

LEEDS HIGH RISE GROUP



City priorities

- Best city ...for children**
 - Help children to live in safe and supportive families
 - Increase the levels of young people in employment, education or training
- Best city... for business**
 - Improve skills
 - Support the sustainable growth of the Leeds' economy
- Best city... for communities**
 - Effectively tackle and reduce anti-social behaviour in our communities
 - Increase a sense of belonging that builds cohesive and harmonious communities
- Best city... for health and wellbeing**
 - Support more people to live safely in their own homes
 - Make sure that the people who are the poorest, improve their health the fastest
- Best city... to live**
 - Maximise regeneration investment to increase housing choice and affordability within sustainable neighbourhoods
 - Improve housing conditions and energy efficiency

Housing priorities

Housing Growth	Improving Housing Conditions	Enabling Independent Living	Housing and Health	Creating Sustainable Communities
Sufficient housing to meet needs and aspirations of existing and potential residents	Achieving and maintaining standards focussing on energy efficiency, fuel poverty and empty homes.	Promote independence for all tenants and stages of their tenancy.	Reduce inequalities across the city where poor housing contributes to poor health.	Every area is a place where people want to live, now and in the future.

High Rise in Leeds

Summary

- Multi storey blocks are defined as being of 7 storeys or over, There are currently 121 high rise blocks with 7666 households
- Just over 90% are over 10 storeys, 60% of blocks are between 10 and 12 storeys. 25% are 17 storeys or over.
- 40% of multi-storey blocks of flats are located on the fringes of Leeds City Centre
- A third of blocks are in areas with a high proportion of council or other social housing which also have issues with demand and turnover.
- Voids are currently at an all-time low.

Demographic

- 10% of multi-storey households contain children
- Nearly 3000 tenants (39%) aged under 60 living in 2 or 3 bedroom multi-storey flat.
- 25% of blocks have younger tenants
- 25% tenants are 75 years old and above
- Demand for 2 and 3 bed declined
- A quarter of all blocks, and half of the designated sheltered MSF blocks, are in suburban mixed tenure areas
- The majority of blocks have a high proportion of longer staying tenants

Satisfaction

- Customer satisfaction lower than for other types of housing
- STAR showed higher level of satisfaction in the East
- Follow up work and intensive management after STAR survey showed improvements in the West
- Two thirds of blocks are either designated as sheltered housing or have Local Lettings Policies.
- These are mainly targeted at letting to tenants of a minimum age

Progress to date ...

- 8 tenants have now been appointed. Andy Liptrot voted in as Chair and designated representative on the Housing Advisory Board (HAB)
- First meeting has taken place with a second to follow in June. Topics for discussion (Mtg2) include: geographical split of localised forums, first two areas for consideration (ASB and repairs and maintenance), consideration of customer priority feedback from February forum
- A sub-group has met to finalise the group Terms of Reference which will require ratification at the Leeds High Rise Group and HAB
- Meeting dates are being set for: Localised forums, customer insight surveys, future High Rise Group meetings
- Communications which will feed back on progress and promoting opportunities for involvement (to staff, tenants and residents, Ward Members) are being developed along with a schedule of dates for release to ensure consistency.

Priorities as identified at Customer Forum/Leeds High Rise Group launch

Service Area	Priorities identified
1. Repairs and maintenance	Repairs to door entry systems, intercoms, chutes and refuse usage, repairs done right first time, feedback on the progress of communal repairs, lifts, door and security maintenance
2. Investing in communities	Insulation and heating, CCTV and door entry systems, waste management transferral and rubbish chutes, external look of high rise, disabled access, car parking, garages and lifts
3. Anti-social Behaviour	Noise disturbances, neighbours keeping pets in their residence, CCTV cameras and safety on the exterior of the high rise
4. Housing Management	Local Letting Policies to stay in place to give a local flavour, vetting of prospective tenants, stronger enforcement tenancy conditions
5. Customer Insight	Written surveys designed to feedback customer views on services and standards, consultation on issues affecting high rise along with feedback on the outcomes of their involvement

High Rise priorities