



Denaby group wins 1st prize

Denaby based Craganour Tenants' and Residents' Association has won a national award for their innovative Recycling Cycle Project.



Lynn with Jim and team members Andrew and David

St. Leger Homes nominated the project for the National Federation of Arms Length Management Organisations (NFA) award in the Most Inspired Resident-led Programme category after being impressed by the creativity of the project and the commitment of all the volunteers involved.

The group scooped first prize after beating off stiff competition from groups nominated by other Arms Length Management Organisations across the country.

Martin Musgrave, St. Leger Homes' chief executive said "The success of the scheme is testament to the hard work, dedication and commitment of all the volunteers involved. We are delighted to see them win the award"

A spokesperson for the NFA said that "The high quality of the entries made the judging process as inspirational as it was challenging".

The main force behind the project is Jim Tierney who's lived in the Denaby area for over 70 years. The project began when Jim heard about a young lad who'd lost his bike and decided that he'd find another one to fix up for him. From this, the project has become so successful, that Jim is looking at sending bikes abroad to help deprived children or for use in disaster areas.

St. Leger Homes' community liaison officer Lynn Chamberlain who works closely with the group said "Many of our Tenants' and Residents' Associations work very hard in their local communities; it's really pleasing to see their work recognised".

Look out for our performance figures inside

Become a board member see inside

Translation Available

- 1 ترجمه موجود است
- 2 نيمه ناماديين كه نيمه زمانه كاسي نيزه روزگيرين
- 3 Tradução Disponível
- 4 可提供翻译
- 5 Ceviri mümkün
- 6 ترجمه مُمْكِن ہے
- 7 Доступен (Есть) перевод
- 8 الترجمة متوفرة
- 9 Përkthimi në dispozicion
- 10 可提供翻譯
- 11 অনুবাদ বাবস্থা রয়েছে।
- 12 Traduction Disponible
- 13 अनुवाद उपलब्ध है

Large print, audio and Braille available

Leaseholder news

Yorkshire Leaseholder Benchmarking Forum consists of St. Leger Homes, Wakefield and District Housing, Berneslai Homes (Barnsley), Rotherham Metropolitan Borough Council, Rotherham 2010, Sheffield City Council, Sheffield Homes, and Leeds City Council.

The group was formed in order to compare our Leasehold Management Services, so that we can judge our service performance in relation to neighbouring organisations, share best practice and knowledge to ensure that we deliver and develop the best possible service for our leasehold customers.

The Forum allows us to share experiences, discuss prospective policies, and changes in legislation so that improvements or changes can be made to leaseholder services.

We are currently developing a set of performance indicators which will enable us to compare statistics and publicise the results to leaseholders across the different authorities. We are hoping that these will be available in Autumn 2007.

The next Yorkshire Leaseholder Benchmarking Group Forum meeting is scheduled for July 2007. We will keep you informed of any service improvements that are developed in future issues of House Proud.



**In March,
11,335 calls were made to the Repairs
Contact Centre**

GEM winner is an 'angel'

Kelvin with Judith, Rodger and Jonathan

Tenants and residents of Shaftsbury House, Lonsdale House and Westminster House in Intake think they've got their very own guardian angel.

Kelvin Copeman, caretaker at all three blocks of flats for the last 16 years, is dedicated to his job and says he loves working with the residents.

Compliment after compliment has rolled in from people so moved by Kelvin's own brand of customer service that they call him their 'guardian angel' or their 'rock'.

Impressed by his dedication and commitment, Kelvin was presented with a GEM Award by Judith Jones, director of customer services, for Going the Extra Mile for customers. Judith said "Kelvin's enthusiasm and pride in providing a great service for our customers shines through; I am very proud to have him as a member of the team".

Residents Rodger and Jonathan were delighted to see Kelvin receive his award.

Choose your own HOME



From Autumn 2007, Doncaster council homes will be allocated using a Choice Based Lettings (CBL) system called Doncaster HomeChoice.

Doncaster HomeChoice is a new approach to letting council homes which aims to give greater transparency, make selecting a home easier for tenants and give them more choice, and to make letting properties in Doncaster easier.

Giving priority to customers in housing need will no longer be based on the points system but on a banding system and in date order, therefore it will be easier for us to tell you how long you can expect to wait for a property within Doncaster.

Applicants will be placed in one of four bands from highest to lowest priority - Platinum, gold, silver or bronze.

Each week the available properties will be advertised, customers will actively request to be considered for the properties that interests them. This is known as 'bidding'.

How it works

- Available properties will be widely advertised each week
- Applicants can bid on up to three properties per week
- Bids can be placed by telephone, text, on the web or in person at your local St. Leger office
- The bids received for each property are short listed
- Property offered to customers in short list order

Why change to CBL?

Pilots have shown that there is increased customer satisfaction as they are given choice and control about where they live.

What now?

You do not need to do anything at this stage. All applicants already on the waiting list will be sent a pack containing their registration details and a PIN number in ample time for the Autumn launch as well as information on how the scheme will work and how we can help you if you can not make bids yourself.

If you have any questions, please contact our Choice Based Lettings Team on 01302 734181.



**In March,
96.57% of urgent repairs were completed within
timescale**

a Board Member

impact on the quality of the lives of around 45,000 people who live in the 22,000 homes we

Independent Board Members and the Council

represent different parts of the Borough.

to provide the strategic leadership for the

Commission inspection and if successful we will be



thorpe, Dunscroft, Fishlake, Hatfield, Kirk Sandall, Moorends, Stainforth, Sykehouse, Thorne) Arksey, Bentley, Braithwaite, Campsall, Carcroft, Clayton & Frickley, Cusworth, Highfields, Moss,

People cannot apply if they:

- have been disqualified by a court from acting as a company director (unless you have been given permission to act by a court for the ALMO);
- are an undischarged bankrupt (except with permission of the court);
- are, or may be, suffering from mental disorder and either:-
 - a) you are admitted to hospital in pursuance of an application for admission for treatment under the Mental Health Act 1983; or
 - b) an order is made by a court having jurisdiction in matters concerning mental disorder for the management of your affairs;
- are in serious breach of your obligations as a tenant;
- have been convicted of any criminal offence (other than minor road traffic offences or spent convictions);
- are an employee of the Council or St Leger Homes;
- are currently a Local Councillor for the Doncaster Metropolitan Borough.

How do I apply?

There are three stages to the process:

Candidates must first complete a nomination form and collect signatures from three other tenants who are willing to act as nominators. This must be submitted to the company secretary by 12.00noon on Monday 2 July 2007.

The company secretary, Linda Milan will vet the candidates in accordance with the agreed eligibility criteria.

If two or more applications are received for an area the candidates will be asked to provide a short written statement about themselves and a ballot of tenants living in the area will be held. The Company Secretary will be available for advice and assistance throughout the process.

Tenant and independent area board members

St. Leger Homes of Doncaster also has two Area Boards. Each Area Board has six Tenant Area Board members, six Council Area Board Members and three Independent Area Board Members.

The Area Boards work closely with the St Leger Homes Board by taking responsibility for more local issues.

The Tenant and Independent Members of the Area Boards are appointed by the completion of an application form and a selection interview.

This year the Area Boards will each be advertising for two Tenant Area Board Members and one Independent Area Board Member.

If you would be interested in undertaking one of these roles please contact the Company Secretary, Linda Milan on 01302 862703.



Linda Milan

Ring in the changes

If you receive Housing Benefit and Council Tax Benefit, it is a criminal offence to deliberately not report changes in your circumstances.

You must tell the Benefits Section straight away about any changes in your life that might affect your Housing Benefit and Council Tax Benefit. This includes starting a job, earning extra money or moving in with your partner. Other changes could include:

- Pay or working hours change (or partner's pay or working hours change)
- Child leaves school, education or training
- Non dependant's circumstances change
- Savings go up or down (if they are more than £6,000)
- Start to receive child maintenance, or the maintenance paid changes
- Start or stop claiming another benefit or the amount received changes
- Move home, even for a short time

You can now phone the Benefits Section to report a change in your circumstances. The Benefits Section will tell you whether they need proof of the change when you phone.

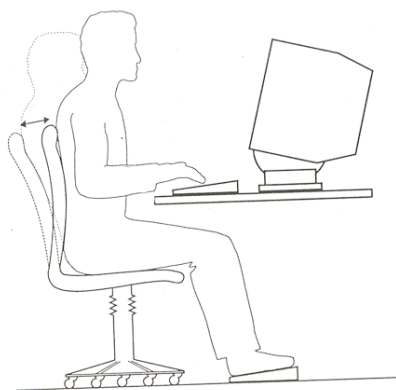
To report a change, phone the Housing Benefit and Council Tax Benefit help line:

01302 735336

To report a benefit cheat call the
Benefit Fraud Hotline
0800 854 440

Computer Safety

Many of us, including our children, spend hours on a computer at home – here we look at practical tips to help make sure we're sitting in the correct position.



General

Try to provide a suitable desk with ample leg space, an adjustable chair and place the computer where there's sufficient lighting, but away from the glare through any windows to reduce eye strain.

While using a computer, most people are sat quite still, which in itself can cause discomfort after a while. Try to ensure you or your child take regular breaks away from the computer – at least every 20 minutes or so.

Seat position

The user should be sat level with their knees and their feet on the floor. If you or your child are not very tall, a foot rest might be useful.

Ensure the chair seat is not overly deep as this can cause pressure on the nerves at the back of the legs. The back rest should be adjustable to give support to the lower back and the user should be sat straight.

Screen position

The top of screen should be level with the eyes and no closer than arms length (about 24 inches) from the user.

Keyboard

The hands and wrists should be in a neutral position and not stretched or bent in awkward positions. The forearms should be horizontal to the desk. If you or your child finds this position uncomfortable, you may want to consider an alternative keyboard - available in a range of options. There is also a variety of wrist supports available.

Note: some alternative keyboards need to be placed on lower desks than traditional keyboards – please check this with the supplier.

Mouse

Have the mouse within easy reach so that the wrist is straight and the arm relaxed and not stretched.

In March,
518 cases of anti-social behaviour resolved

In March,
33.96 days taken to re-let a vacant home

Doncaster in Bloom 2007

There are categories for the best St. Leger Homes garden and the best St. Leger Homes container or hanging basket - £50 first prize, £30 second prize, £10 third prize

Last year's official awards presentation was held at the Mansion House and everyone agreed it was a really good night.

Are you planning to enter?

The closing date for applications is 30 June 2007 with judging taking place late July to early August.

Email customer.services@doncaster.gov.uk or tel: 01302 736000 for an application form.

**In March,
96.54% of customers were satisfied with
Decency work carried out to their home**

Changes to the 'Rent Free' weeks for 2007/08

The four weeks you do not need to pay your rent have been changed as follows:

Week commencing 27 August 2007
Week commencing 24 December 2007
Week commencing 31 December 2007
Week commencing 31 March 2008

The non-payment week you would normally have had in May this year, has been transferred to March next year. This change means that we can provide a better service for everyone because we can make sure you have full and accurate information about the new level of your rent on the first Monday that it's due next April.

Rent Cards

We are working to find the most efficient way of ensuring that from next year, your rent cards contain all the information you need. We'll keep you informed of any developments.

HOME CONTENTS INSURANCE MADE SIMPLE



- Additional cover on Tenants Contents Insurance from the 1st June 2007
- Contents in the open within the boundaries of your home - up to £250
- Student possessions up to £2,000
- If you are already on this scheme the above is automatically included from 1st June 2007



In association with



PICK UP A PROSPECTUS BOOKLET FROM YOUR LOCAL HOUSING OFFICE

Royal & Sun Alliance Insurance plc, St Mark's Court, Chart Way, Northam, West Sussex BN12 7SL

Are you tired of having slugs dine out on your potted garden plants? Try wrapping copper wire around the pot – that should put a stop to the problem.

Have you got any gardening tips you could share with other readers?

Send them to us at St. Leger Court, White Rose Way, Doncaster DN4 5ND or email gail.harris@stlegerhomes.co.uk