

ST LEGER HOMES OF DONCASTER THANK YOU FOR VOLUNTEERING SCHEME



Thank you for letting us know what you think!!

St Leger Homes of Doncaster is now offering a small thank you for getting involved. Customers can earn points by attending consultation events, focus groups, joining in with our reality checking, mystery shopping or by simply completing a questionnaire. All you need to do is register with our menu of involvement to be eligible to collect the points.

The next time you receive an invitation requesting your opinion to help St Leger Homes improve its services or check our tenants are still receiving a value for money service; you will earn points towards receiving shopping vouchers. These points will be calculated over a six month period, and you will be notified about how many points you have earned.

Every 50 points that you collect, can be exchanged for a £5 gift voucher.

For further information, or to register your interest, you can contact us by telephone on 01302 862743, or by sending an email to customerinvolvement@stlegerhomes.co.uk

Terms and conditions apply, please see below.

Ways to get involved

Here are some of the ways that you can get involved, and the points available:

- **E-Talkback,** **5 Points**
As above, but in the comfort of your own home!
- **Post, telephone and email surveys** **10 Points**
Complete surveys on a variety of issues, from the comfort of your own home.
- **Mystery Shopping** **10 Points**
Test the quality of our services by carrying out phone calls, visits and emails
- **TalkBack readers group** **20 Points**
Ensure all our letters and documents are customer-friendly before they are published

- **Consultations**

Your chance to tell service managers what issues are a priority, and help shape our services

25 Points

- **Reality Checking**

Checking empty properties to make sure they meet SLHD lettable standard

25 Points

Claiming expenses

By volunteering your time, you are helping us and other customers.

We want to ensure that no-one is left out of pocket for going out of their way to help, so we may be able to reimburse your costs to include:



Travel Costs



Mileage (up to £5)



Food (when appropriate)



Parking

Terms and Conditions

You are eligible for points if you live in a St Leger Homes property.

When you have collected 50 points, you are eligible for a £5 gift voucher.

You can earn a maximum of 250 points in any six-month period. Any participation beyond the maximum 250 points accrued will not be awarded.

You are only eligible for points if you attend the whole of the event.

Please make sure that you sign in at the event. If you do not sign in, we won't have any record that you've attended, and you will not be eligible for points.

All questionnaires must be completed in full, and by the deadline, to be eligible for points.

Shopping vouchers will be distributed at six monthly intervals.

St Leger Homes will notify you of any shopping voucher entitlement within the six month period, by letter, phone or email.

The points are non-transferable, and there is no cash alternative.

Points are open to employees of St Leger Homes, who are also tenants of a St Leger Homes managed property. However, attendance at events or completion of questionnaires must not be done during working hours.

St Leger Homes may amend these Terms and Conditions without notice, by posting any changes on their website.