

August 2025

house proud

The magazine for St Leger Homes' customers



Let's keep
in touch!

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**Our Annual
Review**

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**Smoke and CO
alarms save lives**

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**Supporting our
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A message from our Chief Exec

Hi everyone, in this issue of HouseProud we are proud to share with you our Annual Review for the period from April 2024 to March 2025

We will take a look back at our performance and achievements for customers over the year, as well as celebrating a significant milestone for St Leger Homes – our 20 year anniversary!

2024/25 was another challenging year but I believe that we have been able to make many positive improvements for you. We have begun our programme of Keeping In Touch (KIT) visits which have proved popular and useful for customers. They are a great way

for us to keep having regular, positive engagement with you – whether that is simply for a chat or giving you the chance to report an issue or sort a problem out face-to-face with one of our Housing Officers. You can read more about Keeping In Touch visits on page 14.

Our customers will always be at the heart of everything that we do, so we have also been listening carefully to your views and opinions as you can see on pages 10 and 11. Here we take

a closer look at how we deal with complaints and how we have responded to the feedback you have given us.

Whether you have been a St Leger Homes customer for two months or the full 20 years, we hope you will all join us in celebrating this anniversary. As we head into the next 20 years we are all committed to keep working hard to improve the services we provide for you.



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Do more online with My Access

Did you know you can find lots of information about your tenancy quickly and easily on the My Access section of our website?

You can use it to check important details about your rent account, report a repair and make rent payments at a time convenient for you – 24 hours a day, 7 days a week.

My Access lets you report a repair without needing to wait on the telephone. You can also use it to update your contact details so we can stay in touch if you change your telephone number or email address.

It's quick and easy to register – just go to www.stlegerhomes.co.uk and click on the My Access button at the top of the page.

Tenants Takeover

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Hello everyone, my name is Sharon Hart and I am the Chair of One Voice Forum.

I hope you have all been making the most of the nice weather we have had recently. It has been a very busy last few months for the One Voice Forum, in fact it's been a busy year. We have already had an input into 22 consultations which have included the Tenancy Agreement, Anti-Social Behaviour Policy, Vulnerable Persons Policy, No Access Policy, Capital Programme and the Equality, Diversity and Inclusion Strategy to name just a few.

We have also helped co-create a **Tenant Development Pathway** to give customers the appropriate support and training to become potential Tenant Board Members. Linked to this we have also revised the Volunteer Rewards and Incentives Scheme.

This scheme sets out the rewards we give customers who are members of our Get Involved Group and who attend engagement meetings, support with surveys or take part in consultations, and customers who are representatives on our One Voice Forum and Tenant Scrutiny Panel. It ensures that customers on these groups are rewarded fairly for their time. We are grateful to the **Tenant Scrutiny Panel** for undertaking this review on our behalf and supporting us to put this new scheme in place.

I was also pleased to learn that the new digital **Tenant Review Hub** is up and running. The hub review and improve communications such as



letters, documents and the website. They have already had their say on how the HouseProud magazine could be further improved which you can read about later in this issue.

Customer views are very important to St Leger Homes and also to customer representatives, including myself, and we would be delighted if you would come along to our **One Voice Forum meetings**. You will be warmly welcomed and there is always someone who will meet you and make you feel at ease.

For more information on joining us or becoming a member of our Get Involved Group, Tenant Scrutiny Panel or any other group, please contact the Customer Involvement Team on **customer.involvement@stlegerhomes.co.uk** or call us on **01302 862743**.

Our Annual Review 2024/25 – A welcome from Dave and Milcah

Welcome to the St Leger Homes' Annual Review for 2024/25 in the year we celebrate 20 years of delivering services to customers.

This year, our Annual Review is being introduced by Dave Wilkinson, our Chair of the Board and Milcah Walusimbi, one of our tenant Board members. As one of our customers, Milcah works very closely with St Leger Homes, shares her experiences and understands the needs of customers.



Milcah Walusimbi
– Tenant Board Member

Milcah

“As a tenant member of the Board, I am extremely proud to introduce this year’s Annual Review, along with our Chair, Dave Wilkinson. Being a customer who sits on the Board of St Leger Homes I fully understand how important it is that we deliver excellent services.

This annual review outlines the incredible hard work the whole organisation does on a day-to-day basis to provide the best possible service for customers and looks back on our performance and service delivery over the last financial year.”

Dave

“As Chair of the Board, I know firsthand that 2024/25 has been another challenging one – but one we have all worked tirelessly to make as successful as possible. The year saw Chris Margrave take over the role of Chief Executive and I, as well as the rest of the Board, have really enjoyed working closely with him to continue to move St Leger Homes in a positive direction.

We have also seen new appointments to the Executive Management Team in Lee Winterbottom (Director of Property Services), Jane Davies

(Director of Housing and Customer Services) and bring lots of experience and knowledge to the team to support customers and staff in so many ways.

Once again, the cost of living and inflation challenges continued, meaning costs for everyone have risen once more. However, that didn’t stop us doing all we could to help to make sure we offer the best value for money services possible. We continued to keep your rent as the lowest in South Yorkshire whilst still providing high-quality services.

One of the most important issues for customers was our repairs service. The amazing work and improvements our teams have put in over the past few years has started to come to fruition with the number of backlogged repairs reducing to zero – meaning 2024/25 saw us move onto a solid foundation to improve even further. This means we can continue to improve on things such as how we appoint repairs to reduce waiting times.

One of our priorities over the next year is to complete as many stock condition surveys to

inform our investment decisions for our homes and ensure our homes are compliant with all regulatory standards of being safe, comfortable and energy efficient.

But we can't do this alone. We need you to help us. Over the past 12 months one of the biggest challenges we've faced is gaining access to homes to complete works. We appreciate that life happens and sometimes appointments need to be changed. However, when it happens it has a knock-on effect to St Leger Homes from a cost perspective and also other customers who are waiting for appointments. Please make sure you are letting us know as soon as possible if circumstances change.

Last year we told you about our new Keeping in Touch (KIT) visits initiative and we're delighted to say that we have completed over **8,000** of these in 2024/25. KIT visits have proven vital for us to engage with our customers but have also helped customers too – from being able to arrange a same-day repair, to supporting two customers to receive around £5,000 in underpaid Housing Benefit and Council Tax support – all from just answering the door to a member of our team for a chat.

We continued to focus on the important issues you told us meant a lot to you. Some of the issues

were about damp, mould and condensation and antisocial behaviour. Our dedicated damp, mould and condensation team carried out over **2,300 surveys** in 2024/25 alone and our antisocial behaviour team have resolved **1,075 cases**.

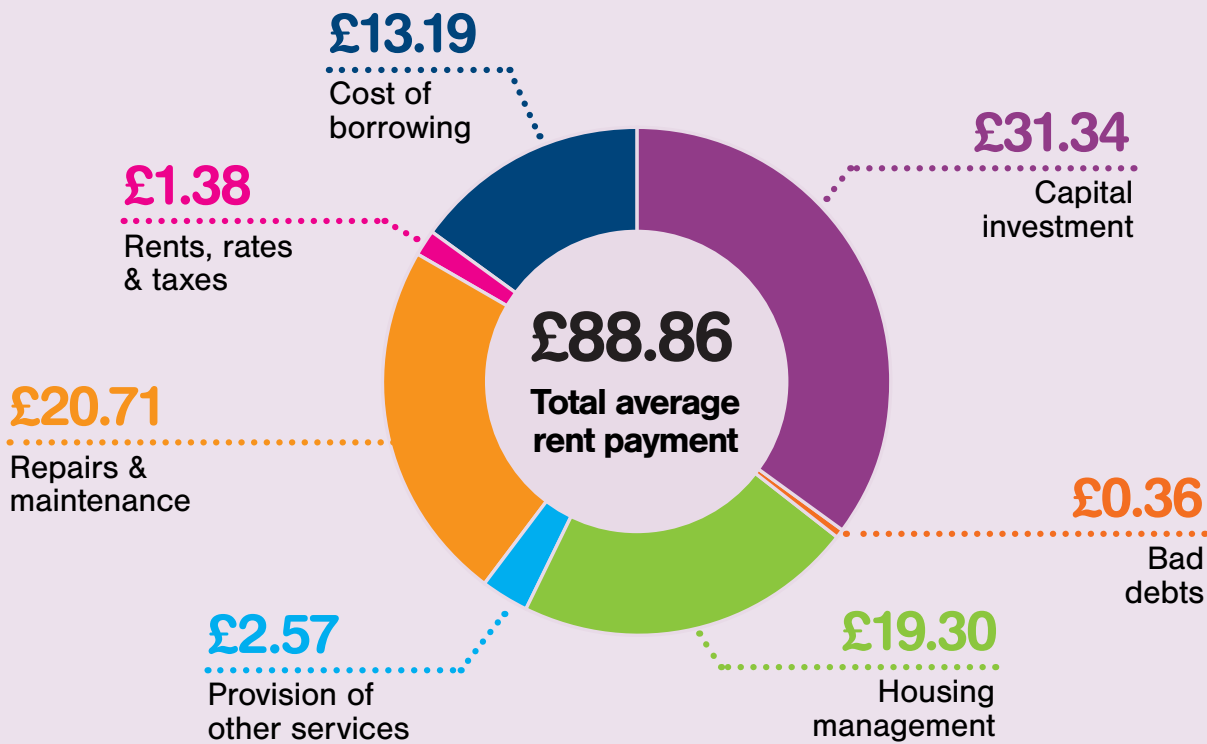
Over the year our teams achieved some significant milestones whilst facing tough challenges and you'll see these highlights throughout this Annual Review. You'll notice we've kept things very similar again this year and you can hear from some of our customers about their experience of our services. Some of these are covered in our Annual Review 2024/25 videos which will soon be available on our YouTube channel, website **www.stlegerhomes.co.uk** and social media pages. Look out for these at the beginning of September 2025!

You'll hear first-hand from customers and staff about how our people have made a positive impact on their lives. We hope you enjoy reading our reflections and what Milcah and I feel has been, overall, a successful year."



Dave Wilkinson
– Chair of the Board

How your rent is spent





Once again, our repairs and maintenance teams provided an absolutely essential service for you. And again, this service saw the highest demand from our customers throughout 2024/25.

Despite financial challenges around inflation and costs of materials, we continued to make improvements in this area – reducing repairs backlog to zero and working hard to continue to reduce waiting times for repairs.

Our dedicated Damp, Mould and Condensation team helped around 2,500 customers with surveys, advice and support. We ensured customers were supported to help reduce damp, mould and condensation using various spotlight articles in our HouseProud magazine.

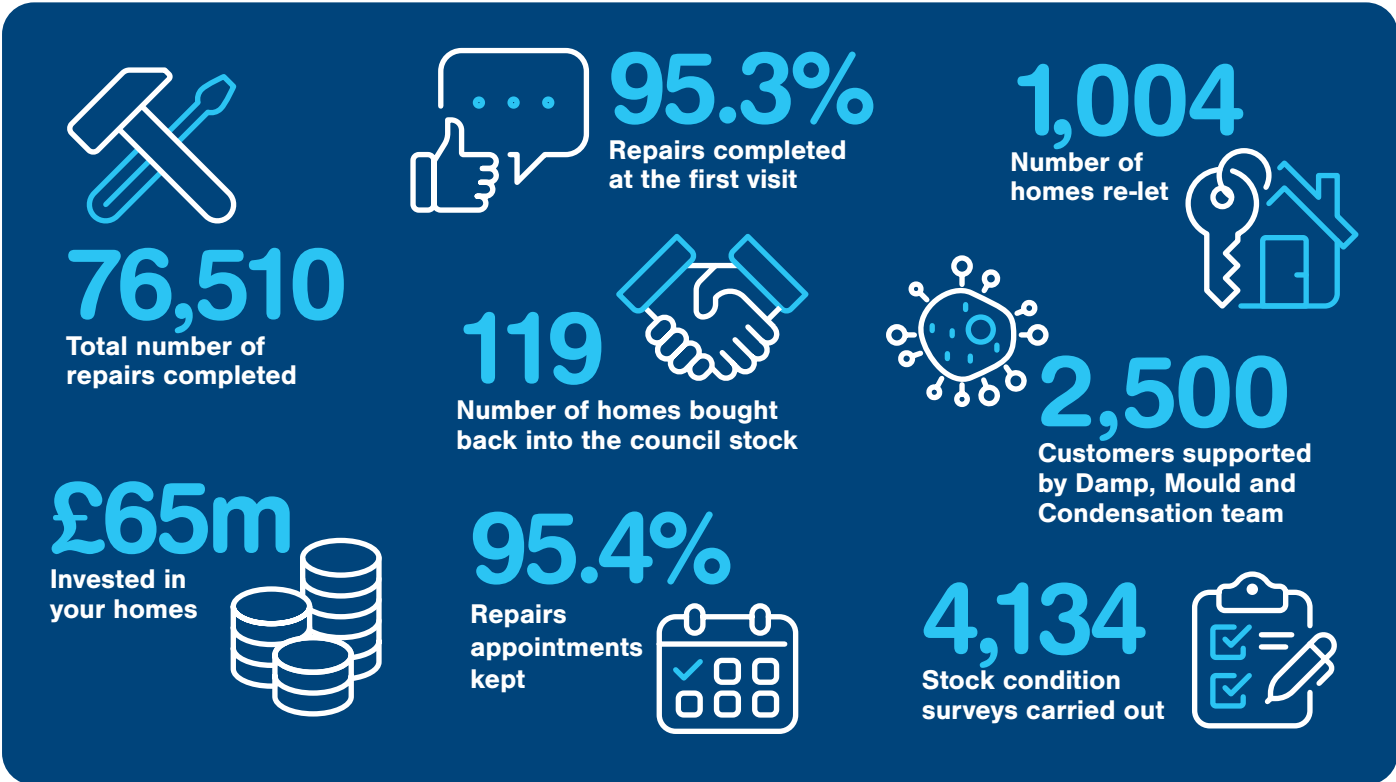
Our repairs service has continued to show a positive increase in completing repairs at the first visit. And our customers are telling us that they are noticing this improvement.

After we complete a repair, we ask customers to complete a survey. Over 8,000 customers responded throughout the year. 75% of these customers were satisfied with the repair carried out, 85% happy with the quality of

their repairs and 80% are satisfied with the waiting time to get their repair done. 93% of customers thought our trade staff were polite and respectful.

Whilst these figures are good to see, there’s still work to be done, as this is a core service we received the most complaints about repairs – something we’re continuing to work hard to reduce.

Compliance and safety checks	
Gas servicing	100%
Fire safety	100%
Asbestos surveys	100%
Legionella assessments	100%
Lift inspections	100%
Electrical EICR checks	96%





People

This year we continued to prioritise the wellbeing of our customers and made sure people had access to the support and help they need to live a comfortable life, safely in their homes.



99%

% of tenancies sustained after support



726

(worth £35,574 in total)
Number of HACT energy vouchers for customers

1,641

Number of people supported by our Tenancy Sustainability Team



£1.7m

Financial gains for customers



454

Mental Health Navigator referrals



113

People supported into training, education or employment

92

Legal notices served for antisocial behaviour (including injunctions and evictions)



1,075

Antisocial behaviour cases resolved



Some of our highlights include our work on tackling anti-social behaviour done by our dedicated Safeguarding and Anti-social Behaviour team who dealt with **1,095 cases** during 2024/25 to keep you and your communities safe. Of those cases **1,075** were resolved during the year with the team finding amicable resolutions to the majority. Where those resolutions were more difficult to find, we took legal action for 92 cases which resulted in actions such as evictions.

Our Tenancy Support Team were instrumental to supporting customers. Over the year the team had a strong focus on supporting customers to make sure they received Pension Credit and benefits they were entitled to with **over £700,000**

in payments being received for customers across Doncaster.

From the **1,641 referrals** into our Tenancy Sustainability team, **99%** of customers were still in their tenancies six months after our support had ended – It's a great example of what we can achieve when we work together with customers.

We are here for you to support you with financial advice.

Scan the QR code to visit our website or phone us on 01302 862050.





Communities

Our communities are the heartbeat of our great city. We are proud of the communities we support – whether that's by working with customer and resident groups or our garden and caretaker teams keeping things neat and tidy.

In 2024/25 we set out to meet every customer by the end of 2026/27 by carrying out Keeping in Touch (KIT) visits. Since then, we have completed **over 8,000** of these visits.

The visits make sure we are supporting every single customer and puts us in touch with those who don't usually engage with us. Following one of our KIT visits, a customer was supported by our Customer Involvement Team to start his own community coffee morning. That's just one of example of the many active community groups we support where customers and residents can get together informally, supporting community cohesion through common interests.

The Environmental Pride programme, led by us and City of Doncaster Council with other partners, helps communities develop their own local improvement projects.

These include Whinfell Community Group's Seed to Feed project which provides fresh produce

for community lunches, with any left over veg delivered to less mobile residents, free of charge.

We also carried out 40 Days of Action across Doncaster with partners from the Council and South Yorkshire Police. These involve litter picking, tackling fly-tipping and working with communities to improve local areas.

Another way we engage communities is through our regular estate walks which happen across our neighbourhoods regularly throughout the year.

In total, we carried out 350 Estate Walks in 2024/25 and identified issues to deal with such as fly tipping, garage sites needing attention and low level antisocial behaviour.

We would love to see you join us on an estate walk. Head to our website here to find out when your closest one is happening next.



14

Number of Tenants and Residents' Associations (TARAs) supported



49

Number of customer groups supported

88

Customers supported by our garden service



£4,700

Funding to support customer group activities through the Positive Action Group

£27,141

Total Environmental Pride funding



Partnerships

We pride ourselves on delivering a great service, but we can't do this alone. One of our biggest strengths is working in partnerships with organisations across Doncaster and the wider region to keep customers safe and thriving in their homes.



88%

Goods and services sourced within South Yorkshire



24

Number of policies/strategies reviewed and informed by our customer group the One Voice Forum.

47

(19 new!)
Number of Apprentices



132

People joining our World of Work scheme



217

Number of customers who are part of our Getting Involved Group

2

Tenant Scrutiny Panel reviews

(Recharges in relation to Empty Homes, and Volunteer Rewards and Incentives Scheme)



Whether it's working with suppliers and contractors who support us to deliver our repairs, keeping buildings safe or partnering with education providers to deliver our apprenticeships and World of Work (WOW) schemes, partnerships are essential to what we do.

During 2024/25 we welcomed **132** customers onto our WOW scheme, supporting them with work experience alongside classroom learning at Doncaster College.

We also continued to develop strong relationships with organisations such as the Department for Work and Pensions, South Yorkshire Police and the NHS.

Our most important partnership, however, is with customers. We understand how important it is to involve customers in everything we do. Alongside

our other groups, this year we launched a new Tenant Review Hub which will work to review any documents, letters and communications which are designed for customers.

"The scheme has been brilliant. You learn so much at Doncaster College and now me and my new work mates are able to put these skills into good practice whilst helping individual customers and communities."

- Simba, WOW trainee





Dealing with Complaints

Although we set out to always deliver great services, there will be occasions where we fall short of the standards expected, resulting in a formal complaint – this can be from a customer or someone in our wider communities.

Although the number of complaints we receive is higher than our target, we don't see this as a negative as we make it as easy as possible for customers to complain – an approach which is supported by the Housing Ombudsman Service. We always use complaints as a means of learning and will endeavour to change the way we do things if it is causing dissatisfaction and resulting in complaints. Check out the 'You said we did' section of our website and our Annual Complaint and Service Improvement Report which shows lots of examples of this.



We received
1,354
Stage 1 complaints
68 complaints per
1,000 properties (target 47)



We received
152
Stage 2 complaints
7.6 complaints per
1,000 properties (target 3)

We have a dedicated team to make sure we deal with complaints as quickly as possible and our performance on this continues to improve, with nearly 100% of all complaints received in 24/25 responded to within target.



We responded to
99.65%
of Stage 1 customer
complaints

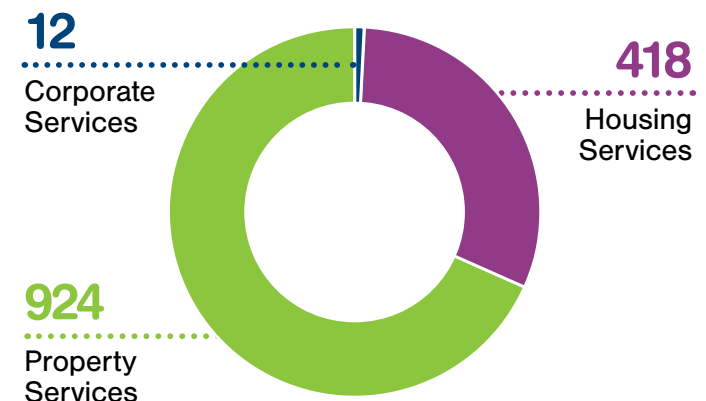


We responded to
98.36%
of Stage 2 customer
complaints

Out of the 1,354 formal complaints we received, 1,154 were from customers. The top 3 reasons for complaints from customers were: Time taken to deal with things, service deliver and staffing issues. Only 360 of all the complaints we received were upheld.

The pie chart below shows out of all the 1,354 complaints we received in 24/25 the area of service they relate to.

Number of Complaints



Where a customer is not happy with our final response to a formal complaint, they can contact the Housing Ombudsman Service to ask them to investigate. In 24/25 the Housing Ombudsman Service determined 7 cases from customers who had referred their complaint to their offices.

You can read the findings of the Housing Ombudsman's investigations, as well as more detailed information, on the complaints page on our website.





You said, we did

One of our most important commitments to you, is to listen. And not only listen, but to act on things you tell us could be better. That's why we publish information on anything we've done following feedback.

What is important is that we learn from the feedback we receive whether that be from a complaint, a survey or a customer group. Here's just a few examples showing where we have changed our services or worked differently as a result of customer feedback.

Throughout 2024/25, our customers helped us shape 24 policies and strategies, held two scrutiny reviews and got involved in many more consultations, surveys and discussions.

Customers Own Improvement Policy

You said – You told us you want to make improvements to better enjoy your home environment and personalise your surroundings.

We did – The Policy includes provision for customers to have more autonomy to make their house their home without undue input from us.

Fire Management Plan

You said – You wanted to feel and be safe in your homes in relation to effective fire safety management and that effective procedures are put in place should there be a fire.

We did – The Plan now sets out how St Leger Homes of Doncaster (SLHD) will meet its legal and moral obligations around fire safety and objectives outlined in the Fire Safety Policy. The Plan also outlines procedures to prevent fires and protect people and property in case of a fire, including risk assessments, evacuation plans, and training.

Customer Access Strategy

You said – Prompt responses, communication and choice and ease of access were the key things you told us you wanted the Strategy to cover.

We did – Comments helped to inform the final Strategy and actions, resulting in a Strategy that promotes digital access by choice and aligns with customer needs and expectations. The impact of the Strategy and delivery of actions will be measured over time using satisfaction surveys.

Vulnerable Persons Policy

You said – You identified and agreed that we should be doing the following:

- Record customer contact information regarding identified vulnerabilities and use interactions with customers to check and verify these where necessary.
- Use customer insight data including vulnerabilities in our strategic and operational decision-making.
- Assist vulnerable customers in accessing our services and direct them to additional support when needed. (contact, repairs, rent, tenancy management)
- Ensure our staff are trained and knowledgeable in how to identify and take account of vulnerabilities when delivering all our services.
- Refer cases requiring short-term support or assessment to our Tenancy Sustainability teams for Tenancy or Mental Health support.
- Refer to statutory services or other specialist support as required.
- Make safeguarding referrals or raise concerns as appropriate.

We did – The Policy now deals with the specific needs of vulnerable customers which will be supported through an inclusive and transparent service delivery.



Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) help us understand how happy you are with your home and the services we provide. They are also a requirement by the Regulator of Social Housing. By measuring them, we can make sure everything is up to your standards and improves your experience.

The graphics below show how satisfied tenants were with the key services we provided in 2024/25. The smiley face means we improved in 2024/25 compared to 2023/24.

We achieved the Customer Service Excellence accreditation for the 13th year running – showing our dedication to delivering great services for you now and into the future!

TSMs 24/25

Satisfaction Measure	% 24/25	24/25 compared to 23/24 performance	
 Overall Satisfaction	81 +5 	 Keeps tenants informed about things that matter to them	81 +2 
 Satisfaction with repairs last 12 months	81 +1 	 Treats fairly and with respect	88 -2 
 Time taken to complete most recent repair in last 12 months	76 +3 	 Approach to handling complaints in last 12 months	37 +7 
 Home is well maintained	82 +6 	 Keeps communal areas clean and well maintained	72 +5 
 Home is safe	86 +1 	 Positive contribution to neighbourhoods	81 +4 
 Listens to tenants' views and acts on them	75 +3 	 Approach to handling ASB	73 +4 

2024/25 into 2025/26

Looking back, moving forward

We hope you think after reading our Annual Review that we've had a good year, but we know there is always room to do better and to do more. Here's a snapshot of some of the things we will be working on in 2025/26 to help us to achieve this.

More voices, more impact

We've grown our customer engagement groups—but we want them to be more diverse and inclusive. To help encourage more customers to get involved we have developed a **Tenant Development Pathway**, which we will be implementing. This will ensure customer representatives have the training, awareness and hand holding they need to feel more comfortable in their representative roles. This approach has been welcomed by our customer representative groups.

Recognising your time

Thanks to our **Tenant Scrutiny Panel**, we will be introducing a **new Rewards and Incentives Scheme** – so whether you're joining a meeting, walking an estate, or filling out a survey, your time will be valued.

New Access Team

We will be creating a new Access Team dedicated to working closely with customers so we can improve access to carry out essential inspections/gas and electrical safety checks etc. This will help make sure that important inspections and works happen without delay and with minimum disruption.

Tap in – your Customer Portal awaits

You told us you want more digital options—so we're upgrading our portal and making it easier than ever to get things done online. You can still register on the existing portal by scanning the QR code to sign up in seconds.



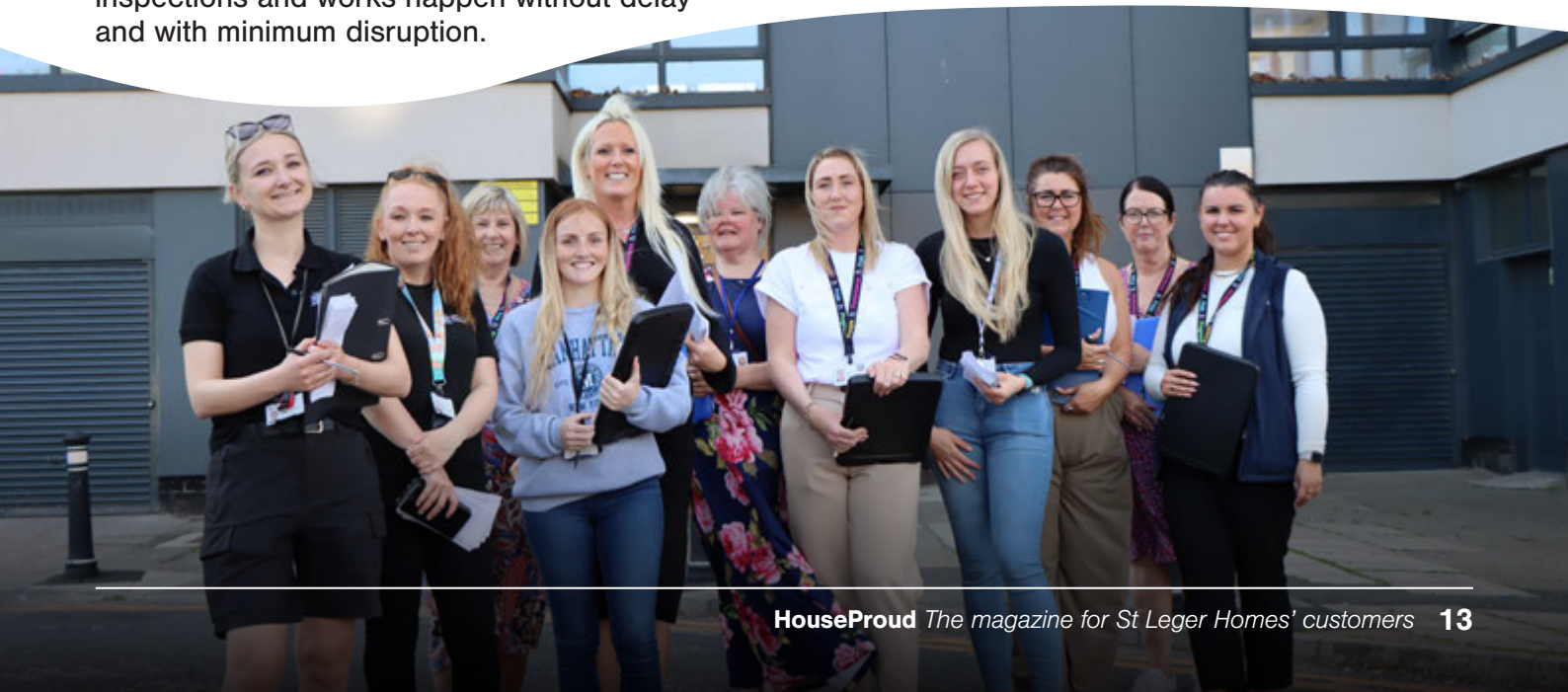
Data smarter

We will be implementing the Datasmart Strategy which will help us transform how we use our data to understand the needs of our customers and tailor services to meet their needs.

Breaking the mould: tackling social housing stigma

We will be signing up to the national, tenant-led Stop Social Housing Stigma campaign. It's a powerful campaign that will help us challenge stigma from the inside out, by listening, learning, and leading change together.

To ensure we deliver this, we will set up two dynamic teams: one made up of colleagues from across the organisation, and the other led by customers themselves. This dual approach will ensure that both professional insight and lived experience shape the development of a dedicated Tackling Social Housing Stigma Strategy.





Let's keep in touch!

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Our Keeping In Touch (KIT) visits are a way for us to stay in contact with customers to make sure that you are happy and doing well in your home. They are also a great opportunity for you to meet your local Housing Officer and raise any issues or concerns you may have.

One recent example of just how helpful these KIT visits can be was when Tenancy Support Officer, Will, went out to meet a customer we are calling Joan.

“I had worked all my life and just stopped a couple of years ago”, said Joan. “I worked until I was 70 years old”.

“Will asked me what benefits and support I was getting, so we went through it all and he said there were some other benefits that I was entitled to. I just thought that because I'd always worked I wouldn't be entitled to anything, so Will's visit has been a big help for me.”

While Will was speaking to Joan she also told him about an issue that she had been struggling with.

“I had been to the dentist recently and when they asked if I paid for my treatment I had said that I was on Pension Credit. Later on though I got a letter saying I owed them £100 because I was actually only on the Savings Credit part of Pension Credit, which is slightly different.

“Fortunately Will helped me again and got it all sorted out. In the end they said that I should have been receiving the full Pension Credit all along, so yes that was very helpful and these visits were definitely a good thing for me.”

If you have something you would like help with, you can find lots of information on the Advice and Support section on our website. You can also contact your local Housing Officer at **www.stlegerhomes.co.uk/housingofficers**

Need help with health or care services?

healthwatch
Doncaster

If you feel like you need some support with health or care services, Healthwatch Doncaster is here to listen – and help.

Have you ever:

-  Struggled to get a GP or dentist appointment?
-  Felt confused about care options for you or a loved one?
-  Had a not-so-great experience with health or social care?

You're not alone – your voice matters and Healthwatch Doncaster want to hear it!

Healthwatch Doncaster is your local health and care champion. They're independent, friendly and here to make sure your views are heard by the people who plan and run NHS and care services.

They can:

-  Help you find the right support when you're stuck
-  Listen to your story – good or bad – and pass it on, or work with you to make things better
-  Run events where you can meet others and be supported

Their service is free and confidential – and they want to hear from everyone and anyone (all ages!) who uses health or care services in Doncaster.

Come and meet us at your local St Leger Homes community hall.

You can find out more about Healthwatch Doncaster on their website at www.healthwatchdoncaster.org.uk.

To get in touch you can email info@healthwatchdoncaster.org.uk or call 01302 965450.

Support for damp and mould issues

We take damp and mould very seriously. In 2024/25 our dedicated Damp and Mould Team supported around 2,500 customers who were experiencing issues in their homes – and we have invested approximately £1.2m in damp proofing upgrades for your homes. The team is committed to getting to the root cause of the issue and they use new technology and surveying methods to achieve this.

Following the tragic death of Awaab Ishak in 2020, the first stage of Awaab's Law will come into effect in October 2025. This aims to improve the safety of social housing and will cover damp, mould and all types of emergency hazards.

Under this new law, if a reported hazard is potentially significant we will investigate within 10 working days either through a physical visit or through digital technology.

If a significant hazard is identified, we will:

- Send out a written summary of the findings of the investigation within three working days
- Make the property safe (using temporary measures if necessary) within five working days of the investigation ending
- Offer you alternative accommodation if the property cannot be made safe within five working days.
- Satisfactorily complete repair works within a reasonable time period

You can find more information about tackling damp and mould on our website at www.stlegerhomes.co.uk/damp



Look after your smoke and CO detectors – they save lives

Smoke and carbon monoxide (CO) detectors are amazing little devices that save people's lives every single day.

We fit these safety devices in every home to protect you and your household from fire and carbon monoxide poisoning, but sometimes we find that they have been removed or tampered with. This is very dangerous as it puts everyone living in the house at risk, so please never pull them down from the ceiling and don't do anything that will damage them.

Last year, we discovered around 1,000 properties where smoke or carbon monoxide detectors were damaged or missing. That puts those households in danger and it's also expensive to fix. In total it cost us more than £45,000 to replace or repair all those detectors – that's money which could have been spent on repairs and upgrades for your homes. Going forward we will start charging

people if we find they have been damaged or removed deliberately.

There is also the time it takes our operatives to come out for these avoidable repair jobs. This is time that could be spent working on repairs for customers, but the more important issue is that every damaged detector means someone's life is being put at risk.

In the last year we unfortunately had reports of serious fires with damage caused in 19 homes. That's one every three weeks which is yet another reason why it's so vitally important to make sure you have working detectors.

Make sure you look after your detectors, they could save your life!

FAQS

My smoke or CO detector is faulty

Don't try to fix it yourself.

Call us straight away on

01302 862862, email

tenant.repairs@stlegerhomes.co.uk or report it through our website and we will come out to fix it for you.

I think there's a problem with my detector

If you have any concerns then you should always tell us about it. We would much rather come out to check even if turns out nothing is wrong, than leave you at risk with a broken detector.

What happens if I tamper with my detector?

We are legally required to carry out safety inspections of all properties every year. Where we find damaged or missing detectors we have to repair or replace them and if we find they have been damaged on purpose, then we may charge you for this.

Do I need to test my detectors? How often?

Yes, it's important to check they are working properly by pressing the test button every few weeks. It only takes a few seconds and it's time well spent as it keeps you safe.

Supporting our local foodbanks

Our Tenancy Support Team have joined with Harmony Fire and the Rapid Relief Team charity to deliver much-needed food parcels to some of our local foodbanks.

In total we helped hand out 500 food parcels which were shared between Mexborough Foodbank; Trussell Trust; and The People Focused Group Wellness Centre based in Intake.

Harmony Fire are a fire safety consultancy who we work with to help keep customers safe and protect property. **“It’s been fantastic to be able to work with Harmony Fire and the Rapid Relief Team charity to deliver these food parcels across our city”** said our Tenancy Support Team Leader, Jude Laidlaw.

“The need throughout Doncaster is massive so we hope this will go some way to improving the lives of residents.”

This donation will support these foodbanks in their mission to make sure local families can access healthy meals for their household, even if they are struggling financially. This is just one of the many ways that the Tenancy Support Team, along with other teams in our organisation, are actively supporting communities across Doncaster.

Sean Gibbons, Managing Director of Food Aware CIC in Mexborough said: **“These will be an enormous help in supporting those most in need and will be distributed across our community foodbanks in Mexborough, Denaby and Conisbrough, Thorne and Moorends during the current cost of living challenges”.**





Tenant Review Hub – have your say!

Our digital Tenant Review Hub is a new way for you to have your say about our letters, leaflets, website and the other publications that we produce for you. And you can do this all from the comfort of your own home at a time that suits you!

Our Tenant Review Hub help us make sure that all of our content is reader friendly and easy to understand. When we have something for the group to review, we simply email it to the members, then they read it and send us their feedback which is used to help us improve our communications for our customers!

Recently the group did a review of HouseProud and came up with the following thoughts and suggestions:

- Adding a contents side panel at the start of the magazine
- Using more infographics throughout to highlight key statistics or numbers

- Use large quotes and headlines, where space allows, to create more interesting articles
- Give our Tenant Takeover article its own colour scheme going forward
- Include information about HouseProud's sustainability in the magazine and carrier sheet
- Produce an attractive and easy-to-use digital flipbook version of HouseProud for the website

All of this feedback has now resulted in a new look HouseProud.

The Tenant Review Hub are already making a difference and have also had their say on a Damp, Mould and Condensation letter, Housing Management fact sheets and Quarterly Complaints Performance Dashboard.

You can read more about our Tenant Review Hub, and find out how to get involved, on our website at www.stlegerhomes.co.uk/tenantreviewhub

Take control of your future!

Michelle found a pathway to a bright future – you can too! Advance Employment Hub supports people across Doncaster, like Michelle, to achieve their potential.

Michelle was suffering with anxiety, low confidence and low self-esteem when she approached Advance Employment Hub. She began to take huge steps forward with the support of Employment Manager, James. This included learning new digital skills, creating a brilliant CV and building her confidence and self-belief.

“The biggest barrier for me was having confidence in myself and thinking I can’t do this. If anyone is feeling that they haven’t got the confidence or suffering from mental health problems or low self-esteem – go out and find help and you’ll go far!” Michelle, Doncaster.

If you’re looking to learn new skills you love or looking for support to find flexible work that fits around you – including starting your own business



– talk to the Advance Employment Hub and see how they can help you.

Talk to the team and you’ll get:

- Your own dedicated ambition coach who will help develop your skills and grow your confidence
- Personalised support that helps overcome any obstacles which may be preventing you from working, including health barriers
- An introduction to local employers
- Opportunity to access a ‘barrier busting’ fund to help you find, and stay in, work that’s right for you

Find out more on their website at advancedoncaster.co.uk and to get in touch email advanceemploymenthub@doncaster.gov.uk or call 01302 735554.

UPVC doors in hot weather

During periods of particularly hot weather, as we have seen this summer, some people may notice their UPVC doors and windows sometimes seem a bit stiff and harder to open and close than usual.

If you have experienced this, don’t worry – it’s quite normal for UPVC doors and windows to expand in high temperatures and direct sunlight.

If you find this is happening in your home, all you need to do is simply wait until later in the

day after the sun has set and the temperatures have dropped. Your door or window will now close and lock as normal! You could also spray a little cold water or use a damp cloth on the outside of the frame to help it cool down and shrink back to normal more quickly, but the best thing is just to wait until the evening when it’s cooler and it will go back to normal on its own.

Please don’t call our contact centre if you experience this problem as we will also be unable to fix the issue until the door or window has cooled down.



Tenancy Support update

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Get help for your tenancy issues

Our Tenancy Support Team are holding weekly drop-in sessions where you can get quick and easy help with tenancy issues such as your application for benefits, rent issues, benefits checks, Discretionary Housing Payments and more.

The sessions are being held **every Wednesday from 10am-4pm at the Civic Office, Waterdale, Doncaster DN1 3BU**. All you have to do is go in, take a ticket for the Tenancy Support queue and someone will help you.

Support to stop smoking

We are pleased to tell you that we have a new Smoke Free Officer who can provide practical help if you want to stop smoking.

We have partnered with City of Doncaster Council's Public Health Team to offer this support because stopping smoking can make life better for you and those around you. From feeling healthier to saving money, there are so many reasons to quit.



If you would like to talk to us about it, contact our Tenancy Support Team on **01302 862050**.

Our new Access Team

We're facing more and more problems carrying out important surveys, inspections and repairs in people's homes, because we aren't being given access. These include gas servicing inspections, electrical checks, fire safety works and checking the condition of the property. This causes risks for customers and their neighbours, as well as wasting time that could be better spent serving our customers in other ways.

To address this, we have created a new Access Team dedicated to working closely with customers to remove any barriers preventing us from getting in to carry out work. Working as part of our Tenancy Support Team, the new Access Team will ensure important inspections and works happen without delay, with minimum disruption for people and avoiding costly legal proceedings.

The new Access Team will:

- Improve access rates for statutory and safety-related visits
- Reduce failed appointments and the risks associated with this
- Support tenants to understand and meet legal access requirements

If we have contacted you to say we need to enter your home to carry out works like those above, please do reply and give us access or ask us for help if you need it.



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If so, please contact us on 01302 862862 or email info@stlegerhomes.co.uk



info@stlegerhomes.co.uk



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Keep up to date with our news and events by following us on

