



St. Leger Homes  
OF DONCASTER

# House Proud

Customer Newsletter

Issue 9

March 2007



## Unity in the Community

The first ever Tenants and Residents Day on Saturday 10 March was highly successful as crowds flocked to the 'Unity in the Community' event organised by the Doncaster Federation of Tenants and Residents Association and St. Leger Homes.

Lyn Ralph, Chair of the Tenants and Residents Federation and Marathon Man Tommy Joyce MBE were 'thrilled' to open the event.

Tours of the stadium ran throughout the day and were very popular as many people got their first sight of the newly



Exhibition Hall

built Keepmoat football stadium.

Real crowd pleasers were the dance presentations, with young and old fascinated by the talent on display. First up were the Bollywood dancers who gave an enchanting taste



Lyn with Tommy Joyce MBE

of the East. The audience was then whizzed across the continents as youngsters from the Brady School of Irish dancing demonstrated their high speed dancing skills. Music from the Street Dancing and Line Dancing performances echoed through the stadium to round things off.

Tenants and Residents Day feature inside!

Lookout for our performance figures inside.

### Translation Available

- 1 ترجمه موجود است
- 2 نیہ نامادین کہ نوسر اوکائی نیوہ وریکیرین
- 3 Tradução Disponível

- 4 可提供翻譯
- 5 Çeviri mümkündür
- 6 ترجمہ دستیاب ہے

- 7 Доступен (Есть) перевод
- 8 الترجمة متوفرة
- 9 Përkthimi në dispozicion

- 10 可提供翻譯
- 11 অনুবাদে ব্যবস্থা রয়েছে।
- 12 Traduction Disponible

- 13 अनुवाद उपलब्ध है
- Large print, audio and Braille available

# Supporting the community

## ***Air Ambulance Given a Lift***

Wheatley based Ennerdale Tenants and Residents Association gave their support to the South Yorkshire Air Ambulance with a donation raised through a series of events they have held. Marjorie Richie, committee member, was delighted to present a cheque for £200 to Eve Dickerson from South Yorkshire Air Ambulance.



The Air Ambulance can be airborne in two minutes and travels at speeds of up to 154 mph. On the subject of funding, they say 'help us today, you might need us tomorrow'. Anyone interested in making a donation to the Air Ambulance should contact 0845 1206060 for further details.

### **Pictured:**

Guest Chair, Charlie Wyatt, Eve Dickerson SY Air Ambulance, Marjorie Richie, committee, Ruth Davies, Treasurer and David Evans, Secretary.

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## ***Beckett Road Community House***

MP Rosie Winterton was delighted to officially re-open the Wheatley Community House following its £50,000 refurbishment. The Community House, which is for the benefit of all Wheatley residents, was first opened in May 1998. Following the refurbishment, it now boasts a modern spacious interior with full disabled facilities, and newly decorated meeting rooms are available for hire from as little £5 per hour, including use of the kitchen facilities.

The Committee at Community House run a library, book sales and bingo sessions and this year have organised the following coach trips:

July – Adults only trip to Blackpool - £7 per person.

August – Family trip to Bridlington - £5 per person.

Bookings are being taken on a first come first served basis – but places are going fast so be quick if you would like to go.

Community House sponsors the Junior Wardens. This is a scheme where a small group of children work with the Community Safety Wardens, fire service and police and get involved in estate issues, including going on accompanied estate walks. Parental consent is needed for anyone wanting to join the scheme.

Also based at the Community House is The Partnership, who run the WAKEUP scheme. This scheme offers out of hours activities for local youths including holidays, arts and crafts, sports and discos – a nominal charge is payable and parental consent is required. If you would like further details, please contact Craig at Community House which is open 10am to 12pm Monday to Friday. Telephone 01302 365708 or call in to 249 Beckett Road, Wheatley.



# Events and News

## FREE Rovers Tickets!!!

Great news for all you sports fans, we've got FREE tickets to Doncaster Rovers home games to give away to our local TARAs. Of course, the number of tickets available is strictly limited, but if any TARA member is interested, please contact Karl Chapman on 01302 862736 – and he'll try to arrange tickets for you – unfortunately, he can't guarantee a home win!!

### ***Dates for your diary***

#### **Thurs 29 March**

10.30am to 4pm  
Sue Ryder Care Easter Fun Day at Hickleton Hall.  
Craft stalls, entertainment, cake stalls, raffles, tombolas and much more.

For further information tel: 01709 894570 or e-mail Catherine.finnegan@sueryder-care.org  
Entry: Free

#### **Saturday 31 March**

10.30am to 4pm  
Arts Activities Day at Doncaster market (outside Corn Exchange). A chance to try your hand at painting, jewellery, textiles, sculpture and graphics.  
Entry: Free

#### **Tuesday 3 April**

11am to 3pm  
Free Donkey Rides  
Doncaster Outdoor Market  
Entry: Free

## ***Going Greener***

As an organisation, we're determined to play our part in protecting the environment. We're looking at everything we do – from the products we use to the way we work and making sure that we really consider not only the costs to our organisation and to you our customers, but also to the environment through landfill and emissions.

We're proud to say that 84% of all waste generated during the Decent Homes works is recycled – that's everything from rubble to radiators!

When we buy supplies, we look for ISO1401 (the International Standards Organisation) accreditation, so that we can be sure that our suppliers are also actively working to protect the environment.

We believe it's important to ensure our offices are also playing their part so we recycle waste paper and cardboard. Ink cartridges are also recycled wherever possible, and we're increasing our use of electronic document storage to cut down on the amount of paper used.



To make paying your rent or other housing related payments even easier, we've increased the range of payment options and introduced a new payment method called Payzone.

Payzone is available in numerous local outlets across the borough such as supermarkets, newsagents, kiosks and stores. Besides being local, the range of outlets are open outside normal office hours, so you can choose a time that's convenient for you – look out for the Payzone logo.

You should have already received your new Payzone card and details of how to use it, but if you need any further information, please contact our Central Rents Team on 01302 862868 or ask in your local St. Leger office.

In January, we resolved 410 cases of anti-social behaviour

In January 2007 94.69% of our Tenants were satisfied with the decency work carried out to their homes

# Unity in the

"This was the first Tenants and Residents Com people had turned up. Tenants are becoming played a very big part in making the day a suc are really moving forward."

## The Awards

The Federation made the following awa

### **Good Neighbour**

Winner - Yvonne Murphy

Runners up - Kath and Harold Trickett

### **Best Achieving TARA**

Polton Close

### **Most Innovative Project**

Craganour TARA

### **Best Achieving Workforce (Depot)**

Gas Section

### **Best Achieving Workforce (Office)**

Council House

### **Staff Who Care**

Karl Chapman

### **Estate Improvement Fund Awards**

Our Area Boards selected projects that community. Awards were to the followi

Mr K Jobson, Security lighting at Middle  
Mrs E Reed, Security gates to bungalow  
Mrs M Stacey, Toys and games for Woo  
Mr B Cliff, Security shutters to Travis G  
Mrs K Hamilton, Seating area to Sherid  
Mrs V Robinson, Parking bays at Welling  
Mrs P Kennedy, Seating areas on Ragus  
Mr W Brown, Security fencing on Sandr  
Mr T Hartley, Security and fencing on W  
Mr I Donnachie, Security fencing and g  
Mrs M Williams, Fencing and gates at F  
Mrs D Kitchen, Fencing at Oldfield Cres



# Community

Conference and I was proud that so many  
 ng more and more involved and that  
 success. Doncaster is on a roll and things

Martin Musgrave  
 Chief Executive - St. Leger Homes

wards...

wards:

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that they judged to be of benefit to the  
 owng people:

- ldlegate Flats
- lows at Old Hexthorpe
- Woodfield Community House
- s Gardens Communal Hall
- eridan Avenue bungalows
- llingtonia Drive
- gusa Drive
- ndringham Road
- n Windermere Crescent
- d gates at Skipworth Gardens
- t Fossard Close
- rescent



## your lucky numbers are

Raffle tickets were sold on the day with a range of prizes on offer. The winning numbers were:

1	Yellow 11	2	Orange 155
3	Orange 646	4	White 701
5	White 397	6	White 276
7	White 328	8	White 379
9	Blue 289	10	White 550
11	White 665	12	Yellow 330
13	White 604	14	Yellow 278
15	White 246	16	Yellow 381
17	Orange 140	18	White 270
19	Yellow 264	20	White 578
21	White 463	22	White 684
23	Yellow 282	24	White 119

To claim your prize, please contact Naz Hussain on 01302 737490 or call into the Haywood Room, Council House, College Road (between 9:30am and 12 noon)

# Developments

## ***An Exciting Opportunity!***

This month St. Leger Homes will be inspected by the Audit Commission, which is an independent public body.

The Commission will check how efficient the organisation is, the value for money we provide and tenant satisfaction.

If we are successful and the Commission award St. Leger Homes two stars, it will be very good news for our customers – the tenants of Doncaster Council, everyone who works for the company and for Doncaster. We will gain access to funds that are needed to meet the Decent Homes Standard.

The possible funds of over £300 million - over £70 million in the first year - will represent a massive investment in your homes. It will also boost the local economy.

Chief Executive Martin Musgrave said: "I don't think anyone would dispute that over the last eighteen months we have made many improvements in the services we provide for our customers.

"Indeed, many of the improvements have been in direct response to what our customers have told us.

"The recent Tenant Satisfaction Survey showed that we have made very real progress in a relatively short time, however there is more to do.

"The Audit Commission inspection is an exciting opportunity for everyone connected with St. Leger Homes and I hope that we will all be able to celebrate the gaining of two stars!"



## **Did you See ....?**

Our repair vans are already on your estates on a daily basis, so we thought it would be cost effective to use them as yet another way to let you know about things.

Did you notice the adverts on the side of some vans for the Tenants and Residents Day?

Many of our vans now have signs on them letting you know about some of our recent achievements.

Look out for more messages coming to a street near you!

## ***Typetalk and Minicoms***

We are pleased to announce that our deaf and speech-impaired customers can now contact us using a variety of ways. In addition to contacting us by e-mail, online forms on our website ([www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)) and using the fax numbers on all our letterheads, we have introduced two more ways you can communicate with us.

### **Typetalk**

In partnership with the Royal National Institute for the Deaf (RNID), textphone users can now contact any of our staff by simply using the 18001 prefix before the telephone number. An RNID Typetalk Operator automatically joins the conversation and provides a link between the textphone user and the hearing person. Typetalk Operators understand the needs of deaf and speech-impaired people and provide a discreet and confidential service.

Our Repairs Contact Centre freephone line can be accessed using Typetalk as follows:  
18001 0808 126 3123

### **Minicom**

Our local offices can be contacted by minicom on the following numbers:

Adwick & Bentley	01302 862758
Thorne & Stainforth	01302 735983
Conisbrough & Mexborough	01302 735819
Rossington	01302 735785
Council House & Sandbeck House	01302 737933
Stanley House (Decency Work)	01302 736372
St. Leger Court Head Office	01302 862719

# Out and about

## Complaints

In the last issue, we gave you information about our complaint service. We aim to answer all complaints within 28 days or less. If you are unhappy with our response our new Comments, Compliments and Complaints leaflet gives information on other actions you can consider. We are working hard to reduce the amount of time it takes for us to respond to complaints. In February we answered all complaints within timescale.

Your feedback has been used to improve the way we do things.

### You told us

Sometimes you find it difficult to discuss important issues at our offices when you have children with you

### We did

Put colouring materials in our reception areas to keep the youngsters occupied

### You told us

Contractors engaged to do specialist repairs were calling at inconvenient times

### We did

Arranged that contractors call you to arrange appointments

### You told us

Homes were sometimes not left clean and tidy following repairs

### We did

Provided all operatives with more dust sheets, overshoes and other cleaning equipment

## Training for the future....

St. Leger Homes has developed a comprehensive Apprenticeship Programme, which includes spending some time working with our partner, Bramall, to encourage men and women of all ages to develop a range of skills over our three or four year apprenticeships.

The closing date for applications is 31 March 2007. Contact 01302 862659 or logon to : [www.jobsdoncaster.co.uk](http://www.jobsdoncaster.co.uk) for further details.

## Tenants Focus Groups

The feedback we get from our customers is extremely important to us, and we want to make sure that we consult with ALL our customers whatever their age, race, disability or however rural the area they live in. Tenant Focus Groups are one way that we consult with specialist groups of customers to make sure that we deliver services that meet their needs.

We held a Rural Focus Group meeting on 5 March 2007 to discuss the findings of our Rural Survey. Following the meeting, we had a question and answer session about our repairs service in rural areas. A Young Peoples' Focus Group meeting was held 10 March 2007 at the very successful first ever Tenants and Residents Day held at the Keepmoat Stadium.

Dates and times of future Focus Group meetings are:

BME Focus Group (now the Doncaster Settlers TARA)  
Monday 26 March at 6pm

### Disabled Focus Group

Wednesday 28 March at 1pm

### Rural Focus Group

Monday 16 April at 2pm

### Young People's Focus Group

April date to be arranged

### Repairs Focus Group

April date to be arranged

Another other way that our customers can get involved is through a 'Talkback' group that reviews all our written information to ensure it's sent out in plain English.

If you would like to be involved in consultations by joining a group, please contact our Community Liaison Team:  
Telephone: 01302 862740  
Minicom: 01302 862719  
E-mail:  
[community.liaison@stlegerhomes.co.uk](mailto:community.liaison@stlegerhomes.co.uk)

In January, the average time taken for non-urgent repairs was 9.5 days

# Round-up

## ***Could you help us run a successful business?***

Over the recent months in House Proud we have introduced you to some of our Board members.

Our Board is made up of 15 Members, five are Tenant Members, 5 are Independent Members and 5 are nominated by the Council. We also have two Area Boards, each of which have 15 members.

The Board Members give up some of their time to attend meetings where the strategic decisions for our company's future are made.

Tenant and Independent Members are appointed for a term of 3 years, (although they can apply for a further term if they wish).

This means that during the summer we will be asking if you would be interested in becoming a Board Member so look out for further information in future issues of House Proud.

Remember you are welcome to attend any of the Board or Area Board meetings. Please contact Linda Milan on 01302 862703 for further details.

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## **Help is at hand**

We want you to be able to access all our services in a way that's convenient for you. If you find it difficult hearing what people say, please let our representatives know when they call at your home. All our repairs operatives carry portable hearing devices and will be very happy to use them if it makes things easier for you.

Once we know you would like to use this particular service, we will make a note of it so that you won't have to tell the next operative that calls at your home.

## ***Doncaster in Bloom***

We sponsored 2 new categories especially for our customers in the competition for the first time last year, and we were delighted with the standard of the entries.

The winners were invited to an official presentation at the Mansion House where they picked up their prizes and certificates. Everyone thoroughly enjoyed the evening and said they were looking forward to entering the competition again this year!

Our categories will be:

Category 1a – Best presented Garden in a St. Leger Homes property

Category 2a – Best hanging basket or container in a St. Leger Homes property

Application forms will be available from the beginning of April, with judging due to take place in August. The official presentation will be held later in the year.

So, start planning your entry now and watch out for further details.

In January we completed 98.21% urgent repairs within timescale

In January we took 36.69 days on average to re-let a vacant home

In January there were 10,764 applicants on the waiting list