

yourhome

THE NEWSLETTER FOR EAST NORTH EAST HOMES LEEDS



Area panel elections, we need you...

Community safety, ASB cases...

Access to our services...

WELCOME

to the Summer issue of Your Home!

Well, only a few months in to the summer and there's been some big changes. At the time of writing, we're not sure how the change of Government will affect council housing in Leeds, if at all, but the Future of Council Housing in Leeds review is still progressing and we'll be making sure that you can get more involved over the next few months. We do expect that there will be cuts in public spending but we're not sure what these will be as yet. Rest assured though that we'll do our best to continue to deliver excellent services to you whatever happens.

Although the Government has changed, and the Tenants Services Authority (TSA) may go, their service standards are a good thing for residents and we'll be looking to ensure they stay in some shape or form. At the moment we're working with the TSA guidelines and will produce a report later in the year that shows how we're providing services to their standards and providing a satisfactory service to you, our tenants.

One of the items we've got in this issue is the Area Panel Recruitment 2010 on page 17, this will give you the chance to join the Area Panel and make decisions about the money being spent and the work being done in your area. You can read about how one of our panel members enjoys being part of the Area Panel on page 15.

We've listened to what you've told us and launched the Home Improvement Programme hotline numbers on pages 22 and 23. This will allow you to ring us direct to check if your home meets decency and on what, if anything, is planned for items like your kitchen, doors and windows that you might think still need to be replaced.

There are summer events planned across the areas – find out where on page 15. Why not pop along and celebrate the summer with your community!

I hope you enjoy reading the magazine and that you find the articles useful. I also hope the weather is good this year and that you have a wonderful summer.

Steve Hunt, Chief Executive



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For more information call us on 0800 915 1600.

News in Brief

Strictly Come Business 2 has launched!! Get your entries in Now!

Strictly Come Business is back to help social housing communities in Leeds make positive changes in their lives.

This year we're bigger and better and aiming to help even more people than before.

Not only are we able to point you in the right direction for new and existing business support and enterprise we can also help you to find out about employment, volunteering and training.

The most exciting element of Strictly Come Business is the opportunity to enter our "Dragon's Den" style competition, which was a massive hit last year.

So if you have a business idea or established business of less than a year old and you are interested in our competition then we want to hear from you.

You can find out more through the website www.strictlycomebusiness.org.uk or by telephoning **07541 383 624** or simply talk to a member of staff at **East North East Homes Leeds**.

Look out for Strictly Come Business at a community event near you throughout the summer.



Cross Gates Junior Wardens Keep it Clean

Cross Gates Junior Wardens joined the country's biggest ever litter pick in a bid to rid their estate and school of rubbish. They were tired of the tide of litter that is bringing down the reputation of the area and joined the Big Tidy Up campaign, run by Keep Britain Tidy, in an effort to rid the Poole Estate of litter for good.

To prove how much they loathed litter, the Junior Wardens went out onto the streets on Friday 23 April to clear their school and local estate of rubbish.

Angelena Fixter, Chair of ENEHL said: **'The Cross Gates Junior Wardens take great pride in their local**

community but they're fed up with the amount of litter on the streets. This clean up showed others that they care about the future of their local environment and that they are not prepared to live and play in an area that is blighted by rubbish.'

The Cross Gates Junior Wardens said **'Taking part in the Big Tidy Up and helping to improve the state of the area is a great opportunity for us to get out into the community and show others that we care about the area.'**

Like everywhere else in the UK, Cross Gates has its fair share of litter problems. But thanks to the Cross Gates Junior Wardens they at least have people prepared to do something about it. They are hoping that the rest of the community gets the message that dropping litter is 'simply not on'.



■ Cross Gates Junior Wardens and ENEHL staff.

Help is at hand with the digital TV switchover 2011



TV is going digital all over the UK and soon the older, analogue TV signal will be switched off in your area.

If you don't have digital TV by the time of switchover, you will lose your TV service. But you don't need to worry. The Switchover Help Scheme is here to help.

The Scheme can help if you are:

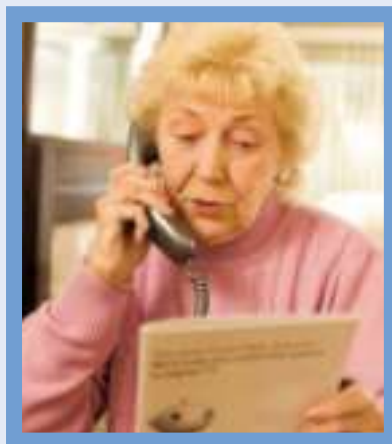
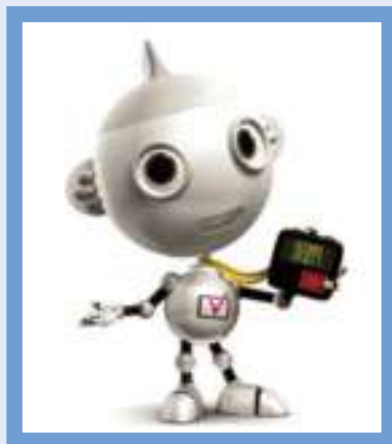
- **Aged 75 or over, or**
- **Have lived in a care home for six months or more, or**
- **Get (or could get): Disability Living Allowance, or Attendance or Constant Attendance Allowance, or Mobility Supplement, or**
- **Are registered blind or partially sighted.**

The Switchover Help Scheme is run by the BBC, under an agreement with the Government to help older and disabled people who may find it difficult to switch to digital TV.

For more information, call free on 0800 40 85 900.

Lines are open 8am to 9pm, 7 days a week.

Or you can visit the website at www.helpscheme.co.uk



A Flaming Success!

Seventeen year old student Lee Knight of the David Young Community Academy fired his way to the top by being named East Leeds young fire fighter of the year. The instructors at Gipton Fire Station chose Lee for his positive attitude and leadership qualities that made him stand out from the 150 students in 4 schools that are involved in the East Leeds scheme. East North East Homes Leeds (ENEHL) have been a strong supporter of the Young Fire Fighters, sponsoring this award in addition to providing help to develop what was the equipment store into the modern classrooms at Gipton Fire Station.



■ Young Fire Fighter Lee Knight pictured with Martin Hooie, Fire Service Youth Training Coordinator.

FREE ESOL Classes English for Speakers of Other Languages

East North East Homes Leeds currently fund ESOL classes from the Haslewood Hub in Ebor Gardens.

Held on a Tuesday, Wednesday and Thursday there are different classes whatever your level of need. **If you know of anyone who would benefit from these classes or if you would like to enrol please call Julian Kelly on 0113 2476101.**

The Role of the Environmental Caretaker Teams

Keeping your environment tidy...

We aim to provide a clean and pleasant neighbourhood for you to enjoy. We carry out regular Estate Walkabout Inspections to make sure we know about any problems in our neighbourhoods, such as graffiti or neglected gardens.

Our caretakers and contractors will keep estates clean and tidy by:

- monitoring and clearing up locations prone to regular fly tipping and taking a proactive approach to illegal fly tipping where possible
- attending regular estate walkabouts
- monitoring external conditions of multi storeys, low rise blocks, removing litter, debris and obstructions to maintain a clean and safe environment at all times;
- removing rubbish, debris and minor graffiti where appropriate;
- during adverse weather conditions, grit paths to ensure access to sheltered units and community buildings are safe;
- cutting communal grass and weed spraying areas on a regular basis.

Is there any support available for me?

We do not provide a regular gardening service but we can offer a one-off service to tenants who are age 70 and over, vulnerable or have a disability (you must be in receipt of disability living allowance) and no immediate family to help. If you think you meet these criteria, or there are other circumstances where you may need help, then please contact us on 0800 915 1600.

The caretaking team work really hard to maintain our properties and keep the environment where you live clean and tidy. We are often sent in compliments for the Caretakers and we'd like to publish a few here to 'sing their praises' ...

MESSAGE: 'I would like to thank the caretakers who cleaned up the area behind Hansby Grange block after the recent fire. The snow hampered their access to the block but they attended as soon as they could get their truck into the area and removed a stack of rubbish. The residents were concerned that this may also be set on fire. Thanks again for a prompt response'.

MESSAGE: 'I would like to say a big thank you to the team dealing with my urgent request for broken glass to be removed from the Beckhill Estate. This was a health and safety concern and I am extremely pleased with their work rate on the estate'.

MESSAGE: 'I would like to thank the caretakers in my block of flats. I had some rubbish I needed to get rid of from the flat and was worried on how to get it downstairs. I just want to say how nice the caretakers have been and how helpful they were in assisting me'.



ENEHL Inner North East Area Panel Update

Space for Community Activity at Potternewton Heights

Potternewton Heights TRA recently successfully made bids to fund regeneration of the community room that they share with Potternewton Court TRA.

Funding from Grassroots Grants and Healthy Leeds has provided the group the opportunity to update the kitchen area and purchase items to make the community room more user friendly and encourage residents to use it more. Lovells Construction donated a base unit and worktops to complete the kitchen area. ENEHL provided furniture for the room that had been stored for some time.

Valerie Warner, Chair of the Group said **'The room looks fabulous, thanks to all those who have helped. It is now a pleasure to show people the room and we look forward to it being used more regularly by people in the block and around the area'**. The group are currently looking for ideas for local groups and clubs to encourage residents to take part in activities.



Groups who have ideas for projects in their area can contact Bryan Robinson, using the contact information below.

Anti Burglary Initiative gets praise

In partnership with West Yorkshire Police at Stainbeck Police Station, the Inner North East Area Panel has co funded an anti burglary campaign to advise and assist residents on what is an ongoing problem in the area.

PCSO David Gilchrist who works in the Meanwood area says **'thanks to East North East Homes and Leeds Community Safety we are able to raise awareness of issues in the area and we are now fitting alarms to vulnerable properties. The window stickers are key to telling potential burglars, beware. We hope that by**

raising the awareness of residents and warning potential criminals that attempts to burgle properties are reduced. Without the funding assistance of ENEHL Inner North East Area Panel our prevention program would not be as good.'



Scott Hall Gardening Scheme

Along with the Inner North East Area Committee the panel made funding available to develop a gardening / planting group with partners at Leeds Permaculture and LATCH. VPS assisted in clearing the site. The plan is to encourage local people to take a greater interest in gardening. Residents who are interested in the project can contact Bryan Robinson, using the contact information below.

King Alfreds Tree Removal

Residents on King Alfreds Walk raised concerns regarding a large sycamore tree that was blocking the light to surrounding properties. Local residents were worried about the low-lying growth at the base of the tree being used as a hiding place. On investigation it was found that the tree was indeed diseased and arrangements were made for its removal. A similar issue was apparent at 245 Stonegate Road where ivy had grown over the wall of the properties and was encroaching onto the public footpath. Work was arranged with the Estate Services Team to resolve the issue.

The Inner North East panel is always happy to receive suggestions / ideas for community investment. Contact Bryan on (0113) 2476106 or innerneap@enehl.org.uk

Panel Priorities

At a recent panel meeting, members agreed the following service areas to be looked at in coming months for the Inner North East Area.

- Empty Properties Process – Turnaround times, particularly long term voids.
- Tenancy Management – Enforcement of Tenancy Agreement, Annual Tenancy Audit outcomes.
- Local Lettings Policies – Identification of schemes and where a need is found assist groups to enquire about the creation of.
- Improvements – Decent Homes Programme

The panel will look at current performance, inviting officers to attend to help them with policies and processes and where appropriate and will make suggestions for service improvements. Updates on the issues will follow in future editions.

ENEHL Inner North East Community Involvement Update

There are three fantastic events planned for the Inner North East area for you this year.

■ Fieldhouses and Queenshill Funday

This year the event will be bigger than ever, with entertainment and fun for all the family. On hand will be a number of agencies for you to talk to about your issues, or just to find out more information about the local services they provide. This community event is organised by both the Fieldhouses TRA and Queenshill TRA.

The funday will take place on 26 June between 1pm and 4pm on the field behind Queenshill Approach (behind the Moortown Housing Office).

■ All Together Event

A celebration for all the communities living in and around the Potternewton, Meanwood and Scott Hall areas. Fun and games planned with a variety of excellent entertainment, its sure to be an enjoyable day for all.

The event will take place on 17 July 2010 between 12noon and 4pm on Scott Hall Playing Fields.

■ Beckhills Big Bash

The Beckhills Big Bash is back again this year, once again at Beckhill View field. Bring all the family for a day of entertainment, with break dancing troupe Masterz returning for another show stopping performance.

The Big Bash will take place on 31 July between 1pm and 4pm on Beckhill View Field.



Involvement Opportunities!!!

Newton Lodge Drive Community Garden

Interested in learning about gardening? Live in the Scott Halls? Give us a call on the number below and get involved with this local initiative.

Group News!!!

IMPACT Residents Network

This group which mainly represents the tenants of Chapeltown and Harehills, recently registered with East North East Homes Leeds to represent the views of the local area. If you are interested in learning more about this group, please contact Abby on the number given at the end.

Your Local Group Needs You!!!

Getting involved means many things to many people. Some get involved to learn new skills, to get new opportunities or challenges. For others it is a chance to meet like minded people and make a difference. Benefits of getting involved also include changing your community for the better, revitalising the sense of community in your area or potentially improving your job prospects and employability. Volunteering can be as little or as much as you want it to be. Getting involved and volunteering is not just about 'charity and giving' but about working together for mutual benefit. So if you would like to get involved, please call me on the number below.

For information or to get involved in any of the projects listed here please call Abby on 0113 2476106 or email abbas.shah@enehl.org.uk

ENEHL Inner East Area Panel Update



■ The new notice board

New Noticeboard installed at Richmond Hill

A noticeboard has been installed on Upper Accommodation Road courtesy of the Area Panel to advertise public events and activities. To place a notice on the board please contact Amber Hendy on 0113 2476097.

Road markings repainted at Wykebeck Valley Multi-Storey Blocks

Residents at the multi-storey blocks in Gipton have been mis-using the disabled spaces as they had become faded. The Area panel paid to have the road markings re-painted with disabled signs on the walls and they also had new parking bays installed at some of the blocks.



■ The new parking bays.

New raised planters at Stoney Rock Court

Sheltered Housing residents at Stoney Rock Court requested that improvements be made to their communal courtyard. The Area Panel funded three raised planters, a pergola over their bench, a compost bin and a water butt. The residents have started a gardening club as a result and have planted up their own plants and flowers.

Easy to access Recycling Centre fitted at Cromwell Street

Residents in the multi-storey blocks at Cromwell Heights had no recycling facilities. Leeds City Council's Area Management Team and the Area Panel funded a new communal recycling centre to be installed in an easy-to access place for residents to use.



■ The new recycling centre.

Security measures installed at Gipton Gate West

Residents at Gipton Gate West multi-storey blocks were complaining about youths cutting across their car park and climbing over the fencing and garages. The Area Panel funded anti-vandal paint for the garages and installed extra protective fencing to stop people being able to climb over.



■ The new security measure in place



ENEHL Inner East Community Involvement Update

Proceeds of Crime funding for Wykebeck Valley Multi-Storey Blocks

Mary Moon, Chair of Wykebeck Valley Road Multi-Storey Flats and Maisonettes Tenants Association, with the help of Wendy Breakwell applied for some funding from Proceeds of Crime. Mary requested £500 to be split between the six blocks and was successful in receiving the funds. When the funds were in place a meeting was held with other tenants to discuss what they would like to see planted in the gardens.

Mary says, **'when we agreed on what to buy I went with Nicola Ramsden from Groundwork and we bought bedding plants and small ornamental conifers for each patch. Then work began with the Groundwork Team planting them, albeit on a fine but blustery day, and the results are great.'**

Mary adds **'I would like to thank everyone who took part with me on the day including two other tenants, Cath Stephenson and Eileen O'Donnell. ENEHL Housing Support Officers Wasim Manzur and Andrew Newell. Thanks also to Nicola, Josh and James from Groundwork. Thank you all for a job well done.'**

ENEHL caretakers also worked hard clearing up all the garden waste that had been removed (over 30 black bags) and taking it away. Mary is hoping to continue with match funding to raise more money to keep this as

an ongoing project to revamp as much of the gardens as possible. Mary says **'I am now trying to get tenants involved in taking ownership of parts of the gardens to keep the tenants fit, have a sense of belonging and enjoy where they live. It also gets tenants talking to each other and helps to build community spirit.'**



■ Planting the bulbs.



■ Eric Lister, Chairperson of Rigton Residents' Association trying out the new bench.

Bench reinstated to its rightful place

In November last year the Area Panel funded a new bench on Nippet Lane to assist residents in the area coming back from the shops. Unfortunately as soon as the bench was installed over Christmas it was stolen. Thankfully a number of local people witnessed the theft and reported it to the local Housing Office where police were able to visit the property and recover the bench. Parkers Landscapers picked the bench up from the police station and re-instated it free of charge and the residents group are grateful and happy to have their bench back. A big thank you to everybody who was involved in recovering the bench!

Gipton Community Champions

East North East Homes Leeds have worked with Leeds City Council's Area Management Team and Gipton's Neighbourhood Policing Team to find residents



■ Your New Community Champions.

in the Gipton area willing to become Community Champions as part of Team Gipton, to help deliver more localised services to residents. We ran a number of door knocking exercises and received a fantastic response in areas of Gipton which were currently under represented. We now have five Champions for the area and each Champion will receive one-to-one support from either Nik Adams, Gipton Neighbourhood Policing Inspector, Vicki Hooper, ENEHL Assistant Area Manager or Hayley Clifton, Leeds City Council Gipton Neighbourhood Manager.

If you live on or around one of the streets below and you wish to speak to a Community Champion about an idea for the area contact Amber Hendy or Abbas Shah on 0113 2476097. If you are interested in becoming a Community Champion, or want to find out more about Team Gipton, please contact Hayley Clifton on 0113 2145860.

Your New Community Champions in Gipton are:

- Grace Mangwanya, covering **Beech Walk**
- Aissatou Lamba, covering **South Farm Road**
- Joyce Griffiths, covering **St Wilfreds Crescent**
- Ansa Ahmed, covering **Beech Walk**
- Elaine Brown, covering **Thorn Cross**

ENEHL Outer North East Area Panel Update

Estate Walkabout Schemes

■ New Notice Board for Lingfield Tenants and Residents Association

The panel funded the installation of a notice board at the shop parade located on the Estate. This can be used for people to promote community events.

■ New pathway at Parsons Green, Wetherby

A request came from a resident to install a small pathway.

■ New pathway at Lyndon Avenue, Bramham

Request from residents to install a pathway to improve access to the properties.

■ Provision of 5 skips for community clean up on the Chestnut Estate.

ENEHL & WISE Partnership, Deighton Road Flats

In January 2010 ENEHL entered into a partnership with Wetherby in Support of the Elderly (WISE). This was established to ensure continued gardening services to ENEHL tenants and others residents in Wetherby and its surrounding villages by WISE.



■ Workers from WISE.

In return for the funding from ENEHL, WISE will undertake communal improvement works such as fencing, paving, clearances etc. As well as assist with the cost of maintenance of equipment and tools.

Alderton Heights Environmental Day

A team of volunteers from ENEHL, Groundwork Leeds and a small number of Residents set about clearing and tidying the Environment around the 3 blocks of flats.

PCSO's Sian Joynes and Claire Burton enlisted the help of 10 local children. As a reward for their efforts the kids were asked what they would like to do, and they have chosen to go ice skating. Aire Valley Landscaping also helped on the day with the larger tree work. This was jointly funded by the Area Panel and Estate Service



Open House Community Centre transformed

With the help of Mears and ENEHL, the Open House received a new makeover. A team of volunteers from Mears donated their time, skills and tools to refurbish the Community Centre. The Mears team painted the main room, the offices and toilet area, over fifty litres of paint was used to transform the centre into a lighter, brighter facility for the community.



■ Celebrating the refurbishment with tenants and staff from ENEHL and Mears.

Open House Fun Day a Success

During the Easter break Open House held a fund day for the community, the event was well attended by local families, who could get involved in various games including darts and Wii competition.



Salsa Dancing at Northcall Open Day

March saw Northcall hold their open afternoon, local residents were encouraged to call into the centre and see what services/classes were on offer. The ladies who attend the salsa classes gave a demonstration, games were provided for the children and refreshments were provided.



■ The ladies showing off their salsa skills.

Your Community

ENEHL Outer North East Community Involvement Updates

Panel Forums

In March the forum was attended by senior officers from ENEHL to discuss the Repairs and Maintenance Service, the process for reporting repairs and how it is monitored and reported back to the customer. Local housing issues were discussed and a breakdown of the antisocial behaviour figures were given for the area.

There was also a guest speaker from Connaught plc, Supporting Communities Carol Taylor explained the recent partnership they had, working with ENEHL putting on a customer skills training course for local tenants. Len Rance, ENEHL tenant said: **'The group from Connaught who were teaching us made it so easy to follow, they were all brilliant. I would like to thank everyone at Connaught and ENEHL for all there hard work in getting the course up and running so well.'** You can see the website for more information.



Groundwork Leeds also attended the meeting to give the forum an update on the schemes that they are working on for the panel.

■ Customer Skills Workshop.



■ The big clean up.

Lingfield Community Clean up

Youngsters from the Lingfield Estate in Moortown took part in a community clean up in the half term week. The young people were encouraged to take part in the clean up and as a thank you the Partnership Team arranged to pay for a trip as a reward to Aerial Extreme in Beedale, North Yorkshire.



■ The reward, a trip to Aerial Extreme.

Moor Allerton Community Gala

The Moor Allerton Community Gala will be held on Saturday 10 July on the playing fields of King Lane. It's the first gala for quite some time and if you'd like to find out more or help out on the day contact Julie Chapman on 07757 873735.

East Keswicks Blooming Marvellous



■ Marjorie Simpson.

I would like to take this opportunity of thanking the East North East Homes Leeds for sending to the village, daffodil bulbs which were gratefully received. They were places in South Mount and Church Drive and grew into a beautiful display.

I also must thank WISE for their help in planting the bulbs. On behalf of the village our grateful thanks to all concerned.

Marjorie Simpson, Village Voice for ENEHL

ENEHL Outer East Area Panel Update

Estate Investment Bids

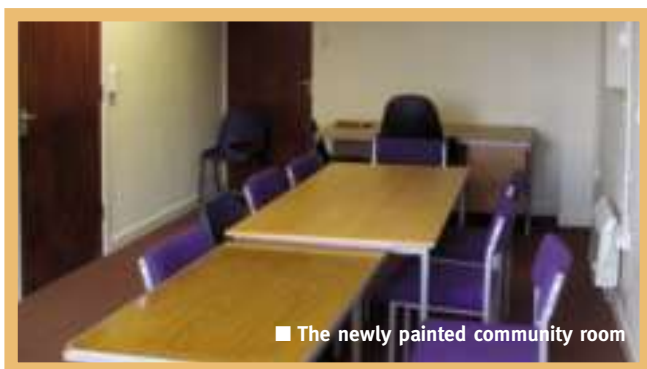


■ New fencing helps increase safety

■ New fencing scheme helps increase the safety and environment for local residents at Brookland / Baileys Towers.

For several years residents from Brooklands and Baileys Towers have complained about the open green space surrounding the blocks which allows the area to be used as a thoroughfare and attracts antisocial behaviour problems. Outer East Area Panel approved the fencing scheme, they felt it would suit the area and would help increase the safety and environment for local residents.

■ Redesign for Parkway Grange Community Room.



■ The newly painted community room

Parkway Grange / Court Tenants and Residents Association made a request for the community room to be redesigned creating an open space making it more suitable and comfortable for users. The group are now looking to develop events such as coffee mornings, bingo and educational projects. Outer East Area Panel approved the scheme and Groundwork's Reparation Team decorated the room for free.



■ New herb garden for Parkway Grange / Court.

Outer East Panel supplied a large sleeper trough for Parkway Grange / Court. Residents have created a herb garden and the future maintenance will be carried out by members of the tenants group.

■ Landscaping Scheme approved for Coronation Parade



Local residents were tired of looking at unsightly overgrowth around the roundabout situated on Coronation Parade. A request was put forward to area panel for the overgrowth to be cleared and landscaped. The panel approved the work and it has now been completed.

Estate Walkabout Schemes

Schemes recently approved by the Area Panel

- **Barncroft Drive Fencing Scheme**
Repairs carried out to reinstate damaged birds mouth fencing.
- **Maryfield View Fencing Scheme**
Damaged wooden panels replaced with new.
- **Brookland Towers Car park Area**
Damaged bollard replaced with new.
- **Monkwood Drive – Unused outhouse**
Outhouse demolished to prevent antisocial behaviour activities.
- **Seacroft Village Green Foot path**
Old pathway reinstated on small green space.
- **Highways Multi Blocks Fencing Scheme**
Damaged Fencing to small garden area replaced with new.



■ Seacroft Village Green footpath

■ Highways fencing



ENEHL Outer East Community Involvement Updates

Free Easter Egg Raffle gets cracking response.

Seacroft Gate One held an Easter Egg Raffle with 20 eggs up for grabs. The block's Community Champion, Angela Storey organised the raffle with the support of Alison Pearce and Julian Kelly from ENEHL and every flat was entered into the 'free-for-all-to-enter-draw' with their door number doubling as their ticket number.

All Easter eggs were with their lucky winners by 2pm Good Friday and everyone was delighted with their stroke of good luck!

On the back of this success, (which is on the cards for next year), Seacroft Gate One has recently set up its very own Residents Association with a few of the winners actually becoming Committee members. They will be looking at other ideas and events which will hopefully prove to be as popular as this one.

Junior Wardens bag a big clear-up

East North East homes Partnership Team organised a community clean up covering between South Parkway and Foundry Lane. On the day we had help from local residents, Crossgates Junior Wardens, Leeds City Council City Services and ENEHL Estate Caretakers. The group worked on clearing litter from open green spaces and ended up filling over 60 bags and 10 skips.



■ The Junior Wardens get stuck in during the clear-up



Improving life for older people at Alston Lane Over 60's Club

Alston Lane over 60's Club was established in January as a pilot scheme within the Seacroft area. Working in partnership with a local community centre, Alston Lane, which is situated on South Seacroft Estate, Hawkshead Crescent. The idea behind the club was to improve service delivery to local tenants in order to improve the quality of life for excluded older people.

The club formed a small committee group which steered them to open their own bank account and with the help of ENEHL Partnership Team they have been successful in receiving £2360 of lottery funding. This will now go towards transport, a Dance / Gentle Exercise instructor, a Bingo Machine, new craft equipment and a Food Hygiene course for 3 members.

The Over Sixties group took to the road recently for their first trip out and visited the Millstones restaurant, just outside Harrogate. The transport was generously provided by Steve Howard of WHEELS TAXIS - our grateful thanks to him.

After a superb meal, the group was entertained with singing, dancing and laughter. Everyone had a lovely time. One of the regular members, Pat said **'it was a fabulous day, very enjoyable and I can't wait to do it again.'** Another member, Yvonne said **'I enjoyed the good food, good company and the entertainment, thanks for a great day out.'**

If you live in South Seacroft, you can join the group on Tuesday mornings, 10.30am at the Alston Lane Community Centre. You too could be enjoying meeting new friends and going places.



Three tenants lose homes over anti-social behaviour

Three council tenants who plagued their neighbours with anti-social behaviour have lost their homes.

Under new 'introductory tenancies', court action against council house tenants who breach the terms of their tenancies can be fast-tracked, meaning that they can be more easily evicted if their behaviour becomes unacceptable.

East North East Homes Leeds has successfully taken action against three tenants who breached their council tenancies.

In the first case, neighbours living in the low rise flats of Potternewton Court were subjected to repeated noise nuisance by 59-year-old Bernard Davey. Mr Davey had large groups of visitors to his flat at all hours, culminating in damage to property, verbal abuse and fights breaking out. ENEHL reacted quickly to the concerns of neighbours and successfully evicted Mr Davey.

Lee Condon, 40, lived in a flat at Ramshead Heights, Seacroft, he was evicted for cultivating cannabis in his flat, which is a direct breach of his tenancy. It also resulted in anti-social behaviour in the neighbouring area and ENEHL promptly terminated Mr Condon's tenancy.

Jade Bolton of Alderton Heights is in the process of being evicted after repeated cases of anti-social behaviour. The 18-year-old regularly played loud music and had visitors at all hours throughout the week. ENEHL took witness statements from neighbours who complained of sleep deprivation and depression, with some disturbances lasting until the following morning. ENEHL used the introductory tenancy rule to quickly go to court and apply for an eviction order on the grounds of persistent anti-social behaviour.

Angelena Fixter, chair of the East North East Homes Leeds board said: 'The safety and well being of our tenants is very important to us and should tenants become victims of ASB we will do everything in our power to ensure it is stopped. All our tenants have the right to live normal peaceful lives.'

Tackling Anti-Social Behaviour

■ We believe you should be able to enjoy peace and quiet in your own home, feel safe and secure and not have to suffer the anti-social activities of others.

■ Anti-social behaviour causes real misery for people who simply want to get on with their lives. It can range from serious acts of violence and harassment to more 'everyday' incidents like noise nuisance.

■ If you are suffering from ASB in your neighbourhood you can contact ENEHL on **0800 915 1600** or **0113 398 4711** (assistance on this line is available 24 hours a day).

■ Leeds City Council's Anti-Social Behaviour Unit are also available to help anyone who is suffering because of persistent and serious anti-social behaviour, they can be contacted on **0113 222 4402**.

Tenants and Residents Page

An introduction - Meet Your Area Panel

Your Area Panel is made up of tenants just like you. They meet on a six-weekly basis and aim to monitor the performance of ENEHL. This Summer we would like to introduce you to Ruksana Bibi, who sits on the panel for the Inner East area.



As well as having an active role in the Area Panel Ruksana's hobbies include reading, listening to music and watching the television.

We caught up with Ruksana and asked her about her involvement in the Area Panel.

What made you join the Area Panel?

I wanted to do something for the community and try to make a difference.

How did you hear about the Area Panel?

I read about it in the tenants' magazine and called in. It sounded like something good that I would want to do.

How have you found the Panel Meetings?

The meetings are just like I was expecting them to be. We get in the people who matter which is great but we need more people getting involved to have their say. Everybody gets on well which is brilliant.

What do you think needs doing in your Area?

There are anti-social behaviour issues in the area and drug-using in the bin-yards. There are also rubbish problems which I have had referred to environmental health. I hope to become a Community Champion soon as well as a panel member so I can look to specifically improve the streets where I live.

To apply to join the Area Panel please contact the Partnerships Team on 0800 915 1600.

Local events

Amberton, Lawrence and Oaktrees TRA. The ALO Tenants and Residents Association hold open meetings 4 times a year. These are held to discuss local issues and concerns for local people. The TRA also work closely with local councillors, local police, housing support officers, environmental officers and other agencies. This is your chance to have a say about your local issues / concerns regarding your community. If you want to come along to one of the meetings contact Stan, ALO Chair on 07523445896.

Potternewton TRA Forthcoming Event. The Potternewton TRA is holding a community event on 17 July 2010, between 12noon and 4pm on Scott Hall Fields near the Potternewton Skills Centre. Tea and coffee and other activities will be taking place in Astura Court. Come and join in the fun.

Killingbeck and Seacroft Gala, join us on Saturday 3 July on the Seacroft Village Green from 12 – 5pm. Come along and join the fun.

Seacroft Gate 2 Tenants Association. Table top sale to be held at Seacroft Gate 2, Leeds 14 on Saturday 14 August at 10am. Tables / chairs available or bring your own, in each case the cost is £5. Refreshments on sale at reasonable prices. Make it a date, don't be late.

Mabel's Clubs

Mabel Reynolds a committee member of ALO Tenants and Residents Association and runs various classes at the Henry Barran Centre. Below are the classes on offer, if there's anything you fancy taking part in and need more information you can contact Amber Hendy on 0113 2476097.

- Line Dancing (all ages) 7pm-9pm Tuesday Evenings, £2 per class
- Crafts Classes (adults only) 30th June, then alternate Wednesdays 7pm-9pm £1 per class including tea and biscuits
- Fabergé Egg Decoration (adults only) monthly 10am-1pm free tea and biscuits. Participants need to pay for their own materials.

New faces on Estate Walkabout!!!

Gloria Hodgkinson, Village Voice at Durrant Close has been having some regular visitors to the pond in the village. The ducks return every year to have their chicks and are the newest members of the Estate Walkabouts!!!



■ New estate walkabout members

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!

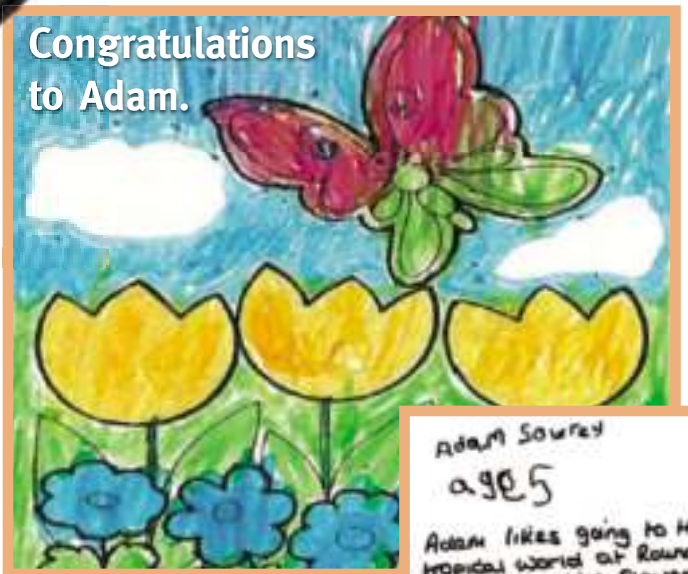
Send your answer to Your Home,
I Found Ronnie,
East North East Homes
Leeds, FREEPOST
RRJX-YRTK-TACE,
LS7 3YY.
NO STAMP
NEEDED.



Spot me if you can



Congratulations to Shona.



Congratulations to Adam.

Adam Sowrey
age 5
Adam likes going to the
Tropical world at Roundhay
Park to see the flowers
and butterflies.

Competition Winners

Congratulations to Mrs Calverly who spotted Ronnie on page 13 of the last newsletter.

Congratulations to our colouring competition winners: Shona White from Gipton and Adam Sowrey from Moortown.

Area Panel Recruitment 2010

We need you

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



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

The Area panels are responsible for:

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

The panels are:

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

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

The process of recruitment to panels will be;

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

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

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

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

Contact Partnership Team by telephoning 0800 9151600 or email the team at innerneap@enehl.org.uk. Alternatively you could use the space below to express your interest.

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

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

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

I am interested in joining the Area Panel.

Name:

Address:

Telephone Number:

Money Made Clear



Want to take control of your money? But don't know where to start?

The Consumer Financial Education Body (CFEB) is here to help.

CFEB is an independent body, established by the Financial Services Authority, the UK's financial regulator. ENEHL is backing its new initiative to provide a wide range of impartial information and tools to help you with your money. With no selling, no jargon, just the facts, its website www.moneymadeclear.org.uk is really worth a visit.

Use the Moneymadeclear budget calculator to help you work out your budget, and its cutback calculator can help you see where you can make savings. You'll be amazed at how much you're spending every month on non essential things and, if you're trying to tighten your belt, this is a good place to start. Links to these and other useful tools are on the homepage at www.moneymadeclear.org.uk

Moneymadeclear also offers a wide range of free printed guides to help. For example, there are guides to help you understand how basic bank accounts work, what a credit union is and how you might use one, help on proving your identity and information about credit cards, insurance and borrowing.

The website and guides are written in plain language with no jargon. Importantly, as CFEB is an independent body, you can rest assured there's no selling. Just clear, straightforward information to help you get to grips with your money.

Or, if you prefer, Moneymadeclear™ also offers free information and guidance tailored to your personal circumstances - either face to face with a trained Money Guide, or over the phone on 0300 500 5000.*

Take time to take stock and get to grips with your money today.

Not on the internet?

Customers can receive a hard copy of any of the money guides by telephoning the Call Centres Monday to Friday between 8am and 8pm (excluding Bank Holidays).

Telephone: 0300 500 5000*

Typetalk: 18001 0300 500 5000*

***Whatever tariff you're on, the cost of an 0300 number is the same as calling a normal phone number. If your calls are free, then it's free, even from mobiles.**



Don't miss out on what's available to you...

DON'T MISS OUT!

Do you have children, live in rented property but don't get any Housing Benefit at the moment?



From November 2009 you may become entitled

Changes to the rules will mean that any Child Benefit you get will not count as income anymore.

Extra Housing Benefit for families



We've all got it! Have you?

You can now have up to £10,000 in savings if you are aged 60 or over without it affecting your benefits.

This means that we've all been able to claim some Pension Credit, Housing Benefit and/or Council Tax

**Don't miss out!
Make your claim today**

Ring the Pension Service helpline on 0800 991234
And contact your local authority for a Housing Benefit/
Council Tax Benefit claim form

If you need help to find out if you can claim for any of the above then make an appointment with one of our Benefit Advisors. You can contact them on:

Area: Burmantofts, Harehills, Chapeltown and Richmond Hill

Tel: 0113 2143433

Tel: 0113 2143448

Area: Seacroft

Tel: 0113 2149144

Area: Moortown, Meanwood and Wetherby

Tel: 0113 2145640

Tel: 0113 2277240

Area: Halton Moor, Osmondthorpe and Gipton

Tel: 0113 2141433

Tel: 0113 2141352

Benefit Fraud

'It's not funny they're stealing your money'.

There are no excuses for benefit fraud - If you suspect someone of benefit fraud please contact us in confidence on FREEPHONE 0800 915 6661.

ENEHL are working in partnership with Leeds Benefits Service to seek out and deal with people who are committing benefits fraud.

The Leeds Fraud hotline number is now a new FREEPHONE number 0800 915 6661.

You do not have to give your name and all referrals are treated as confidential.



Dealing with Loan Sharks

What is a loan shark?

A loan shark is an unlicensed money lender, who operates outside the law.

The best advice for dealing with loan sharks is **DON'T**.

If you have borrowed money from a loan shark, you have no legal obligation to re-pay this debt.

The Consumer Credit Public Register lists everyone who is registered to lend money with the Office of Fair Trading.

It also lists the details of everyone that has had their license taken away or suspended, because of unscrupulous practices.

Details of registered money lenders can be obtained by calling 020 72116808 between 9.30am and 4pm Monday to Friday.

A money lender who is not licensed cannot take legal action to recover a loan, therefore they often resort to threats of violence.

If you are being harassed or receiving threats from an illegal money lender, you must contact the following:

- **The police.**
- **Your local trading standards office on 08454 040506: Monday to Friday between 8.30 – 6.30pm and Saturday between 8am and 1pm.**
- **The Illegal Money Lending Team, STOP LOAN SHARKS by calling their freephone number 030 05552222.**
- **Sending an email message to stoploansharks@birmingham.gov.uk.**



Former Tenants Arrears Team moves in-house

Are you worried about leaving your home with a debt outstanding? Or Finding out that you have a County Court Judgement made against you? If you are the following information will be useful to you.

East North East Homes Leeds have centralised their Former Tenants Arrears Team. They are now based at Head Office at Tribeca House on Roundhay Road. They have a dedicated team who are there to assist you with arranging affordable payments and with general debt advice if it is required.

Our Performance: ENEHL Former Tenant Arrears Team has collected over one hundred and thirty six thousand pounds in the last twelve months therefore reducing the number of former tenants who are in debt.

If you leave one of our properties owing rent, it is taken very seriously. It is important that you contact us immediately on one of our direct numbers listed below.

Burmantofts / Richmond Hill / Chapeltown
0113 2476227

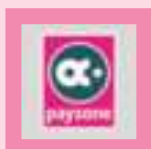
Moortown / Meanwood / Wetherby
0113 2476217

Halton Moor / Osmondthorpe / Gipton
0113 2476223

Seacroft
0113 2476228

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

- Post Office
- Paypoint outlets
- Payzone outlets
- Direct through Leeds City Credit Union
- Switch or Debit Cards, call 0113 3957100 (automated service)
- Standing order
- Online, through www.enehl.org.uk
- Can be deducted from your pay if you work for Leeds City Council.



Moving out, then clear your account!!

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

It is important that you always provide us with an up to date forwarding address to avoid us having to attempt contact through your family members, friends or even through your employers. If you do not provide us with this information, we will use our tracing facilities to locate you. If you still choose to ignore us, we will refer the debt to an external Debt Recovery Agency, who will visit you and will take Court Action against you if you fail to make any payments on your former tenancy account.

If you do leave us owing money, we may:

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

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

To avoid any of this, all you need to do is contact us on 0800 915 1600 either before you leave your property or immediately after you have left to arrange to pay what you owe. Remember we're here to help.



Capital Programme News

Keeping you up to date with Decency

The Capital Programme includes the work which East North East Homes Leeds will undertake to bring your home up to the Governments' Decent Homes Standard. It includes work such as windows, doors, kitchens, central heating and reroofing.

The money which we will be spending this financial year is broken down here:

- **Decent Homes Work - £9,400,000** - windows, doors, kitchens, rewiring, roofing, heating, insulation
- **Essential Investment - £5,200,000** - adaptations, demolition, empty properties, capitalised repairs
- **Non Essential Investment - £350,000** - environmental works, community safety, alarms and lighting, area panel investment

Please be aware that we cannot advise of individual addresses within the newsletter. If your home is due to receive any improvement work, you will be contacted in writing by us before the work commences.

If you do have any queries regarding Decency we now have 2 new dedicated telephone numbers for you to use: 0113 2476358 / 2476359.

Windows Replacement: We have already completed a contract of window replacements across the East North East Homes Leeds area.

Door Replacement: We are planning to replace external doors to 179 properties with high security composite doors.

We will write to you if your property is to receive this improvement work.

Kitchens: We have completed two contracts across the ENEHL area already and we are planning to replace another 1,000 kitchens this year.

We will write to you if your property is to receive this improvement work.

Replacement Roofs: We are planning to replace 53 roofs this year.

We will write to you if your property is to receive this improvement work.

Heating: We are planning to install in the region of 600 new gas central heating systems this year.

We will write to you if your property is to receive this improvement work.

Insulation: Our contractors are working across our whole area installing insulation. We're continuing the programme of cavity wall insulation we started last year and are now starting to concentrate more on loft insulation. We have nearly 3,000 addresses surveyed for loft insulation and we hope to get most of this done.

Structural Works: We are carrying out rendering work to the external walls of the following multi storey tower block: Shakespeare Grange.

Electrical Works: We have a programme of security alarms and lighting ongoing throughout the year and you can make a request to have an alarm or light, or both if you want, by calling 0113 247 6358, at your local housing office or online at 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.

Additional Information: We are continually doing stock condition surveys which will change where we target our investment. Any updates will be provided in the next newsletter.

If you have any queries regarding the home improvement programme, please use the 2 new dedicated telephone numbers: 0113 2476358 / 2476359.

Adaptations

Celebrating Our Performance Success For 2009-2010



■ The adaptations team

The team worked really hard last year in ensuring that our tenants received a service that was fast, efficient and one that tenants were really satisfied with. As you can see by the results below they have achieved this.

Our Performance:

53 days to complete High Priority work in 2009 against a target of 60 days

87 days to complete Medium Priority work in 2009 against a target of 120 days

107 days to complete Low Priority work in 2009 against a target of 240 days

100% tenant satisfaction for 2009 against a target of 98%

New challenges

The team needed a new challenge for this year so we have decided to reduce the targets even more so that adaptations are completed even quicker. Below are the target times that the team will need to achieve from when they receive a recommendation by an Occupational Therapist to when the work is completed.

High priority referrals to be completed in 60 days

Medium priority referrals to be completed in 90 days

Low priority referrals to be completed within 120 days

Service improvements

Service Improvements that the team have implemented during 2009-2010

- Tenants receive a Handover Pack containing vital information when the work is complete.
- Customers are better informed about forthcoming adaptation work by providing completion dates.
- Energy efficiency advice given.
- Faster turnaround times in customers receiving adaptations.
- Customer being able to choose the option of paying for additional tiling or using their own paint when adaptation work is carried out.
- Increase the opportunity for customers to give feedback on the service received by offering face to face support in completing the Post Contract Satisfaction Survey and also identify any problems early on.
- Negotiated lower prices for bathroom work so more adaptations can be done.
- Annual tenancy audit being done so we know who our tenants are.

Coming soon ... The Annual Leasehold Event 2010

The Annual Leasehold Event is to be held in September 2010, the date and venue are to be confirmed. Following on from the success of the previous two Leasehold Events, we would now like to invite you as leaseholders to get involved and arrange the 2010 Leasehold Event.

This means that you get to decide the venue, choose a theme for the day and get involved in what topics are discussed at the event.

If you would like to form part of the Steering Group to organise this event please contact Louise Almond, Project Officer on 0113 2476380 or e mail enehl.lease.holders@leeds.gov.uk

Or simply fill in the form below to express your interest and we'll get in touch with you.

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

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



I am interested in being part of the Steering Group for the 2010 Leasehold Event

Name:

Address:

Telephone Number:

You are advised that when you become a member of the Steering Group you will be expected to attend regular meetings to organise this event.

Access to our services

Office Opening Hours Review, What do you think?

We are currently reviewing our office opening times. We are doing this because we have different opening times at different offices. We also know that fewer people use our offices, especially after 4pm on a Thursday and Friday at those offices that provide an extended opening service. We are proposing that all our offices (other than the Seacroft Green Shopping Centre office) will have the same opening times. We propose to be open longer at the beginning of the week but not as long on a Thursday and Friday.

The proposed office opening times are:

Monday and Tuesday 8.30am to 4.30pm

Wednesday 8.30am to 3pm

Thursday and Friday 8.30am to 4.30pm

If you want to comment on this proposal please write to us at the following address.

This is a FREEPOST address and you do not need to use a stamp.

**Office Opening Hours, East North East Homes Leeds,
FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY.**



The proposed new opening hours would:

be convenient to me be inconvenient to me would have no effect on me

Any other comments:

.....

.....

.....

Name:

Address:

.....

Telephone Number:

Customer Relations Team, Our commitment to you:



ENEHL welcomes feedback from our customers to ensure we are delivering the best possible service to you. Through our Compliments and Complaints Policy, we will resolve your complaint speedily, effectively and fairly. We are committed to making it easier for our customers to provide feedback to us, and this can be made in the following ways:

- at a local housing office: all offices are easy to access, hearing loops are available and we can help you to fill in forms. You can ask for a private interview room and you can ask to talk to someone of the same gender.
- by telephoning the contact centre: minicomms are available, also a translation service – Telephone: 0800 9151600
- by writing: this could be in any first language, by requesting a home visit and by the internet. The address to write to is: Freepost RRJ-YRTK-TACE, Leeds, LS7 3YY.
- Full policy and procedures are available by contacting any of the above.

What is a Complaint?

A complaint is where an informal complaint has been noted but not put right or where it could not be put right straight away.

• A complaint is where a customer is unhappy with our service or actions or lack of actions taken by East North East Homes Leeds.

What is not a Complaint?

A request for service, even if the word complaint is used, for example, reporting a leaking tap. This is a repair request but it may become an informal complaint, leading to a complaint if it is not dealt with as promised.

A request for information.

A complaint about a policy, for example the lettings policy. The information provided will be passed to the manager who looks after that policy and they will be asked to look at your concerns and tell you what they find. The issue will be included in the next policy review and the outcome fed back to the customer.

Our commitment to our staff members:

We will train our staff on how to receive feedback and complaints as part of each team's training plan. The Customer Relations Manager or a manager will train staff who investigate feedback and complaints. All staff can approach the Customer Relations Team for help if they are unsure. We will advise managers of training needs identified as a cause for complaints.

Access to our services

Customer Service Excellence - The Government Standard



This is a new accreditation which we hope to achieve by the end of June 2010. At ENEHL we pride ourselves in putting the customer first and this award will prove that we do.

A self assessment took place in March which went very well and the assessor will be back in late June to speak to staff and customers to look at some of the work we do and where we do it from, such as local housing offices.

The areas they want to make sure we are excellent in are:

1. **Customer Insight** – this develops an in-depth understanding of the customer.
2. **Culture of the Organisation** – this shows how staff demonstrate the correct values and understanding as well as the operations and procedures needed to meet customer needs and expectations.
3. **Information and Access** – this looks at things such as: Did we keep the customer informed?; and How do we ensure effective communication?
4. **Delivery** – how we deliver our main business and carry out main outcomes for the customer, managing problems that arise.
5. **Timeliness and Quality of Service** - Looks in more detail at the standards you have relating to how you carry out your main business. It draws heavily on what service users have identified as the most important factors of excellent customer service.

We will update you in the Autumn newsletter of the final result and this will be published on our website.

Contacting Us

You can contact ENEHL on the freephone number **0800 915 1600**.

Monday's are our busiest day so for a quicker response you could try calling us on any other day. However, we also have many other ways for you to access our services.

You could try our online services at www.enehl.org.uk, here you can check your rent balance and report general repairs. We also have an automated payment line, telephone 0113 3957100.

Did you know that two brand new Joint Services Centres will be open in our area shortly. The Harehills Joint Service Centre is due to open in the Summer with the Chapeltown Joint Service Centre opening in Autumn of this year. Both of these centres will offer a full range of customer services including housing, social services, benefits, Council tax and a hate incident reporting centre.

If you go down to your local office today...

Help us provide a better service by completing one of our surveys. You can complete the survey on your next visit and every survey will be put into a prize draw to win £50. Last month's winner **Zafar Akbari** was thrilled to win and it only took him 5 minutes to complete the form.

Next time you visit our office ask for a form and it could be you winning £50 next month!



East North East Homes Leeds public contact details and opening times

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

Burmantofts Housing Office

Rigton Lawn, LEEDS, LS9 7QA

Gipton Housing Office

95 Foundry Avenue, LEEDS, LS8 3NH

Halton Moor One Stop Centre

Neville Road, LEEDS, LS15 ONW

Osmondthorpe One Stop Centre

81a Wykebeck Mount, LEEDS, LS9 OJE

Richmond Hill Housing Office

8 Walter Crescent, 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.



Cut out and keep

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

useful numbers



East North East Homes Leeds

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