



**Leeds**  
CITY COUNCIL

# The Leeds Conversation

**The housing service in Leeds has changed a great deal during the last few years.**

**Since we set up the Arms Length Management Organisations and the Belle Isle Tenant Management Organisation tenant involvement has been important to us.**

Your ideas have helped us to make decisions about your homes and your communities. With your help, we have had a number of achievements; including improvements to your homes providing better services, and making people's lives better.

## **National Conversation**

Last Year the Tenant Services Authority (TSA), asked tenants up and down the country to tell them about the kind of housing service that they wanted to see in the future. Some of you may have been involved in this and attended the 'local conversation' that took place last summer.

Following this the TSA managed to replace thousands of pages of red tape with 6 standards that focused on the standards of service that you, as a tenant, should expect from your landlord. We need to make sure that we meet these by developing our own local 'Leeds standards'. To help us do this we need to know what you think about our ideas.

## **Leeds Conversation**

Leeds City Council and the three ALMOs and BITMO have been looking at the best way to deliver council housing in the future. We understand that each part of the city has its own hopes and needs. We want to take these into account and make sure that we will do what we can to make sure local services meet these aspirations.

Please could you take a few minutes complete this form and tell us what you think about our proposals for local standards and the future of the housing service in Leeds.

When you have completed this form please email [avhleeds.enquiries@avhleeds.org.uk](mailto:avhleeds.enquiries@avhleeds.org.uk) hand it in at any housing office or one-stop centre. Or send it to The Future of Council Housing, Environment and Neighbourhoods, Merrion House, Leeds LS2 8BB

**The closing date for the survey is 31<sup>st</sup> August 2010.**

**Task one:** We want you to tell us your priorities across the housing services which we provide. To do this, you have £1 to spend across the four standards below. How many pence would you spend on each standard? Do you think more money should be spent on collecting rent arrears or would you like us to focus the money on estate walkabouts to improve your community? Put the number of pence for each standard in the boxes below.

### Tenant involvement and empowerment standard

Customer service, choice and complaints, Involvement and empowerment, Understanding and responding to the diverse needs of tenants

Some of the services in this Standard include:

- Contacting us – e.g. Contact Centre, Customer Service Advisors in local offices
- Resident Involvement – e.g. focus groups, surveys, events
- Communication to you – e.g. newsletters, website, letters, emails, home visits
- Understanding your needs – e.g. customer profiling (disability, age, ethnicity)

**TOTAL PENCE TO BE SPENT ON THIS STANDARD:**

### Home standard

Quality of accommodation, Repairs and maintenance

Some of the services in this Standard include:

- Repairs
- Decent Homes – Improvements to properties
- Gas Servicing
- Voids/empty properties

**TOTAL PENCE TO BE SPENT ON THIS STANDARD:**

### Tenancy standard

Allocations, Rents, Tenure

Some of the services in this Standard include:

- Collecting rent/money advice/rent statements
- Lettings/Choice Based Letters
- Managing tenancies – e.g. support to tenants
- Sheltered and Supported Housing – e.g. wardens
- Leaseholders

**TOTAL PENCE TO BE SPENT ON THIS STANDARD:**

### Neighbourhood and community standard

Neighbourhood management, Local area co-operation, Anti-social behaviour

Some of the services in this Standard include:

- Anti-social behaviour – work done only by the ALMO, not Leeds City Council
- Grounds Maintenance – e.g. grass cutting, hedge trimming
- Caretaking and cleaning services
- Estate Walkabouts
- Working in partnership with other local agencies

**TOTAL PENCE TO BE SPENT ON THIS STANDARD:**

**Task Two** : After you have allocated a budget to each of the standards, the next stage is to list your priorities for each one. So for example, under the Home Standard you could tell us that your number one priority is to get repairs done right first time. Or it could be that under the Tenant Involvement Standard, your number three priority is for your ALMO to hold tenant consultation meetings on an evening so you can attend after work. Please list up to 5 priorities for each standard - these could be existing or new services.

<b>Tenant involvement and empowerment standard</b>	1.
	2.
	3.
	4.
	5.
<b>Home standard</b>	1.
	2.
	3.
	4.
	5.
<b>Tenancy standard</b>	1.
	2.
	3.
	4.
	5.
<b>Neighbourhood and community standard</b>	1.
	2.
	3.
	4.
	5.

Additional comments:

Thank you for taking time to fill in the survey, your feedback will be used to develop our future Service Offer to tenants through an understanding of your priorities.

**If you have any questions about the survey, the TSA Standards or the Future of Council Housing in Leeds Project, please write to: The Future of Council Housing, Environment and Neighbourhoods, Merrion House, Leeds, LS2 8BB.**

<b>Gender</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female	Date of Birth ----/----/----
<b>Disabled</b> Are you disabled?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

**Ethnic origin—What is your ethnic group? Please choose one section from A-E, and then tick the appropriate box to indicate your ethnic background.**

<p><b>A White</b></p> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background  please write below: -----  	<p><b>B Mixed</b></p> <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other Mixed background  please write below: -----  	<p><b>C Asian or Asian British</b></p> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Kashmiri <input type="checkbox"/> Any other Asian background  please write below: -----  
<p><b>D Black or British</b></p> <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background  please write below: .....	<p><b>E Other ethnic groups</b></p> <input type="checkbox"/> Chinese <input type="checkbox"/> Gypsy/Traveler <input type="checkbox"/> Any other background  please write below: .....	

**Please tick the appropriate box to select your religion:**

<input type="checkbox"/> Buddhist	<input type="checkbox"/> No religion
<input type="checkbox"/> Christian	<input type="checkbox"/> Rastafarian
<input type="checkbox"/> Hindu	<input type="checkbox"/> Sikh
<input type="checkbox"/> Jewish	<input type="checkbox"/> Any other .....
<input type="checkbox"/> Muslim	

**Sexuality**  
How would you describe your sexual orientation? (definitions for these terms are below)

Heterosexual    Lesbian    Gay man    Bisexual

**Heterosexual:** Someone who is attracted to persons of the opposite sex, emotionally or physically.

**Gay man:** A man who is attracted, emotionally or physically to other men.

**Lesbian:** A women who is attracted emotionally and or physically to other women.

**Bisexual:** Someone who is attracted to both sexes, emotionally and or physically.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 0113 2141774