



You Said We Did 2025/26

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<p>You said... at a customer consultation meeting looking at the Fire Management Plan that 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.</p> <p>(Policies and Procedures)</p>	<p>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.</p> <p>You can find the new Fire Management Plan on the following link: St.Leger Homes Policies and Strategies</p>
<p>You said... at a tenant consultation meeting and through a survey looking at the Vulnerable Persons Policy that you identified and agreed that we should be doing the following:</p> <ul style="list-style-type: none"> • Record customer contact information regarding identified vulnerabilities and use interactions with customers to check and verify these where necessary. • Use customer and tenant 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. 	<p>The Policy now deals with the specific needs of vulnerable tenants which will be supported through an inclusive and transparent service delivery.</p> <p>You can find the Vulnerable Persons Policy on the following link: St.Leger Homes Policies and Strategies</p>

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<ul style="list-style-type: none"> • Make safeguarding referrals or raise concerns as appropriate. <p>Policies and Procedures)</p>	
<p>You said... at a tenant consultation meeting and through a survey looking at the No Access Policy. The feedback from customers included:</p> <ul style="list-style-type: none"> • 100% of respondents felt that 3 visit attempts to carry out the safety inspections/works was adequate and an appropriate number of times to arrange access. • 85% felt that a court order or injunction was an appropriate action when access was denied. • When asked if they felt most tenant knew it was a condition of their Tenancy Agreement to permit access for such works, 35% said they didn't think most tenants knew this, with most saying this needs to be reminded to people as they don't read the tenancy agreement. <p>(Policies and Procedures)</p>	<ul style="list-style-type: none"> • The Policy ensures a consistent approach when we or our contractors access properties to carry out our safety and compliance responsibilities, including gas safety checks, electrical safety inspections, fire safety works, asbestos checks, condition surveys and more. • Create a new team to ensure consistency, improve access, offer support and avoid the necessity for legal enforcement where possible and adopting proactive measures. • New procedures to be developed. <p>You can find the No Access Policy on the following link: St.Leger Homes Policies and Strategies</p>
<p>You said... at a tenant consultation meeting looking at the ASB (Anti-Social Behaviour) Policy that you wanted to ensure St Leger Homes has a fair, transparent, and consistent approach to how we react to, tackle, and prevent ASB. Also work towards to creating neighbourhoods where our tenants and their families can enjoy a quality of life free from crime and ASB.</p> <p>(Policies and Procedures)</p>	<p>The Policy now aspires to deliver a first class, efficient and effective safeguarding and anti-social behaviour (SASB) service with a mission of 'creating successful, thriving, and sustainable tenancies' within safe and clean estates and communities.</p> <p>You can find the new ASB Policy on the following link: St.Leger Homes Policies and Strategies</p>
<p>You said... at a tenant consultation meeting looking at the Unacceptable Behaviour Policy agreed that the behaviour or actions of individuals makes it difficult for us to handle their complaint and to deliver and respond to requests for service, and the behaviour becomes unacceptable. In a small number of cases, these actions become unacceptable because they involve abuse of our staff or our processes.</p> <p>(Policies and Procedures)</p>	<p>The Policy now outlines the way in which customers who are demonstrating unacceptable behaviour or making excessive demands on the services of SLHD, resulting in staff being prevented from carrying out their duties effectively, will be managed.</p> <p>You can find the new Unacceptable Behaviour Policy on the following link: St.Leger Homes Policies and Strategies</p>

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<p>You said... at a tenant consultation meeting looking at the Safeguarding Policy that you identified and agreed that we should be doing the following:</p> <ul style="list-style-type: none"> • We adopt a person-centred approach, prioritising the needs, views, and wishes of individuals in our safeguarding decisions. • We collaborate with various agencies to provide a coordinated and effective response to safeguarding concerns. • We support individuals throughout the investigation process, promoting their well-being and considering their views, wishes, feelings, and beliefs <p>(Policies and Procedures)</p>	<p>The Policy now sets out to ensure the safety and well-being of all tenants and residents, particularly adults at risk and children, within our housing communities.</p> <p>You can find the new Safeguarding Policy on the following link: St.Leger Homes Policies and Strategies</p>
<p>You said... through various tenant consultation meetings and through a survey looking at the Tenancy Agreement that we should be doing the following:</p> <ul style="list-style-type: none"> ✓ Support for clearer responsibilities and rights. ✓ Requests for more transparency on inspections and access. ✓ Concerns around succession and flexible tenancies. <p>(Policies and Procedures)</p>	<p>The following changes have been made to the Tenancy Agreement:</p> <ul style="list-style-type: none"> ✓ Subletting & Succession: Strengthened clauses to clarify legal rights and prevent unauthorised occupancy. ✓ Access for Repairs: Tenants must allow access for safety checks and repairs with refusal may lead to legal action. ✓ Loft Areas: Lofts are not to be used for storage due to safety risks. ✓ Pest Control: Tenants must report mice and rat infestations to SLHD, who will arrange CDC inspection. If lifestyle is the cause, tenants may be recharged. Other infestations (e.g. cockroaches, fleas, wasps) remain tenant responsibility. ✓ CCTV & Ring Doorbells Clarification on CCTV and doorbell cameras, ensuring compliance with Data Protection laws. ✓ ASB & Hate Crime Strengthened clauses on antisocial behaviour, harassment, and hate crime, including social media conduct. ✓ New Sections Introduced ✓ Introducing in the agreement Types of Tenancy ✓ Tenant Voice: Consolidated clauses to promote involvement, consultation, and transparency.

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	<p>Aligns with SLHD's Tenant Voice Strategy.</p> <ul style="list-style-type: none"> ✓ No Access: New enforcement framework for persistent refusal of access, linked to legal remedies and recharge policies. <p>You can find the new Safeguarding Policy on the following link: St.Leger Homes Our Tenancy Agreement 2026</p>
<p>You said... at a tenant consultation meeting looking at the Fencing Policy consultation that you agreed with the agreed with the following to be included in the Policy:</p> <ul style="list-style-type: none"> • Through large scale programmes in specific areas where there is a high level of anti-social behaviour (ASB), a poor estate environment, low demand and accommodation for the elderly. • Individual properties where a tenants circumstances meet specific criteria. • Void properties where it is required to mark the boundary. <p>(Policies and Procedures)</p>	<p>The Policy now sets out priority will be given to areas with:</p> <ul style="list-style-type: none"> • Age designated accommodation • High levels of ASB • Poor estate environment • Low demand <p>You can find the new Fencing Policy on the following link: St.Leger Homes Policies and Strategies</p>
<p>Customers through the Tenant Review Hub and Tenant Scrutiny Panel told us:</p> <ul style="list-style-type: none"> • That the Quarterly Complaints Performance Dashboard should be on one page. • It should look attractive, accessible and be easy to understand/read. <p>Tenant involvement, engagement and feedback</p>	<p>The Quarterly Complaints Performance Dashboard is now published on the website (link below) which is on one page and is on one page in an attractive, accessible and easy to understand/read format. A4 Complaint Performance v9</p>
<p>You said... at a tenant consultation meeting looking at the 2025/26 Rent Increase Consultation that you agreed with the rent increase and that the priorities for investment should cover:</p> <ul style="list-style-type: none"> • Increased focus on Health & Safety and compliance • Meeting higher expectations around property standards • Energy efficiency increased 	<p>Feedback from customers supports our rent increase and we have included their priorities for investment.</p>

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<ul style="list-style-type: none"> • Investment budget for external works which will include windows • Further Decent Homes work • Higher demands on services • Demand for properties and balance current tenants with additional homes • Fire and Building Safety <p>Tenant involvement, engagement and feedback</p>	
<p>You said... following a scrutiny review by our Tenant Scrutiny Panel that we needed to review our Recharges in relation to Empty Homes.</p> <p>We have worked in partnership with tenant groups the One Voice Forum and the Get Involved Group to develop our Recharge policy on if/when we should recharge people for repairs.</p> <p>Tenant involvement, engagement and feedback</p>	<p>We agreed that if we find damage has been caused intentionally by the tenant and isn't due to normal wear and tear, the cost of the repair may be charged to the tenant.</p> <p>You can find the new Recharge Policy on the following link: St.Leger Homes Policies and Strategies</p>
<p>Tenant Review Hub:</p> <ul style="list-style-type: none"> • Carried out 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 <p>Tenant involvement, engagement and feedback</p>	<p>We did:</p> <p>All of this feedback has now resulted in a new look HouseProud starting with August 2025 edition (please see link below to the edition)</p> <p>houseproud-august-2025.pdf</p>
<p>You said... following a Scrutiny Review of Rewards and Incentives Scheme by our Tenant Scrutiny Panel:</p>	<p>We did:</p> <ul style="list-style-type: none"> • A new robust Tenant Remuneration Scheme has been developed, which

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<ul style="list-style-type: none"> That customer volunteers across all engagement platforms should be rewarded with appropriate incentives for their time to show they are valued. <p>Tenant involvement, engagement and feedback</p>	<p>takes into account all recommendations from TSP and goes beyond that to remunerate further and show our commitment and value to our tenant voice – so whether a customer is joining a meeting, walking an estate, or filling out a survey, their time will be valued.</p> <ul style="list-style-type: none"> Alongside this 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.