

# HouseProud

The newsletter for St. Leger Homes' tenants and leaseholders

ISSUE 37 | November 2011

## Keeping you warm this winter



*inside this issue*

**Special winter repairs**

**pull-out section**

**Awards**

**Reader survey**



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We want to know your views on HouseProud, what you like and what you don't.

*Got a story?*

email [houseproud@stlegerhomes.co.uk](mailto:houseproud@stlegerhomes.co.uk)

Corporate Communications Gail Harris; Press Officer Lynn Hall; Designer Dan Debenham

Since our last Houseproud, St. Leger Homes has received two prestigious awards.

And, as we were going to print we discovered that we had been shortlisted for a further two.

Firstly, we were told we will receive the Sword of Honour in recognition of our outstanding achievement in health and safety. This is the highest award possible in health and safety and we will receive this alongside large organisations from across the world.

We've also won a Corporate Social Responsibility award from the Chartered Institute of Builders for the work we have done with our Decent Homes Partners carrying out home improvement work across the borough. This includes the additional work carried out across Doncaster's communities. You can read more about our successes on page 9.

We've also been shortlisted in two categories of the Doncaster Chamber awards – excellence in customer services and for outstanding contribution to the Doncaster economy. We will find out if we've won these as you are reading this newsletter! I will keep you posted.

But what do all of these awards show? It shows how our staff are continually working hard for you – our tenants, and that this is being recognised in stiff competition with other organisations.

Also in this edition is a pull out supplement on your guide to beating the winter blues. It is full of handy tips on what to do if we have severe weather conditions like last year, particularly about keeping your home safe and warm. I hope you find this useful.

I hope you enjoy reading this edition of Houseproud.

*Susan*



Susan Jordan, Chief Executive



1 Türkçe

2 Русский

3 فارسی

4 Polski

5 國語

6 العربية

7 كۆردى

8 اُررو

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Love where you live and help keep your community tidy!

That's the message to Doncaster folk after the borough council signed up to Keep Britain Tidy's new national Love Where You Live campaign.

The campaign aims to inspire individuals, businesses, groups and organisations to think about their communities and take personal responsibility for their local environment.

Doncaster is one of 10 authorities backing the campaign and the aim is to get 14,000 people and 150 organisations from across the borough involved over the next 3 years. St. Leger Homes of Doncaster is also backing the campaign.

Susan Jordan, Chief Executive of St. Leger Homes, said: "St. Leger Homes strives to create quality homes in quality neighbourhoods and backs this campaign. I know a lot of our tenants take pride in their communities and put in a lot of community work through their tenants' and residents' associations. I would ask all tenants to love where they live and ensure no litter is dropped."

Councillor Cynthia Ransome, Cabinet Member for Communities, said: "Love where You Live is all about empowering local people to take pride in their communities.

"Doncaster Council works tirelessly to keep the borough looking its best. We all have a responsibility to care for the environment and make sure it is not spoilt by litter."

- What do you do in your community? Do you take part in community events and help look after your environment? If you do, Houseproud wants to hear all about it. Or do you want to arrange a litter pick?
- Get in touch with Houseproud by ringing 01302 736924 or email [houseproud@stlegerhomes.co.uk](mailto:houseproud@stlegerhomes.co.uk)



▲ Children at Copley School in Sprotbrough loving where they live.

## Thumbs up for Henry Boot

It's a big thumbs up to contractor Henry Boot!

Houseproud has been contacted by two tenants who both want to say a huge thank you to the contractor.

Hayley Spouse and neighbour Trevor Barrass, who live in the high-rise flats at Intake, want to thank Henry Boot, together with Wickes DIY, St.

Leger Homes and Doncaster Council for the work and donations towards the allotments on Heatherwood Close, Intake.

Hayley said: "I particularly want to thank Henry Boot who have done so much of the work at the allotments for us.

"I also want to thank the South

Yorkshire Scaffolding Company who helped us by building raised beds, so pensioners can more easily take part in the planting."

Trevor, who echoed Hayley's comments, has a disability and uses a mobility scooter and Henry Boot lowered his front doorstep so he could gain easier access to his flat.

# Top 10 Tips to Avoid a Christmas Debt Hangover

## 1 Plan early for Christmas

Be realistic and budget accordingly. Work out how much you are going to spend on each person – and stick to it. Manage expectations as to what you or Santa can give.

## 2 Don't forget the everyday bills

Remember that rent, utility bills, food bills, council tax and other existing debts still have to be paid – and the consequences can be severe if they're not. Even though it's Christmas, get your priorities right.

## 3 Don't bank on an overdraft

If you do need more money, don't just run up an overdraft without talking to your bank first – it will work out much more expensive.

## 4 Keep things simple

If you can afford to pay for your goods outright by cash, cheque, or debit card, don't be persuaded to take out extended credit agreements unless they really do work out cheaper.

## 5 Shop around

Try as many different places as possible to find the best price. Buy what you want and not what other people say you need. Be wary of extended warranties; the cost of a repair could be less than the cost of the warranty and remember you have consumer rights to reject goods that are faulty.

## 6 Buy safe to be safe

Whatever the deal, whatever the temptation, don't buy from traders you don't trust and don't borrow from unauthorised lenders. The initial savings and convenience may prove to be a false economy.

## 7 Read the small print

Check for hidden extras in any credit agreement. Work out the total amount payable. Ensure that the monthly instalments are within your budget before signing. Interest free credit can seem attractive, but if you don't pay on time, or miss a payment, you could have to pay a lot more.

## 8 Do your own credit checks

If you are going to use a credit card, shop around and compare terms. Some cards charge high interest rates, but provide interest free periods or discounts. Budget for all these costs and put the payment dates in your diary.

## 9 Be organised

There's a lot to remember at Christmas. If you've borrowed money don't forget that it won't be long before you have to make a payment. Make sure you pay on time, even if it is only the minimum, or you will be faced with additional charges.

## 10 Start planning and saving for next Christmas

Once Christmas is over, it's worth looking at what you did well and what you didn't. Learn from your mistakes and start planning how you will do things differently next year. This might also be a good time to start saving for next Christmas. Have you thought about starting to save with your local credit union (community savings and affordable loans co-operative)? You can contact Danum Credit Union on 01302 349401 to find out more.

# Tenant led service improvements

It's now almost a year since St. Leger Homes received a vast amount of feedback following an annual satisfaction survey that was sent to tenants at random.

Thank you once again to the 538 tenants who took the time to complete and return the survey.

- Toolbox talks have been held with repair operatives following a small percentage of tenants saying that they were not shown a completed repair and asked if they were happy with it, or had not been given an explanation of any follow up work.
- Tenants were concerned about changes to the Decent Homes Programme; page 9 of the August edition of HouseProud was used to reassure tenants that everyone will get the required improvement work by 2014/15.
- Almost 100 tenants noted individual matters on their completed surveys, all of whom were then contacted by St. Leger Homes to help with the particular requests.

Previous editions of HouseProud illustrated the results of the survey which show there has been an across-the-board improvement since St. Leger Homes was formed. There was a small increase in overall satisfaction last year compared to the previous year, with 1% more tenants (81% in total) satisfied with the service we provide.

- If you are already struggling with debt, you can ring Doncaster West Development Trust on 01709 868880 or visit [www.doncasterfi.org.uk](http://www.doncasterfi.org.uk) for free, impartial advice.
- Or contact your local Citizen Advice Bureau on 01302 735225
- Contact St. Leger Homes on 01302 862862 or visit [www.slhdmoneywise.co.uk](http://www.slhdmoneywise.co.uk)
- Check out [www.successdoncaster.co.uk](http://www.successdoncaster.co.uk) for more money saving tips.

# Your Guide to beating

# THE WINTER BLUES

The severe weather conditions we all experienced last year led to an increased number of gas central heating repairs, many due to the external condensate pipes on gas combi (combination)/condensate boilers freezing up.

If you do have a combi / condensate boiler there is a quick and easy solution to get the heating back up and running without having to wait for a gas engineer to visit. Further advice is set out below.

If you don't feel confident defrosting the pipe yourself, don't worry, you can still contact our Technical Support Service for advice, any time day or night, 365 days per year – we never close. Ring us on 0808 126 3123, or if you have a mobile and prefer, 01302 735191.

## COMBI / CONDENSATE BOILERS

How do I know if I have a combi / condensing boiler with a condensate pipe that could freeze?

If your boiler is a Baxi/Potterton Duotec, Baxi/Potterton Solo, Vokera Mynute, Glowworm Hxi/Cxi, or a Vokera Unica then it's likely that you have a boiler that will have a condensate pipe fitted externally.

### What does the condensate pipe do?

The boiler naturally produces a small amount of waste gas which turns to water as it cools. The condensate pipe drains the water outside.

### How do I know if my boiler has a condensate pipe?

Look under the boiler to see if there is a plastic pipe - It's usually white and around 20mm (three quarters of an inch) wide. The pipe should run to the outside of your home and should run into a drain. See the picture (below) to see what one looks like.



### Why does it freeze?

The water dripping through the pipe can freeze in cold weather, preventing it from draining away. When this happens the boiler will shut down. To fix the problem the blockage needs to be cleared.

### How do I defrost the condensate pipe?

There are two ways to do this:

1. Pour hot water on the outside of the pipe. Don't use boiling water to do this and only pour over the outside of the condensate pipe. Do not attempt to pour water down the pipe. Be careful to avoid any slips and trips by ensuring you do not get water on the path, as this will freeze.
2. Use either a hot water bottle or a heat wrap and place it around the pipe at the section where the water has frozen.

Once defrosted, you can reset your boiler by turning the selector switch to the reset position and holding for at least 5 seconds. Remember, some boilers go through an electronic checking cycle after being re-set. This can take up to 15 minutes.

### How do I know if my boiler has stopped working because the condensate pipe is frozen?

Check your boiler for an error code. If you have a Baxi/Potterton boiler displaying 'E1' '33' fault code or Vokera Unica or Vokera Mynute displaying the fault code 'AL10', check the condensate pipe.

If it is NOT frozen, ring the Technical Support Service on 0808 126 3123 or 01302 735191

If it is frozen and you feel able try to defrost it yourself then reset your boiler following the instructions below.

### I've defrosted the condensate pipe and reset the boiler. It works fine until it reaches a certain temperature, but then it cuts out. What's wrong?

The frozen pipe may have caused the boiler to flood causing an ignition

fault. Try switching the boiler off for one hour. If this doesn't rectify the problem ring the Technical Support Service on 0808 123 3123 or 01302 735191.

If you have a complete loss of heat and water in the winter we will come to do your repair within 24 hours.

### Some things to remember...

Never try to thaw a condensate pipe that cannot be easily reached or disconnect the condensate pipe in the process.

Use extreme caution at all times when trying to find or thaw the condensate pipe.

### What other issues can stop your combi boiler working in severe weather conditions?

Combi boilers work by heating hot water on demand. They take water straight from the mains supply, not from a tank. In severe weather conditions the mains water supply to your home can freeze.

Try running your taps, if there is no water from any of your taps the mains have probably frozen. If this happens you won't be able to use your combi boiler until the mains defrost.

Regardless of whether you have a combi boiler, a condensate boiler, a gas fire back boiler, a wall mounted boiler or a solid fuel appliance, switch your boiler off or let your fire out until the water comes back on. Keep checking your taps. When the water comes back on you can use your appliance again.

Unfortunately there is nothing we can do to repair your boiler if your water supply has frozen.

## THERMOSTATIC RADIATOR VALVES

Your radiators may be fitted with a Thermostatic Radiator Valve (TRV). These work by sensing the air temperature in the room and adjusting the heat accordingly.

A TRV is different to a room thermostat. The room thermostat determines the maximum temperature for the house and the TRV lets you vary this temperature room by room, meaning you don't have to waste money warming rooms you seldom use. The number on the valve corresponds to a specific air temperature. Once you have selected a number, the thermostatic valve will maintain this temperature

Things to remember when using TRVs:

If you turn a TRV down to low in a room, keep the door to that room closed. This will reduce condensation and prevent the radiators in other rooms from working overtime trying to heat the air in there too.

The radiator will not be hot all the time. The purpose of the valve is to allow you to control the temperature in individual rooms. It turns the hot water flow off when the room reaches the set temperature. Before you ring to report a radiator that is not working, check that the TRV isn't set too low.



## CENTRAL HEATING PROBLEMS



Help us to help you - before you ring to report a repair to your gas central heating we ask that you carry out a few simple checks:

Is the gas supply turned on (check if other gas appliances, such as your gas cooker are working)?

If you have a combi boiler is the ON/OFF/Reset select switch in the heat/water position and is the display lit? If not, check electricity to the boiler is switched on.

Is the timer/programmer set correctly to call for heat/hot water?

Is your room thermostat set high enough? Turn to maximum to check.

If you have thermostatic radiator valves fitted are they turned up?

If you have a pre-payment or token meter is there enough credit on your meter?

If you have checked all the above and still can't get the heating to work contact the Technical Support Service on 0808 126 3123 or 01302 735191.

## PREVENTING FROZEN OR BURST PIPES

Keep your heating on constantly, even if on low during the night.

Open the loft hatch, this will help warm air circulate to the attic and help prevent the pipes in your loft from freezing.

Open doors on kitchen cupboards that are on exterior walls to allow warm air to circulate around any pipes inside the cupboard.

If you are going on holiday or will be away from your home during a cold spell, ensure that your heating is turned off, turn your water off at the stop tap and drain the system. This will help prevent potential burst pipes while you are away.

Don't forget to insulate your outside taps - better still, turn them off in winter.

Know where your stop tap is so you can turn the water off quickly.

The stop tap is a valve on the cold water system in your home. Turn the stop tap clockwise to shut it off and anti-clockwise to turn it back on.

Regularly check that your stop tap is working by running the cold water tap in your kitchen and then turning the stop tap off (clockwise). If the water doesn't stop running, contact the Technical Support Service straight away. Remember to turn the water back on (anti-clockwise).

If a pipe does burst:

Switch off any water heaters or boilers and put out any fires in solid fuel heating;

Turn off the mains stop tap to stop more water coming into the house;

Try and block the escaping water with thick cloths or towels;

If the leak is from a tank in the loft, turn on the taps as this will help drain the water faster;

Catch as much water as you can in buckets etc and move any items you have away from the water so they do not become damaged. Where items do become damaged you will need to contact your insurance company.

If the leak is likely to come in to contact with anything electrical, switch the electricity off at the mains too;

Switch off the central heating if that is the problem.

Call the Technical Support Service on 0808 126 3123 or 01302 735191.

## GAS SERVICING

We have to service the heating in your home every year, sometimes more than once if you have had a new gas boiler fitted. This includes gas boilers, gas fires, electric heating and coal fires.

The benefits of having your heating serviced every year are:

- It's free
- It's quick – it only takes around 40 minutes per appliance
- It helps the heating run more efficiently, saving you money

- The heating is less likely to break down if it's serviced every year
- It keeps you safe – a gas appliance that has not been serviced can cause an explosion and carbon monoxide poisoning – around 15 people die in the UK each year from carbon monoxide poisoning.

It is in everyone's interests that we carry out our yearly service. It is a legal requirement. Tenants have a responsibility to let us into their homes to do the service. We will

always do our very best to provide you with an appointment date that meets your needs. It is part of the Tenancy Agreement for you to give us access. If we can't get in after several attempts it could mean:

The tenant is in breach of tenancy which can result in eviction;

We obtain an injunction from the court and the tenant is responsible for costs which can be around £300;

We apply to the courts for a warrant to gain entry to the property.

## GAS LEAKS AND CARBON MONOXIDE POISONING

Some tenants don't think it's important to let us check their gas appliances because they think they will always smell gas if there is a serious problem. If you smell gas this is a gas leak.

Carbon monoxide doesn't smell, you can't hear, see, smell or taste it. Carbon monoxide and gas leaks are two completely different things but both can kill if not dealt with quickly.

### Gas Leaks

If you suspect you have a gas leak in your home, you should immediately:

- Turn off the meter at the control valve
- Open any doors and windows
- Put out naked flames
- Keep people away from the area
- Contact TRANSCO emergency freephone number on 0800 111 999

The following may cause a spark that could ignite gas so:

- Do not smoke or strike any matches
- Do not turn electrical switches on or off
- Do not use any phone at your home to report the gas leak
- Do not use your emergency cord if you have one fitted

### Carbon Monoxide Poisoning

Gas cookers, gas fires, coal fires, heating boilers, paraffin heaters, oil and solid fuel systems are

all potential sources of carbon monoxide.

Although older properties are more likely to be a risk, the problem can also affect newer homes. Carbon monoxide becomes a problem when appliances don't work properly or aren't well ventilated.

Never block up vents or airbricks and put windows on to vent regularly.

The symptoms of carbon monoxide poisoning can include:

Headache / vision changes

Drowsiness / tiredness

Flu-like symptoms / muscle aches

Shortness of breath / difficulty breathing

Rapid pulse

Dizziness / fainting

Emotional changes / confusion

Nausea, vomiting / diarrhoea

Chest pain

If you think you may be suffering from carbon monoxide poisoning you need to immediately:

Switch off the appliance. If gas related shut off the gas supply at the meter control valve

Open all doors and windows to ventilate the room

If gas related call the National Gas Emergency Service on 0800 111 999

If the problem is not gas related ring the Technical Support Service on 0808 126 3123 or 01302 735191 to

report the problem.

Do not use your appliance until we have completed the repair.

Visit your GP and tell them that you believe you may have been exposed to carbon monoxide.



## CHRISTMAS LIGHTS

If you are intending to put up Christmas lights here are some useful tips to stay safe:

- Do not overload sockets
- Remember to test your smoke alarm regularly in line with the manufacturers recommendations
- For a free fire check please call South Yorkshire Fire Service on 01142 532314
- Read and follow the manufacturer's instructions
- Ensure the lights meet the Safety Standard BS EN 60598 when purchasing
- Use an RCD (Residual Current Device) for added protection against shock
- Do not use the lights outdoors unless specially made for such use
- Don't run the cable under carpets or where it can be damaged
- Keep lights clear of decorations and other flammable materials
- Avoid cables becoming a tripping hazard
- Use a stable support when hanging the lights
- Don't leave the lights on when the room is empty. Remember to switch them off when you go to bed and when you go out of the house
- Don't allow children to play with the lights



## Have you got it covered?

Please remember that any damage to your belongings caused by frozen pipes bursting will need to be claimed on your own house insurance, as St. Leger Homes cannot be held responsible.



# Top award for working to benefit communities

Working together to benefit communities in Doncaster has led to St. Leger Homes and the three partnering companies we work with scooping a top award.

Together with Bramall Construction, Henry Boot Construction and Wates Living Space, we have carried off a prestigious award from the Chartered Institute of Builders' Celebrating Construction in South Yorkshire Awards.

The award, for corporate social responsibility, is for the work carried out across Doncaster's communities.

We are working with the three construction companies to deliver improvement work on Doncaster's council homes. As well as carrying out this work, the partnership strives to leave a legacy within the community. In 2010/11 the partnership delivered 25 legacy projects.

The projects have included energy awareness events to show residents how to save energy and money, renovating school allotments, buying training kits for a junior football club, transforming part of a school field into a gardening area where pupils can learn about growing fruit and vegetables as well as installing bird boxes and water butts so the young people can learn about saving water and nature. Work has also been carried out with local social enterprise, Active Regen, who use sport and physical activity to keep young people fit, healthy and focussed.

All of the projects are sustainable and are long-term investments into Doncaster's communities.

Mick Werritt, St. Leger Homes' director of property services, said: "Winning this Corporate Social Responsibility Award is a great achievement and a fantastic way of showing our staff and contractors' staff, that the hard work they carry out in Doncaster's communities is appreciated. I want to thank everyone involved for carrying out this excellent work."



Pictured: Attendees receiving the award.

## Is your life worth an hour?

That's all it takes to make sure your gas appliances are safe and not putting your life or your children's lives at risk.

Call 0808 126 3123 to make an appointment.

Don't miss out - this year's servicing programme ends on 31 November.

# Sword of Honour



The British Safety Council audited health and safety management at St. Leger Homes recently, and the result was the impressive achievement of their Five Star Award.

As a Five Star organisation we could then apply for the Sword of Honour, which is a global award and the highest possible accolade awarded by the British Safety Council.

The Sword of Honour is presented to a limited number of organisations annually and this year St. Leger Homes stands alongside high profile organisations such as Lloyds Banking Group, Unipart Group Ltd, and the Dubai Electricity and Water Authority.

Susan Jordan, chief executive of St. Leger Homes, said: "It is indeed an honour to win such an award; it could only be achieved by the hard work of our staff. This represents the pinnacle of achievement in the world of health and safety management."

# Chamber Awards

We are delighted to let you know that St. Leger Homes was short listed for the following awards recently:

## Excellence in Customer Service

This award is for the organisation that can demonstrate customers truly are at the very heart of their business. The judges look at customer service objectives and strategy, business performance, customer care, staff development and how it has driven business growth.

## Outstanding Contribution to the Doncaster Economy Award

This award goes to the organisation that has best demonstrated an outstanding contribution to the economy of Doncaster through attracting wealth into the Borough, which has had a subsequent influence on the lives of Doncaster residents.

# INCREASED COSTS OF HOME INSURANCE



The cost of our home contents insurance is unfortunately having to rise by 10% - but it is the first increase since July 2006.

The increase comes into force on December 5.

The new rates will be:

Just over 13 pence per week per thousand sum insured for standard cover (increased from 12 pence).

Just over 21 pence per week per thousand sum insured for standard plus accidental damage cover (increased from 19 pence).

These premiums are inclusive of Insurance Premium Tax at the current rate.

Marsh, the company that administers the scheme on behalf of Royal & Sun Alliance, has advised that the terms secured represent a rate increase of 10% - this includes Government increase of 1% on Insurance Premium Tax and 2.5% on VAT. Also, due to the high number of claims a further 6.5% increase has been applied to secure the future of the scheme.

Additionally, laptop cover is to move from standard Accidental Damage cover to the optional extra Accidental Damage cover. Policy holders who wish to keep their laptops covered for accidental damage, should contact us to increase their cover on 01302 862295.

The Home Contents Insurance offered by St. Leger Homes still represents fantastic value for money for tenants and leaseholders.

All customers affected by the increase should have received letters advising them of their new premium and cover. If you have not yet received your letter, please contact us on 01302 862295.

# Eviction.

A Bentley woman has been evicted from her home for failing to pay her rent.

Miss Maria Thompson, of Fisher Street, was evicted after a hearing at Doncaster County Court where a warrant was issued.

She owed £1,067.37 in rent and was also ordered to pay court costs of £250.



# Permission to carry out your own improvements

Leasholder?

You can redecorate the inside of your flat without permission, but you must not carry out your own major works without first obtaining our permission in writing. Works that require permission include removing walls, fitting new windows and any structural alterations.

Some examples of when you need our permission would be:

- renewing front doors
- removing walls
- fitting new windows
- installing a satellite dish
- changing the structure or layout inside your home
- rewiring
- fitting any new plumbing for which you need access to the service duct.

It is unlikely that the works will be refused unless they affect the safety of the building or cause a nuisance to neighbours. However if you are in any doubt at all please contact the Asset Support Team on 01302 736381.

## Gas Safety

Our yearly free gas servicing programme will now only operate between 1 April and 31 November.

If your gas appliances haven't been serviced this year – call us to make an appointment now ..... next year might be too late!

Call 0808 126 3123

or

01302 735191

# Saving Christmas



**Laura G** Has no idea how I'm gonna afford Christmas this year!!! Argh!!! Help!

[Comment](#) [Like](#)



**St. Leger Homes** Did you not budget this year?

[Comment](#) [Like](#)



**Laura G** No I'm still paying for last year. It's gonna be sooo expensive

[Comment](#) [Like](#)



**St. Leger Homes** What do you mean you're still paying for last year?

[Comment](#) [Like](#)



**Laura G** I had to take a loan to cover the costs. It was from the local lender on the estate (some of my friends have used him before) and then I still have my store credit to pay off...The payments aren't too bad, but I'm gonna be paying the interest until 2020!!

[Comment](#) [Like](#)



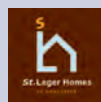
**St. Leger Homes** Have you thought about South Yorkshire Credit Union. Based on a £500 loan paid over a year, you would pay only £11.00 a week compared to £17.50 from Provident. This would save you a whopping £343.27!

[Comment](#) [Like](#) 1



**Laura G** Nice one, how come no one ever told me about them!

[Comment](#) [Like](#)



**St. Leger Homes** Think about opening a Credit Union savings account to help you pay for next Christmas. Their main branch is in the Waterdale and their phone number is 03030 300010. Their details are on the SLHD Moneywise website.

[Comment](#) [Like](#)



**Laura G** Cheers, I will let you know how I get on x

[Comment](#) [Like](#)



**St. Leger Homes** Don't forget about our home insurance. It will cover all the presents you buy as well as the rest of your belongings!

[Comment](#) [Like](#)



**Laura G** Great stuff, how do I get that?

[Comment](#) [Like](#)



**St. Leger Homes** You can call us on 01302 862862 and ask to speak to the Financial Inclusion Team, who will send you all the details.

[Comment](#) [Like](#)

# Readers Survey

We want to make sure that HouseProud is covering the topics you want to hear about and in a way that's entertaining, attractive and readable. We would be grateful if you could find the time to answer the questions below and let us have your views. The survey can also be completed on our website if you would prefer – [stlegerhomes.co.uk](http://stlegerhomes.co.uk)

## Q1. HOW MUCH OF HOUSEPROUD DO YOU READ?

- Cover to cover
- Just the bits that interest me
- None at all

## Q2. HOW DO YOU RATE THE LOOK OF THE MAGAZINE?

- Excellent
- Good
- Average
- Poor
- Very poor

## Q3. HOW DO YOU RATE THE CONTENT OF THE MAGAZINE?

- Excellent
- Good
- Average
- Poor
- Very poor

## Q4. HOW DO YOU RATE THE LANGUAGE USED IN HOUSEPROUD?

- Excellent
- Good
- Average
- Poor
- Very poor

## Q5. HOW WOULD YOU PREFER TO RECEIVE HOUSEPROUD?

- Post
- Email

# HouseProud

reader survey **DECEMBER 2011**

Q6. How would you prefer to receive general information from St. Leger Homes – such as new services, how to get involved, or news about local tenant organisations?

- In HouseProud only
- In person at local offices
- From website only
- By letter only
- Other (please state)

Q7. Do you have home internet access?

- At home
- On a mobile phone

Name

Address

Telephone

Email address

Please return your completed survey to either your **local St. Leger Homes office** or **St. Leger Homes of Doncaster, St. Leger Court, White Rose Way, Doncaster DN4 5ND.**

**CLOSING DATE IS 31 DECEMBER 2011**

After last year's survey, we used your feedback to help us improve your newsletter and services in general. Do you have any comments?

*If there's something you'd like to see in the newsletter, please take the time to tell us.*