



# The importance of place

**At Leeds Federated, we know home is much more than bricks and mortar. Home is about belonging, community and place.**

**As a landlord, we *have to* look after your home by carrying out repairs and supporting tenancies etc. But we *want to* do more.**

**We want to learn more about the place you live so we can improve neighbourhoods and help build stronger communities that offer what you need now, and in the future.**

## What we're already doing

**During 2024/25 we developed 'Neighbourhood Plans' together with customers living in the neighbourhoods we support across Leeds, Kirklees, Wakefield and North Yorkshire.**

The Plans include feedback from customers about what they'd like to see in future, as well as data about the local area.

### **So far, we've used the Plans to**

- learn more about the people and communities in the areas we serve
- set up community action days to improve the environment and help people get to know each other
- try out different ways of meeting people where they live

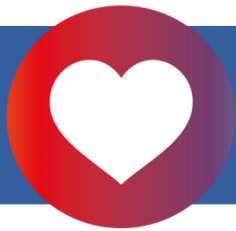


**"(My grandson) had a great time (at the Community Action Day)" –**  
Customer in Armley

# What we want to do next

## 1. We'll continue to develop the Neighbourhood Plans and look at how the data can help us improve our services. We want to:

- offer more tailored opportunities to link in with our Money Matters team
- collaborate with local partners to reduce anti-social behaviour, particularly where there are hotspots
- understand more about customer wants and needs so we can make sure people can get the most out of our services
- hear from more customers - this could be through our Neighbourhood Officers, or at local events and activities or through online options
- connect customers with more opportunities to find employment or training
- share more updates with customers about what's happening locally



**"Living in an area where everyone is so friendly makes a big difference - the community is fantastic"** - Audrey, Leeds Federated customer of 42 years

## 2. We'll have a strong focus on communities and place when we're developing new homes and maintaining current homes.

We want to make sure the homes we provide are suitable for current, and future communities, and leave a positive lasting legacy.

## 3. We'll improve how we share information with customers about the value we provide in the communities we serve.

As well as being a non-profit organisation offering value for money, we also want to share updates about extra value we might bring to an area. This could include environmental benefits and sustainability, developing partnership links, fostering resilience and improving relationships with customers.

**If you'd like to get more involved in our work get in touch.**

**"I've been on this estate all my life and we've all been really good friends; everyone loves living here"** - Irene, resident at Sugar Hill