

HouseProud

The newsletter for St. Leger Homes' tenants and leaseholders

ISSUE 38 | January 2012

Neighbourhood Alliance



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Words from Susan Jordan the Chief Executive

Last year was a particularly challenging year for us as an organisation. Government cuts throughout the country were starting to bite, and we too felt their impact.

However, we were determined to ensure service levels were not affected, and worked long and hard to find alternative ways of doing things.

Unfortunately, there were job losses but these were kept to an absolute minimum.

On a positive note, it was a productive year and many community improvements were evident - we've included a round-up feature in this issue that highlights some of them.

It was also a successful year as St. Leger Homes was shortlisted or won many awards that confirmed, as an organisation, we were continuing to deliver services to high standards and that the customer is most definitely still at the heart of everything we do.

Throughout the year, many of you take part in the focus groups, surveys and reality checks we use to help improve the services we provide to you.

We have the privilege of working with some of the most dedicated tenants you could come across and were delighted to be able to nominate several of them for a range of awards last year.

I would like to take this opportunity to thank you all for your support; it is greatly appreciated and is an essential part of our service improvement.

Best wishes for a very happy New Year,

Susan

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Got a story?

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Bright sparks pass out

Six young people have learned what life is like as a fire fighter as well as gaining life skills after completing a week's training at Adwick Fire Station.

The teenagers, aged between 13 and 15, have been on a course, funded by the Redmond Tenants and Residents Association (TARA) – who tapped into grant funding from the Big Lottery.

The six teenagers got to take part in a passing out parade after learning skills including discipline, team work and confidence building from the fire fighters.

Sue Wray, chair of Redmond TARA, said: "We applied for the grant funding because we wanted to help put something back into the community for the younger people.

The funding has paid for 13 young people, aged 10 upwards, to go on these courses run by the fire service."

Martin Oldknow, South Yorkshire Fire and Rescue's group manager said: "It was a pleasure to welcome this group of young people to one of our fire stations. Courses such as this one have been proven to improve the life chances of the people completing them, as well as achieving our goal of educating young people about fire prevention and arson reduction."

Besides these courses, the fire service also runs a Cadets session at Adwick Fire Station each Wednesday evening between 6.30pm and 8.30pm. The sessions are free to attend and young people learn basic firefighting skills. For more details ring SYFR's watch manager Keith



Pictured from the left (front row) Brad Tindill; firefighter Nik Brown; Kalum Spencer; (middle row) Claire Trigger from St Leger Homes; Kieren Hind; Brendan Corby; Christopher Swinglehurst; Bayleigh Scott, Sue Wray from Redmond TARA (back row) PC David High; firefighter Andy Carling; lead instructor for SYFRS Chris Holland and firefighter Adam Young.



Electricity theft!

St Leger Homes has tackled some tenants who have been stealing electricity.

It recently came to light that three tenants were stealing electricity after tampering with their district heating meters.

Each case was dealt with separately, taking individual circumstances into account but the message is: "We will not tolerate electricity theft."

In such cases action will be taken. In these three cases it has included serving notice on a tenancy and excluding the tenant from the housing waiting list and in another case we have served notice and we are following the legal process to evict the tenant.

Susan Jordan, chief executive of St Leger Homes, said: "Please do not try to steal electricity. If you do you are committing an offence and we will take action against you. This action can result in you losing your home. Tampering with electricity supplies is also dangerous and can kill. Why tamper with something that can cost you your life or your home? Please don't do it."

TARA round-up

Keep your TARA in the news – make sure your community engagement officer knows what you're up to, or email houseproud@stlegerhomes.co.uk

Balby Bridge

TARA members dedicated much of 2011 to knitting scarves, gloves and toys in support of the 'Samaritans Purse' appeal and managed to fill 66 shoe boxes. .

APPEAL

Please keep your wool donations coming in – the group will be clicking away throughout the year to make comfort blankets for charity – your help will be much appreciated.

Campsall

Members recently organised a skip for the Pit estate, which was a great success. A further skip will be arranged for Beech Road. The Women's Group has arranged a trip to Llandudno. Anyone interested in going should contact the TARA secretary.

Model Village

The TARA donated £100 to Adwick Football club to go towards the cost of secure storage and changing facilities at the local school. Members are getting preparations underway for a street party to celebrate the Queens Golden Jubilee. Hot on their agenda

at the moment are Health and Safety issues, insurance and the availability of grant funding.

Stanley Gardens

TARA members have been kept well fed with a series of fish suppers and pie and pea evenings. Well done to all involved.

Woodlands New Estate

Residents on Woodlands New Estate will be seeing the benefits soon after their TARA secured a range of funding for local projects, including £10,000 for an outdoor gym, funding to plant trees around the children's play area, and further funding for the 'Woodlands Speaks' project which is all about gathering the views and suggestions of local residents about the improvements they'd like to see in the local area.

Tickhill TARA

A few of the members have been keeping fit with a novel exercise routine as they take part in Chairasise sessions. The sessions which are open to all local residents, stopped for a winter break but the weekly sessions are due to restart in February.

Closure of Balby Littlemoor TARA

It is with regret that we let you know Balby Littlemoor TARA has now officially closed. The TARA has

helped change and support the community in a number of different ways.

On closing, the TARA decided to split the funds they had raised between several of their favourite charities:

£450 – Party in the Park
£450 – Victim Support Doncaster
£450 – Children's Diabetes Ward DRI
£225 – Children's Assessment Ward DRI
£225 – New Beginnings Drug & Alcohol Support Centre
£437.47 – Cleft Palate, Nottingham Hospital

New TARAs

The Larch Drive TARA is now set up and has held its Inaugural meeting.

Also the residents from the Derwent Drive area of Mexborough have shown interest in forming a TARA.

We will keep you informed of their progress.

Tenant training

St. Leger Homes has joined forces with the Housing e-Academy to provide you with the opportunity to improve your skills and knowledge. You can attend a session in the training programme for E-Learning to help you feel comfortable completing the modules below in your own time at home.

We are currently offer six modules:

Climbing the Career Ladder -

The course covers a range of topics including understand where to look for job opportunities and knowing how to complete an application form

Managing a Home - which covers understand your responsibilities as a tenant, understand the benefits of healthy cooking and being able to manage your incomings and outgoings.

What is healthy living? - covering health, wellbeing and how we can look at how we live on a day-to-day basis to see whether changes can be made to make our lives healthier.

Fire Safety - covering the key legislation relating to fire safety, knowing about fire detection and warning systems and how to use & react to them.

First Aid - covering knowing what to do if you are first on the scene at an incident, being able to assess the situation as a potential danger zone and knowing the key processes to follow.

Introduction to Health and Safety - covering why you should be concerned about health and safety, your employers responsibilities, your responsibilities, taking action over health and safety issues and where to get advice.

For more information on any of the courses please ring the community engagement team on 01302 862743 or email: communityengagement@stlegerhomes.co.uk

CALM TARA transforms local area

Members of the TARA received an early Christmas present when Living Streets regional co-ordinator, Jim Shaw presented them with a commemorative plaque.

The plaque was in recognition of the work they have done to improve access to the Maple Grove Communal Hall and to making the surrounding areas more attractive.

The presentation marks the end of the 18-month project that has involved improving access to the rear of the community centre, installing a notice board so residents are kept up-to-date with activities and events, community planting and activity programmes including crafting, for the children.

Full details of the project, including before and after shots, can be found on Living Streets website:

http://www.livingstreets.org.uk/our-projects/fitter-for-walking/southyorkshire/addison_road-2

Well done to everyone involved!



▲ Jim Shaw presents plaque to committee members. Staff from St. Leger Homes, Doncaster Council and SY Police also attended the presentation.

Calendar girls

A group of Stainforth women have stripped off to be the new calendar girls and their images are already reaching all corners of the world.

The lovely ladies from our Polton Close Tenants' and Residents' Association have turned into Miss January to Miss December and already their calendar has reached Vienna, Canada, Madrid, Australia and New Zealand.

Now they are hoping their brave efforts will get the cash rolling in for three charities – the Yorkshire Air Ambulance, the Chatsfield Suite at Doncaster Royal Infirmary and Help for Heroes.

And, they are hoping their calendar will be as successful as the original Calendar Girls one – as it will mean they will raise lots of cash for charity.

The group of women, who regularly meet for bingo sessions and fund-raising initiatives, spent the year shedding pounds so that they were brave enough to flash the flesh for the calendar.

Mary Nesbitt, one of the brave calendar girls, said: "The calendars have been shipped off to family and friends around the globe and we are hoping sales will soar to raise cash for three fantastic charities.

"The photos for the calendar are really tasteful, but it took some courage to strip off for the camera."

Nyssa Hird, one of our community engagement officers, who is also a professional photographer in her spare time, volunteered her time to do the calendar shots.



Paralympic dream

An injured former soldier is a step closer to his Paralympic dream, thanks to a £300 donation from one of our TARAs.

Craig Wood (20), who lost his legs and a hand in a bomb blast in Afghanistan in 2009, received the money from members of Latin Gardens and Emley Drive Tenants' and Residents' Association (TARA) who raised the money by holding an autumn fayre.

Craig has an ambition of being part of the 2016 sailing team for the Paralympics which will be held in Rio De Janeiro. He is already in the transitional Paralympic squad and has set his sight on making the first team.

The money will buy Craig, of Doncaster, a tactical sailing compass.

Michelle Heeley, chair of the TARA, said: "We raised the money by holding an autumn fayre and hope it helps Craig to go on and make the first squad of Great Britain's sailing team."

Craig said: "This is a great boost and will help buy some of the specialist equipment that I need to go on and achieve my dream."



▲ Craig is pictured receiving the cheque from Brenda James, secretary of the Latin Gardens/Emley Drive Tenants' and Residents' Association (TARA) surrounded by other TARA members.

Benefit the community

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."

Excellence in equality & diversity

Vimbai Mbedzi is one of those people who you pass in the street, never realising, or even thinking, about what they have achieved. And yet, her work has been so impressive, that it has earned her a nomination in the Excellence in Equality and Diversity Awards.

Before moving to England, Vimbai worked as an IT trainer in her native Zimbabwe.

When she first arrived in the UK, Vimbai could speak very little English, but worked hard and quickly learned the language.

She was determined to make a better life for herself and her son, and she set out on a journey to improve not only her own life, but also the lives of the people within her community.

She was elected Chair of the St. Leger Homes' BME Focus Group and served from 2006-08 where she was the main driving force behind the groups growing popularity.

Before long, the group took the decision to reform as a Tenants' and Residents' Association and became known as the BME Doncaster Settlers TARA. This is a successful group that regularly attracts members from across the borough.

Vimbai worked as a volunteer for the Women's Centre in Doncaster, where she was able to indulge in her passion for training. She was later offered a place at Sheffield University to study for a degree in social work. Overlapping her degree studies with her love of training, Vimbai also studied the City and Guilds course 'Preparing to Teach in the Lifelong Learning Sector (PTLLS).

Ready for another challenge, Vimbai moved on to form a Social Enterprise called the Easy Learning Network, which delivers training courses, including Equality and Diversity, Confidence Building, Assertiveness and Basic IT.

Vimbai has worked closely with a Sheffield based Social Enterprise

called Viewpoint, which employs local people with a disability, where she delivered training to their staff.

Those of you having recently had Decent Homes work will probably have had a call from Viewpoint as they are the ones who carry out the satisfaction surveys for us.

The years of hard work and study paid off for Vimbai when she recently graduated and received her degree in Social Work.

During her final year she opted to specialise in older people (rather than children / young adults). She had two placements, one in a hospital and the other in a care home and it was through these placements, she identified a real need to raise awareness of Dementia, especially among members of the community.

Vimbai developed a Dementia Awareness game called 'Mindful Memories' which shows the life journey of two people who experience Dementia.

One of the characters has plenty of family support, and the other leads an isolated lifestyle. The vastly different experiences of the two characters, illustrates how important community support is.

The game has been designed to be an interactive way of highlighting the frustration and difficulties faced by everyone dealing with Dementia, including the carers. One of the main aims is to

showcase the support and care routes that are available, and to encourage people to use them.

Another important factor that the game brings to life is the real need for the local community to play a role in supporting and caring for those dealing with Dementia, both sufferers and carers.

Members of St. Leger Homes' Disability Focus Group piloted the game at their recent meeting where it was exceptionally well received, winning the praise of many group members.

There are now plans to roll out both the Equality and Diversity training and the Dementia Awareness training on a borough wide level.

If you would like to have Vimbai to come along to your group and help to raise awareness about Dementia, please contact our community engagement officer, Viv Binks on 01302 862983 or email community.engagement@stlegerhomes.co.uk



ANTI-SOCIAL BEHAVIOUR

We are committed to making our neighbourhoods peaceful, safe and secure places to live.

Sometimes, people are not always aware that they are causing a nuisance until it's drawn to their attention, or may be causing problems through no real fault of their own.

But anti-social behaviour of any kind will not be tolerated. We always take it very seriously when we have disruptive tenants and other people causing a nuisance in our communities. We will always give help and support, where appropriate, to try and overcome problems, but we will evict tenants if left with no other options.

A sample of the cases we have dealt with in 2011, all with very different outcomes, include:

Following the vast improvement work on the CALM estate in Armthorpe, staff from St. Leger Homes, Doncaster Council and the police, continue to undertake regular estate walks. Issues are still being detected and there is still a problem with anti-social behaviour on the estate, however, these are much reduced from those of a year ago.

We repossessed a house in Rossington after continued anti-social behaviour by the tenants living there and the visitors to the property.

A flat in Stainforth was repossessed after residents suffered two years of anti-social behaviour at the hands of the tenant. This case illustrates how long it can take to follow the process through to completion.

Alley gates success

Tenants and residents in Hyde Park have seen a big improvement in their neighbourhood thanks to the installation of new alley gates.

The eight gates have been fitted in the alley ways behind Clark Avenue, Stockil Road and



Wainwright Road following reports of burglaries and anti-social behaviour in the area. Tenants had also reported incidents of rubbish being dumped in the alleys, and increasing numbers of youths drinking alcohol and causing a disturbance.

Following these reports we consulted with tenants in the 60 properties that surround the alleyways to see if they supported the idea of installing alley gates, and over 90 per cent agreed. Together with Doncaster Council's

Community Safety Team we arranged to have the gates fitted, and as a result we have seen a significant reduction in the number of problems in the area.

Yam Khadka, one of our estates officers involved in the work, said: "We have only had the alley gates for about 3 months, but since they have been installed we have not had a single incident reported. It is an excellent outcome and very much appreciated by some of the residents I have spoken to."

Getting in

My car has been stolen

The non-emergency phone number for South Yorkshire Police has changed to 101, replacing the existing 0114 2202020 number which will be gradually phased out.

All forces in England and Wales will be using 101 as their non-emergency number by mid 2012, making it easy to contact the Police, wherever you are.

Every call to 101 will be charged at a 15p flat rate however long the call, from mobile or landline

The introduction of 101 nationally has been agreed to relieve pressure on the 999 service and will enable forces to prioritise calls.

When should you call 101?

When it is less urgent than 999 for example, general enquiries, to contact local police or to report a crime that has already happened.

Crimes such as the following should always be reported by



calling 101:

- Stolen car
- Vandalised property or criminal damage
- Suspicion of someone selling stolen goods
- Suspicion of local drug dealing
- Theft such as stolen mobile phones
- Drunken or rowdy behaviour

In an emergency – when a crime is in progress or life is at risk – always call 999.

Safeguarding update

Safeguarding the vulnerable is everyone's responsibility and mistreatment of any child or adult is not acceptable - doing nothing is not an option.

During 2010/11, St. Leger Homes received 147 cases that resulted in us making 331 referrals to various partner agencies.

Because someone took the time to raise their concerns, these people and their families are now receiving the help and support they need. In some cases, lives have actually been saved.

By working closely with a very wide range of organisations, we are able to help make sure people get the right kind of support.

In one case, a rents officer visited a tenant to find a way of reducing the mounting rent arrears. It soon became apparent that the

tenant had more than just financial problems. There was no food in the house, the home was unkempt and the tenant had serious health problems that needed immediate medical treatment. Referrals were made and a comprehensive care package was put in place.

Case two, involved a family struggling to come to terms with the tragic loss of their partner/parent. The children were suffering at school and the spouse was battling to keep the family together, despite having some support from the family. Besides help from St. Leger Homes, bereavement counsellors, victim support, financial inclusion, Surestart and social services all played a part in helping this family get back on track.

These could easily have been very different stories!

We've a new way of tackling tenants who won't let us into their homes to service their gas appliances

We will now take the tenant to court under the Environmental Protection Act to ask the court for a Warrant of Entry. This means that if the tenant does not contact us within 14 days of us obtaining the warrant from court that we can gain entry into their property.

Recently, we sent out 28 Abatement Notices to tenants warning them that if they did not let us access their home we would go to court to ask for a Warrant of Entry. As a result of this 26 let us in to service their appliances, we took the other two to court and successfully gained warrants.

Now we have the warrants, if the tenants do not let us have access within 14 days we can gain entry to their homes to carry out this essential work.

The warrants cost £18 – much cheaper than previously where the legal work cost more than £200.

Jackie Linacre, our customer repairs service manager said: "The majority of our tenants appreciate how important it is that we carry out this essential safety check. For those where, after several attempts, we have been unable to gain access we will now apply to court for a warrant of entry. Taking this action is a last resort but it is vital that we gain access to carry out the annual gas service. I would ask tenants to work with us and let us in to do this essential work. "

In the last year, Neighbourhood Alliance, the partnership project between the police, fire service, St. Leger Homes and Doncaster Council, the NHS and other organisations, has been busy making a difference in communities all around Doncaster!

Neighbourhood Alliance 2011 round-up

Despite the snow last winter, the project still managed to roll in to Edlington, albeit for a slightly shorter stint than the normal 3 weeks.

Over the following 12 months, the Alliance then visited Intake, Askern, Highfields, Denaby, Dunscroft and rounded off the year with a visit to Balby Bridge.

On each stop the project addressed the issues local residents raised as being of prime concern in their community.

There are common issues across the borough like litter, fly tipping, anti-social behaviour and drug problems. The Alliance has been particularly successful at dealing with these and can list:

- Seizure of cannabis plants, heroin, drugs money and equipment
- Illegal cigarettes and tobacco products
- Recovery of stolen property
- Targeting under-age drinking
- Tackling truancy
- Identifying tenancy breaches including badly kept gardens
- Tackling speeding motorists
- Advice sessions
- Addressing estate issues including dog fouling
- Fly tipping and litter - 21 tonnes of rubbish removed from one village alone!

An important part of the project involves leaving a 'legacy', putting something in place that will last. This is always done in consultation with local people and has included refurbishment of communal halls, building multi-use games areas, renovating scout huts and creating garden areas.

Neighbourhood Alliance has become known as a 'pioneering project' and its success has recently won it the South Yorkshire Partnership Award.

Look out for more updates on the project throughout 2012.



Facelift for flats

Homes on Galsworthy Close in Balby are getting a facelift!

Work has started on a £380,000, 2 year renovation plan which will replace old wooden roof cladding on 16 blocks of flats. The new composite plastic materials being used are expected to last for 30 years and will remove the need for regular maintenance. Flat felt roofs are also being replaced with long life rubber roofing which will again cut down on maintenance costs.

The roofing work will improve the thermal insulation of the buildings. This means they will be more energy efficient which should help to reduce the heating costs for tenants living there.

St. Leger Homes is also sprucing up stairways and communal areas in the blocks by giving them a new coat of paint.



HIGH RISE Makeover

Tenants living in Doncaster's high-rise flats are seeing them receive a £4.66 million makeover.

Work being carried out on the eight blocks of flats in the town centre and Intake includes new windows, doors, upgraded central heating and external cladding – which will make homes warmer and greener.

Eight of the borough's high rise flats – Shaftesbury House, Lonsdale House and Westminster House in Intake, and Methley House, Hatfield House, Firbeck House, Cusworth House and Sandbeck House in Balby Bridge – are undergoing the improvement work under the Decent Homes programme.

Work is well underway on some of the blocks, with the external cladding work recently starting in Intake which, weather permitting, is expected to be completed in the spring.

The external cladding work in Balby Bridge is an insulating material that will reduce heat loss, keeping the homes warmer.

Cllr Ray Mullis, Cabinet member for housing, said: "This work will make a big improvement to the homes in the high rise flats. It will mean the flats will lose less heat, making them greener and more economical."

Susan Jordan, chief executive of St Leger Homes of Doncaster, said: "The replacement of windows and doors has already made a big difference to the tenants. Combined with the cladding work it will mean a huge reduction in energy needed to heat the homes. I am sure the tenants are feeling the benefits already."



Sitting comfortably

Laura G is sick of her old sofa!



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



St. Leger Homes What's brought this on?

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



Laura G I wanted to get a sofa in the sales but they're still too expensive. My only option is to use one of those high street furniture and electrical shops – (they are always advertised on TV!) and pay for it on credit. I'm desperate, my sofa should be condemned!

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



St. Leger Homes Be careful though – the interest rate is probably high and you might end up signed into a long-term agreement, paying back far more than the sofa actually cost. They might even insist you take out their own insurance.

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



Laura G That doesn't sound too good, have you any suggestions?

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



St. Leger Homes Have you thought about Refurnish, they've got a wide range of good quality new and used furniture and electrical goods? They've got showrooms in Thorne, Carcroft and Waterdale, so they're fairly easy to get to.

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



Laura G Nice one, I'm going into town on Wednesday so I'll check it out. Do they offer any credit or loans?

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



St. Leger Homes No but if you're in Waterdale you could always pop into South Yorkshire Credit Union and speak to them about a low interest loan. Another thing to think about is insuring your belongings; our Home Contents Insurance will almost certainly be cheaper than the rates high street shops offer.

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



Laura G Yeah, I went down to South Yorkshire Credit Union the other week and they seemed really friendly.

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



St. Leger Homes Let us know how you get on. Why not drop into the next *DYTAG meeting – there's always plenty of money saving tips and advice on similar issues – last Wednesday of every month and there's even a free cuppa – give the Community Engagement Team a ring on 01302 862983 if you'd like more details.

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



Laura G Great Cheers, see you there. Hopefully my old sofa will be a distant memory by then!

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

Safe and warm

Tenants and residents are being urged to heat their homes safely this winter, as the fire service sets out to curb an annual spike in accidental blazes.

South Yorkshire Fire and Rescue attends up to 200 accidental house fires every winter- a 25% increase compared to other months of the year.

And with the rising cost of energy potentially leading to residents heating or lighting their homes less safely, the fire service has launched its 'Safe and Warm' campaign to encourage families to stay fire safe this winter.

Electric heaters, open fires and candles are some of the key causes of fires in the home. With gas and electric prices on average 20% higher than last year, fire safety experts are asking residents to think carefully before using equipment that could put them at risk.

Advice offered to residents by South Yorkshire Fire & Rescue (SYFR) includes:

Heaters- keep heaters away from curtains and furniture and never use them to dry clothes



Open fires- be careful using open fires to keep warm. Use a fire guard to protect against flying sparks and make sure embers are properly extinguished before going to bed

Electric blankets- never use hot water bottles in the same bed as an electric blanket, even if it is switched off

Candles- never leave naked flames unattended and only put them on a heat resistant surface

Older people are especially vulnerable to fire, with more than 130 people aged 65 or over injured in accidental house fires in South Yorkshire in the last four years alone.

For more information on keeping you or an older relative, friend or neighbour safer this winter, visit www.syfire.gov.uk or find South Yorkshire Fire & Rescue on Facebook.

IT complaints

We have introduced a new IT system that was needed to make sure that we are able to continue to deliver the growing number of services to you.

Unfortunately, as always seems to be the case with technology, there have been a few teething problems with the part of the system we use for complaints handling – this has meant there has been a short delay with responding to some complaints.

The problem has been rectified now – thank you very much for bearing with us.

Leaseholder news

Gas servicing at competitive rates

Please remember that it's the responsibility of all leaseholders to ensure that their gas appliances are safe and are regularly serviced.

All servicing must be carried out by a Gas Safe registered installer, and a certificate (CP12) must be given to St Leger Homes each year.

Not sure who you can trust to do the work?

We have a gas servicing programme exclusively for our leasehold properties – and at a very a competitive price.

An annual service of your Central Heating Unit will be £56.11 inc. VAT - and we can service extra appliances in your home for only £20.53 (including VAT) each.

Please note that repairs to appliances and replacement parts are not included in the price of the service.

Any repairs identified during the service may be carried out whilst our operative is at your property if you are happy to accept the listed price for the repair. Alternatively we can let you have a written quote.

Important

If you sublet a leasehold property you are required by law to ensure that all the gas appliances in the property are checked for gas safety at least once a year, by a Gas Safe registered engineer.

You must keep a record of the safety check for two years and issue a copy to the tenant within 28 days of the check being completed. A copy must be provided to any new tenants before they move in to the property.

If you need information or advice, please contact a leaseholder advisor on 01302 736381, or the Gas