proud of herself in her success of finally having the room fitted out with new carpet tiles and ENEHL were happy to buy a new fridge for the community room.'**

All residents from Barncroft Court, Grange and Towers are welcome to come along and meet your neighbours. The coffee afternoon is held every Thursday 1.30 to 3.30pm.



■ The residents enjoy meeting once a week...



## ENEHL Outer East Community Involvement Updates

### Seacroft Gate Block 2 - Annual Trip to the Seaside...

With thanks to Dorothy Wall who provided this letter about their day out.

*Blue sky, fluffy cotton wool clouds, sunshine bouncing off every surface, a gentle cooling breeze and the soporific hum of ... a coach engine.*

*It was a beautiful morning and some of the residents of Seacroft Gate 2 were going on their annual trip to the coast. We left Seacroft in the morning (after being given an envelope with £8 towards our lunch,) and arrived in Bridlington mid morning. Some of the party stayed on the bus and went on to Scarborough.*

*We all went our separate ways, some enjoyed a walk along the sands and a paddle before lunch. It was bustling with people all sporting casual clothes and a tan, there were a multitude of dogs with their owners, all breeds, shapes, sizes and*

*colours I wondered if there was a dog show somewhere. The usual amusements and rides were in evidence as were the candy floss, rock and ice cream kiosks. I took the land train and went to Sewerby Hall and gardens, there was an art exhibition which I enjoyed and after browsing had afternoon tea and a fantastic view of Bridlington Bay from the top of the cliffs before returning by land train.*

*A few other things I could have done. Visited 'the old town', had a boat trip, gone on the 'fishing pier', had a trip to Bempton Cliff a breeding ground for sea birds including Atlantic puffins, or Danes Dyke which can be traced back to the Bronze age, visited the Spa, had a game of putting etc. They'll all save for next time.*

*The party that went to Scarborough also enjoyed their day, shopping, sightseeing and riding up to the town on the funicular and back down again to the promenade. We all got back to the coach station on time tired but happy. The journey back to Seacroft was an opportunity to sleep or day dream and we were back around 7.00. Already looking forward to next years outing. June 2010.*

### South Seacroft Over 60's Club.

The photo below was taken on the club members' recent day out at Lotherton Hall. Everyone had a lovely day in the sunshine, strolling around the delightful gardens and marvelling at the many exotic birds on show. Later, everyone enjoyed a delicious lunch, followed by ice-creams, with lots of laughter amongst friends. The transport was provided by Wheels, and paid for through a funding grant. Other trips out planned are to visit Tropical World and a barge trip on the Leeds Canal. New members will be made very welcome, so if you are free on Tuesday mornings, between 10.30 and 12.30, please join us. For more information contact Alison Pearce on 0113 2476072.



■ The Over 60's Club enjoying their day out.

### Killingbeck and Seacroft Gala

Seacroft Gala was held in the Summer on the Village Green with approximately 2,000 in attendance. The weather was good and lots of people came with their families to enjoy the fun day. You can see the pictures over the page.

Along with all the fun activities there was a lot of helpful information from local organisations and residents groups. Thanks go to East North East Homes Leeds, Groundwork, Leeds City Council area Management, West Yorkshire Fire Service, Education Leeds, Seacroft Green residents group, Barncroft Tenants and Residents Association, South Seacroft Action Group, Alston Lane Over 60's, plus many others. The day was a great success.

### Parkway Grange / Court Coffee Morning

Parkway's TRA have got off to a great start with their coffee morning, residents are really keen to build their community. The group are already planning a trip out to Murgatroyds fish restaurant at Yeadon and a fun day planned for later in the year.

# Celebrating a Great Community Spirit...

ENEHL, a company with a passion for communities...



■ Pictured left to right: Jo Hourigan, Area Panel Member, Simon Jordan, ENEHL Partnerships Team, Deputy Lord Mayor of Leeds, Councillor Patrick Davey, Adele Britton, ENEHL Partnerships Team, Julie Chapman, Chair of the Gala Committee, Rebecca Janes, Sarah Dodd and Dean Ashraff, ENEHL. All pictured at the Moor Allerton Community Gala held in July.

## Moor Allerton Gala



## Potternewton Fun Day



■ Masterz local breakdance crew entertaining the crowds.

# ENEHL Summer Galas 2010



■ Allerton CofE Primary School 'Wake up, Shake up' dance troupe, entertain the crowds led by Louise.



■ The crowds at Seacroft Gala, held in July. Thanks go to the Seacroft Green Gala Committee for arranging another fantastic event.



■ Everyone enjoying the gala at Harehills, Barnstead Park in July. This was the first time the gala has happened for some years and it was great to see so many people turn up for its return. Following this year's success next year will be bigger and better.



■ Beckhills Fun Day. Taking part in the Zest for Life Urban Sport challenges.



■ Everyone who took part was presented with a medal and the team from Zest for Life offered hints and tips on healthy living.



## Roundhay Gala



# Tenants and Residents Page

## Model tenant celebrates 100th birthday

Lillian Bradford, of Queensview Sheltered Housing complex celebrated her 100th birthday in June and enjoyed a special party with her family and friends at Naburn Court Day Centre. Local Ward Councillor Graham Hyde presented Lillian with telegrams from the Queen and the Work and Pensions Secretary Iain Duncan Smith. Lillian was also presented with a bouquet of flowers by Simon Swift, Area Manager, for East North East Homes who manages the complex where Lillian resides and who has been a model tenant since 1996.



■ Lillian pictured with (left), Simon Swift and Councillor Graham Hyde.

## Burmantofts Senior Action and Feel Good Factor TAI CHI.

TAI CHI is a great way to improve your balance and reduce risk of falls. A TAI CHI session for the Over 50s started on 16 September, it will run for 8 weeks, from 10.30 to 11.30 at St Agnes Church Hall, Shakespeare Close, Leeds 9. The price is £2 which includes refreshments. If you are interested telephone Wendy at Burmantofts Senior Action on 0113 2489191 or Hilary or Jackie at Feel Good Factor on 0113 3504200 for more information.

## Advertise your Christmas Fair HERE

It's only September but Christmas is just around the corner. Do you have a craft fair or Christmas table top sale that you are holding, would you like to advertise it here on this page. The next tenant newsletter will be delivered to you during the week of 13 December. So if you have a sale you'd like to promote during that week tell us about it. Write to Communications and Information Team, East North East Homes Leeds, FREEPOST RRJX-YRDK-TACE, LS7 3YY and we'll advertise it for you.

## Feature Writer



■ Thanks to our Feature Writer, Laura Clemente for her article.

### Rainy Days

*Is there anything worse than being stuck indoors with a bored child / children on a rainy day?*

*With British weather being up to a third rain it is always a good idea to have back up entertainment. When I was a child both my mum and grandmother kept specific entertainments that only came out when the weather was bad.*

*For example painting wasn't just pictures, my mum used to save melon pips and dry them out on the kitchen windowsill. My sister and I used to paint them different colours and once dry thread them on string to make 'jewellery'. We also made our own stamps out of potatoes (all mine were star shaped as I was never very good at it!). Old yoghurt cartons were used to hold water to rinse paint brushes and newspaper was put on the dining room table to protect it. All the mess could then be cleared away easily. These things didn't cost much money, but were fun.*

*At my grandparents house they created a dressing up box, of old clothes, hats, shoes, plastic beads etc. Once we had grown out of giggling at ourselves in the mirror, we used to put on 'shows' and spend the whole afternoon practicing in our different outfits. This is a really easy thing to replicate, you can ask friends and relatives to donate anything embarrassing from their wardrobes.*

*Take time to sort through your child's toys and anything messy such as play dough for example can be put away for a rainy day; that way they will appreciate it more and when the weather takes a turn for the worse ... staying home will be a good thing.*

# Your Thoughts

## Kids 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.



## Leeds Rhinos competition

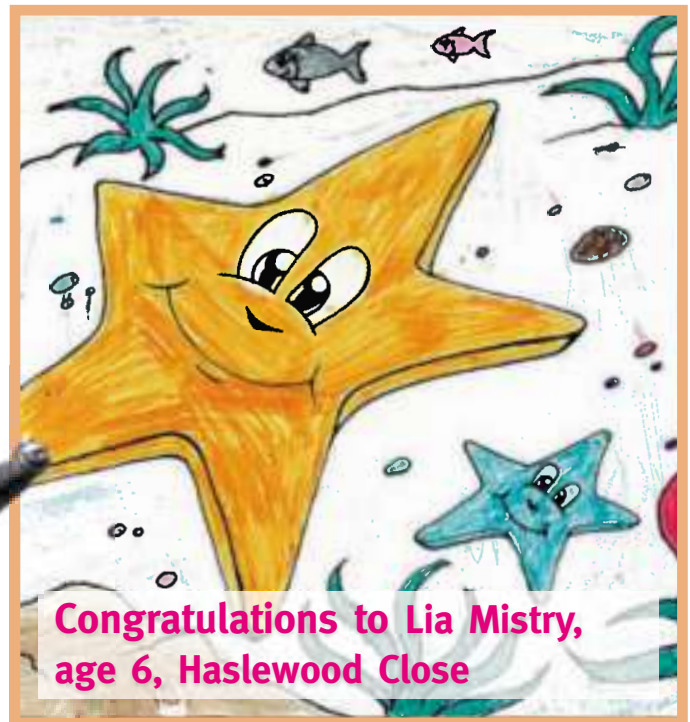
**Find the hidden 'Ronnie the Rhino' in this issue of Your Home and win 2 Leeds Rhinos tickets!**

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

Spot me if  
you can



Thank you to everyone who sent in their colouring pictures. We had lots to choose from this time and love seeing your pictures. All your pictures were entered into a draw and the winner is: Lia Mistry.



**Congratulations to Lia Mistry,  
age 6, Haslewood Close**

## Competition Winners

Congratulations to Terence Barker, Leeds 7 who spotted Ronnie on page 7 of the last newsletter.

## NHS Leeds launches new look website

### Free gift on offer to first 1,000 people registering with the site

**NHS Leeds has officially unveiled its new look website and is offering a free gift to the first 1,000 people signing up to the My NHS Leeds section on the site.**

The health trust, which is responsible for planning and funding healthcare services for people living in Leeds, has launched the new interactive site as a direct response to feedback from local people. It now offers a one-stop site providing important information on local health services, advice on healthy living and an opportunity to get directly involved with the NHS.

The new NHS Leeds website address is: [www.leeds.nhs.uk](http://www.leeds.nhs.uk). To register to the My NHS Leeds section you need to click on either the 'My NHS Leeds' or 'become a member' option on the top right corner of the site. NHS Leeds would like to hear the thoughts of local people on the new look website – please email your comments to [communications.team@nhsleeds.nhs.uk](mailto:communications.team@nhsleeds.nhs.uk).

## Healthy Start Vouchers Scheme

### What is Healthy Start?

With Healthy Start, you can get free vouchers every week which you swap for milk, fresh fruit, fresh vegetables and infant formula milk. You can also get free vitamins. Healthy Start replaces the Welfare Food Scheme.

### What can a family get?

Healthy Start vouchers can be exchanged for:

- Fresh Milk
- Instant formula milk
- Fresh fruit and vegetables
- Free vitamins

### How do I qualify?

You qualify for Healthy Start if you're at least 10 weeks pregnant or have a child under four years old AND you or your family get...

- Income Support, or
- Income-based Job Seeker's Allowance, or
- Income-related Employment and Support Allowance, or
- Child Tax Credit (but not Working Tax Credit unless your family is receiving Working Tax Credit run-on only\*) AND an annual family income of £16,190 or less in 2010/11.



You also qualify if you are under 18 and pregnant, even if you don't get any of the above benefits or tax credits.

### How do I claim the vouchers?

To receive an application form call Healthy Start on 0845 607 6823 (9am-5pm Monday to Friday). Or for more information you can visit the Healthy Start website at [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk).

*\*Working Tax Credit run-on is the Working Tax Credit you receive in the 4 weeks immediately after you have stopped working for 16 hours or more per week.*

## 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 Government's Decent Homes Standard. It includes work such as windows, doors, kitchens, central heating and reroofing.

So that you are up to date with what is happening, in this edition we would like to let you know how the improvement programme is progressing.

We have our door replacement and reroofing programmes ready to go and these are being let via an eAuction. This is where a number of contractors bid online for the work we are offering. It's a bit like eBay, but instead of putting in the highest bid, contractors make lower offers! We'll then look at the prices they are proposing, the quality of work and their liaison with you, our customers. A decision will then be made on which company to use. It's our first eAuction so is quite exciting!

Our kitchen replacement programme is well under way. Three contractors have been appointed to carry out this work.



We have sent out over 600 letters to ask whether some of our customers would like to have central heating installed. We have received replies back from about half of these and once we have you signed up, it takes about six weeks to get a new central heating system fitted. If you have received a letter asking about having central heating installed but have not contacted us yet, please get in touch or you may miss out! We will be walking the streets visiting those customers who haven't replied, but it will be much quicker if you call us first.

Our insulation contractors are now installing loft insulation across the East North East Homes Leeds area. This work, alongside our heating plans, will ensure many of our customers benefit from homes with good thermal comfort.

The rendering works we told you about in the last newsletter at Shakespeare Grange have now been completed, so that's done and dusted!

We still 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, by calling 0113 247 6358, at your local housing office or online at [enehl.enquiries@enehl.org.uk](mailto:enehl.enquiries@enehl.org.uk). **Please be aware that requests for this type of work can only be considered for elderly residents or those who consider themselves to be vulnerable.**

As always, we are continually doing stock condition surveys which will change where we target our investment. We've done over 1,400 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 have any queries regarding the home improvement programme, please use the 2 new dedicated telephone numbers:**  
**0113 2476358 / 2476359**

## Understanding Your Service Charges

### What are Service Charges?

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

Service Charges are divided into four areas:

- Services
- Repairs
- Insurance
- Management

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

Services cover such things as:

- Caretaking
- Cleaning shared areas
- Lift Services
- Fire Equipment
- Electricity and lighting
- The door entry system
- Maintaining grassed areas and shared gardens

### What are Management Costs?

The management costs cover your contribution for the:

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

### How can you pay for your Service Charges or Invoices?

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

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



## Falls Prevention Project



In July, our team began visiting Sheltered Housing Complexes within the East North East Homes area to talk to tenants about the Slips Trips and Falls Project we are working on. The project looks at how small changes around the home can prevent a fall. The sessions included: sharing experiences of falls, demonstrations and top tips on how to prevent a fall.

Feedback received from the tenants who attended said they found the sessions very beneficial and full of useful information. If you would like information on the topics covered or to discuss the Slips, Trips and Falls Project, please contact the Adaptations Team on 0113 2476403.

## Performance for Quarter 1

In the last Your Home magazine the Adaptations Team reported their new targets for delivering adaptations. Overall the team have achieved target on 75% of the 129 adaptations that have been installed. The main issues why the team have not achieved a higher percentage was due to contractor issues. Action and measures have been taken to ensure contractor delays do not impact on the delivery times of adaptations for our tenants.



■ The adaptations team

## The Leeds Conversation

Thank you to the 100 plus tenants from across Leeds who got involved in the first part of our Leeds Conversation. On the 24 and 26 July we held two workshops to get your views on what your priorities should be and what the future service would need to give you to meet your needs and expectations.

### Why have a 'Leeds Conversation'?

Last year, the Tenant Services Authority (TSA) asked tenants up and down the country in a 'national conversation' to tell them about the kind of housing service they wanted to see in the future and priorities within this service.

Following on from this, the TSA created 6 standards that focused on the standards of service that you, as a tenant, should expect from your landlord. We held the two workshops to make sure that we meet these by developing our own 'Leeds Standard', with your priorities turned into more localised standards to support this.

There have been other opportunities during August and September through a range of focus groups for you to let us know your views on what your priorities are and what local standards of service you would like.

### What happens next?

Your views will be put together and used by the Council, ENEHL and the other Leeds ALMOs and BITMO to describe to you in an annual report in October what our Service Offer looks like. But there is still opportunity for you to have your say; the Service Offer is an ongoing process of improving our services based on your priorities. If this is something that you would like to get involved in, please contact the Partnership Team on 0113 2476069 or email [ENEHL.enquiries@enehl.org.uk](mailto:ENEHL.enquiries@enehl.org.uk)



## It Pays to Pay...

To show our appreciation to the tenants who pay their rent regularly, keep a clear rent account or pay by Direct Debit, they are entered into our quarterly 'It Pays to Pay' tenant reward scheme and they could win £250. To qualify for the prize you must also not create any nuisance, antisocial behaviour or have any other tenancy problems.

### Previous winners

*Mrs P – from Clifford, Wetherby said 'I have always kept my account clear but this is a real surprise. I don't know what I will buy but it will probably be something for the house'*

*Mrs H – Wetherby said 'I always pay by direct debit so I never have to worry about bills, this will help me go and see my son in France. Thanks so much.'*

*Mrs Bingley said 'It was a nice surprise, I never thought I would win it. I will put the money towards a holiday, thank you very much.'*

*Mr Forster said 'Thank you, it was a nice surprise and will come in handy.'*



■ Mr Forster



■ Mrs Bingley

## Be prepared for your Winter Fuel Payments, could you be eligible for help?

You could get winter fuel payment if both the following apply:

- you have reached the qualifying age (born on or before 5 July 1950)
- you normally live in Great Britain on any day during the week of 20–26 September 2010



However, we need to make it clear that **YOU WON'T** qualify for a Winter Fuel Payment if, during the week of 20–26 September 2010:

- you were in hospital for more than 52 weeks previously, getting free treatment as an inpatient
- you were in custody serving a court sentence
- you were subject to immigration control and did not qualify for help from the Department for Work and Pensions
- you lived in a care home, an independent hospital (and had done so for the previous 12 weeks or more) and you were on Pension Credit, income-based Jobseeker's Allowance or income-related Employment and Support Allowance

If you are unsure if you are eligible or want to double-check you can call the Winter Fuel Payment helpline on 0845 915 1515.

## Important Notice for ALL Customers - Rent Free Week changes

**East North East Homes, Aire Valley Homes, Belle Isle Tenant Management Organisation and West North West Homes would like to change the rent free weeks for 2011-12.**

At the moment we all have 4 rent free weeks per year, these are:

1. **May Spring Bank Holiday Week**
2. **August Bank Holiday Week**
3. **Christmas Holiday Week**
4. **New Year Holiday Week**

We would like to change the weeks to:

1. **August Bank Holiday Week**
2. **Christmas Holiday Week**
3. **New Year Holiday Week**
4. **Final week of March (Last week of financial year)**

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

Some initial consultation has been taken on behalf of the ALMO's by our colleagues at the West North West

Homes Leeds Customer Sounding Board. The Board approved the changes in principal on behalf of Leeds City Council tenants and took into account different customer circumstances such as those with children and traditional holiday periods. They then put forward that the most appropriate week to change was the May Spring Bank Holiday week which is the final week of May each year.

We want to pass these changes with the support of all our customers at East North East Homes.

**Do you support the proposed changes in the rent free weeks?**

Please let us know by contacting the Customer Research Team. Telephone the team on 0113 2476108, or email [enehl.research@enehl.org.uk](mailto:enehl.research@enehl.org.uk), or write to Customer Research Team, Freepost RRJX-YRDK-TACE, ENEHL, Leeds, LS7 3YY by 31 October 2010.

If the general opinion of customers supports this change, then the rent free weeks will be changed for next year 2011-12 and we will confirm this in the next available newsletter.

## Competition - I Love My Home Because...

Help us promote why it's important to pay your rent – especially at Christmas Time by reminding customers of how much they love their own homes.

We'd like to produce a Christmas Rent Campaign using your words and images. Simply tell us or draw us a picture of how much you love your home and we'll use these on future posters. The Tenant Focus Group will choose 3 winners who will each win a top prize of £25 in High Street Vouchers. The categories will be age 4-8, 9-12 and 13-16 years old.

Send your entries to Communications Team, East North East Homes Leeds, Freepost RRJX-YRDK-TACE, Leeds, LS7 3YY. This is a freepost address and you do not need to use a stamp. All entries must be sent in by the end of October and winners announced in the Christmas edition of Your Home.

We apologise we will not be able to send your pictures back.

**Tell us in words or draw us a picture of the thing you love most in your house ... this could be your family, your favourite toy, a pet or even a picture of your best 'techno gadget'.**





***'I only borrowed £400 – but ended up paying back £5,000. He beat up my partner in front of the kids, just for missing a payment. It's just not worth it.'***

This woman is talking about a loan shark. It seemed like easy money when she was a bit short but as soon as she missed a few payments she started being threatened, either by the loan shark or his 'collectors'.

She didn't get paperwork telling her the total amount she had to repay, the amount owed seem to grow even when she was making payments, and the threats continued until she was frightened for her life and her family.

Her message to anyone thinking of borrowing from a loan shark is simple: don't do it. Loan sharks are

dangerous and acting illegally, and they will rip you off. There are better and safer ways to borrow money.

Loan sharks are not untouchable. The man she borrowed from is now in jail thanks to a specialist Illegal Money Lending Team that is here to help, and thanks to witnesses like her who stand up to them.

The team can also help you get proper financial advice such as how to start saving, help with budgeting and where to get affordable credit.

**If you're in debt to a loan shark, or you know somebody who is, call the Illegal Money Lending Team any day, any time of the day or night, in confidence, on 0300 555 2222 and speak to an investigator.**



# Your Money

## Leeds City Credit Union

### Here to Help You

With all the talk about Government cost cutting, reductions in benefits and fewer jobs, it would be natural for you to be worried about your money. That's where Leeds City Credit Union can help with its range of straightforward savings accounts and affordable loans.

The Credit Union is a 'mutual' too, this means it is owned by its members and has no rich shareholders to pay. Leeds City Credit Union is just for Leeds people so it only works for Leeds communities.

The Credit Union has a number of savings schemes and you can start saving from as little as £1 per week. Making some savings now will help to protect you from all the bleak stories in the newspapers. Our Christmas club account is very popular and it's still not too late to put a few pounds away to help with presents. Leeds City Credit Union also has a 'Budget Account' to help you manage your money. If you tell us what you want us to pay, we will work out how much you need to deposit into your account each week / month to cover it. We can accept payments from your wage or any of your benefits directly into the account.



Leeds City Credit Union  
Established 1987

INVESTOR IN PEOPLE

It's never too soon to  
**Start saving  
for Christmas**  
with the Christmas Club Account

A number of employers will also let you save by payroll deduction. These include the Council and the Leeds hospitals and a number of others. Any agreed amount will be taken straight out of your wage and paid directly into your Credit Union account.

Leeds City Credit Union also provides affordable loans. Unlike other lenders, including the ones that visit you in your home, a Credit Union charges much less interest which means that you have more money to spend. Leeds City Credit Union's 'Handiloan' is great for small loans up to £750 and the 'Regular Loan' is available for larger amounts. Leeds City Credit Union is offering some special summer rates at the moment and there is still time to arrange a weekend at the seaside or buy something for your home. Don't forget that VAT is set to go up in January so if you need a loan to buy something then now is the time to do it.



**DON'T BE A MUG!**

Take out a LCCU  
**Handiloan\***  
and you could  
save money!

**CASH LOANS  
UP TO £750**

Leeds City Credit Union  
Tel: (0113) 214 5252 and  
press 1 for New Loan Enquiries  
or log onto [www.leeds-citycreditunion.co.uk](http://www.leeds-citycreditunion.co.uk)

Terms and Conditions apply.  
Leeds City Credit Union is authorized and  
regulated by the Financial Services Authority.



Leeds City Credit Union has branches in the South Seacroft and Halton Moor One Stop Centres, in the City centre and will soon be opening an Information and Advice Point in the Compton Road Centre. Or you can call the Credit Union on 0113 214 5252 or visit [www.leeds-loans.co.uk](http://www.leeds-loans.co.uk) or [www.leeds-citycreditunion.co.uk](http://www.leeds-citycreditunion.co.uk)

# Access to our services

## ENEHL Customer First Board What is it? Who are we?

The Customer First Board is a scrutiny (inspection) group within ENEHL. The group consists of a group of Customers, supported by a tenant Board Director, Heads of Service, and Managers. We play a key role in championing the needs of the customer, ensuring access and satisfaction and that we put customers first.

In addition to regular panel members attending, officers from different service areas will be invited along to present reports on key issue areas, identified for improvement by the group or at the request of individual customers.

The group will take the lead in the direction and inspection of processes that seek to improve the customer experience, including face-to-face, telephone, written and electronic communications and interactions. We meet every two months and our minutes will be published on our web site for all to see.

We will champion and communicate agreed actions and outcomes, monitoring ENEHL progress against these.

### How can you be involved?

- If you would like to be involved and become an active member of the Customer First Board, you can send an email to [enehl.enquiries@enehl.org.uk](mailto:enehl.enquiries@enehl.org.uk);
- write to us at Customer First Board, FREEPOST RRJX-YRTK-TACE, East North East Homes Leeds, Leeds, LS7 3YY; or
- telephone us on 0113 2476500

If you have suggestions for items to investigate or any ideas for improvement which you would wish this group to consider, you can send these to us by any of the above methods. You can also ask for them to be considered and raised by your Area Panel.

We do ask that you avoid sending general requests for service to us and these should firstly be directed through your usual channel of communication.



■ Members of the Customer First Board.



■ Members of the Customer First Board.

## Save time... Do it online...

Do you know it takes 10 minutes to report a repair in one of our housing offices... 5 minutes to ring the contact centre... OR just 2 minutes to go online.

You can report a repair, pay your rent or search for homes all through the ENEHL website. Visit [www.enehl.org.uk](http://www.enehl.org.uk). If you don't have access to a PC you can visit one of our offices and use the customer PC. Ask at the counter, get online now.

### Did you know in the last month:

**180 users have visited [enehl billscutter.com](http://enehl.billscutter.com)**

**162 users visited the LCC benefits calculator**

**292 users have visited the let us know online form**

Join them and more... and Do it online...



# 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

## **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, 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

## **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

Saturday 9am - 12.30pm (Until 10 July 2010)

## **Wetherby One Stop Centre**

Westgate, LEEDS, LS22 6NL

OPENING TIMES

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

Wednesday 9am - 3pm

The current opening times of our local offices are under review. We apologise for any inconvenience this may cause. Please refer to the opening times advertised at your local office.

## **24-HOUR DEBIT CARD PAYMENTS**

0113 395 7100

## **ADULT SOCIAL CARE**

0113 222 4401

## **AGE CONCERN LEEDS**

## **INFORMATION & ADVICE SERVICE**

0113 389 3004

## **ANTISOCIAL BEHAVIOUR**

## **REPORTING**

0113 222 4402

## **BENEFITS SERVICE**

0845 127 0113

## **BT**

0800 800 150

## **BRITISH GAS**

0800 300 100

## **BULKY HOUSEHOLD WASTE**

0113 3984760

## **CHILDLINE**

0800 11 11

## **CHILDRENS SOCIAL CARE**

0113 222 4403

## **CITIZENS' ADVICE BUREAU**

0870 120 2450

## **COUNCIL TAX**

0113 222 4404

## **CONSUMER CREDIT**

## **COUNSELLING SERVICES**

0800 138 1111

## **CRIMESTOPPERS**

0800 555 111

## **DISABILITY LIVING FOUNDATION**

## **HELPLINE**

0845 130 9177

## **DISABLED PARKING BADGES**

## **AND BUS PASSES**

0845 125 4113

## **EBOR GARDENS ADVICE CENTRE**

0113 235 0276

## **ELECTRICAL CONTACT WORK**

0113 395 7237; 0113 395 7238

## **ENVIRONMENTAL SERVICES**

0113 222 4406

## **FUEL ADVICE LINE**

0800 512 012

## **GAS LEAKS**

0800 111 999

## **GIVING BLOOD**

0845 771 1711

## **HIGHWAYS MAINTENANCE**

0113 222 4407

## **HOME FIRE SAFETY CHECKS**

0800 587 4536

## **HOUSING OPTIONS**

0113 222 4412

## **LEEDS CITY COUNCIL**

## **SWITCHBOARD**

0113 222 4444

## **LEEDS CITY CREDIT UNION**

0113 214 5252

## **METER PLUS READING SERVICES**

0800 073 3355

## **NPOWER**

0800 073 0030

## **TEXTPHONE FOR DEAF**

## **OR HARD OF HEARING**

0113 224 3792

## **NATIONAL DEBTLINE**

0808 808 4000

## **NATIONAL GRID (GAS LEAKS)**

0800 111 999

## **NEIGHBOURHOOD WATCH**

0207 035 4848

## **NHS DIRECT**

0845 46 47

## **EON**

0800 073 0033

## **OUT OF HOURS NOISE NUISANCE**

0113 222 4406

## **PEST CONTROL**

0113 222 4406

## **PDSA**

01952 290 999

## **POLICE NON EMERGENCIES**

0845 6060606

## **REFUSE COLLECTION**

## **AND STREET CLEANSING**

0113 222 4406

## **RSPCA**

0870 555 5999

## **TRAFFIC MANAGEMENT**

0113 247 7522

## **USED NEEDLE DISPOSAL**

0800 13 86 227

## **YORKSHIRE WATER**

0845 124 2424

## **WELFARE RIGHTS UNIT**

0113 214 9006

# YOUTH PAGE



Is this a good idea, TELL US... We thought U might like us to set up a page just 4u which we could use to tell U about local activities.

## Did U know this year we...



◆ Had young people graffiti the side of our binyards as part of an Urban Art Project

◆ Got Leeds United Captain Richard Naylor to attend a local football event



◆ Took the Junior Wardens on a trip to the seaside

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

If U think this page should be a regular slot then let us know.

Fill out your comments on the bottom of the picture and enter our 'spot the ball competition' at the same time... you could win £10 of Love2Shop vouchers and have a say on whether U should take over a page of the newsletter... We look forward to hearing from U...

Place an X on where you think the ball was...



Name: .....

Address: .....

Telephone: .....

I vote YES for a youth page 😊  I vote NO for a youth page ☹️

.....

.....

.....