

May 2026

# house proud

The magazine for St Leger Homes' customers



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# A message from our Chief Executive



Welcome to this issue of HouseProud. We have lots happening at St Leger Homes this summer and plenty to tell you about in this issue.

Some 'hot off the press' news is we have launched our new corporate values, CORE. This stands for Connected, Ownership, Respect and Excellence and it sets out the values that guide how we work and how we support you every day.

**Connected** – We build strong, meaningful relationships with customers, communities, and partners, working together to achieve the best outcomes.

**Ownership** – We take responsibility for our actions, act with integrity, and do what we say we will do.

**Respect** – We treat everyone fairly, listen carefully, and create an inclusive and supportive environment.

**Excellence** – We aim for high standards and continually look for ways to improve our services.

Read more about CORE at [www.stlegerhomes.co.uk/about-us/news](http://www.stlegerhomes.co.uk/about-us/news)  
We hope you enjoy this edition of HouseProud.

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## Meet our new Director of Corporate Services

In March we welcomed Steve Slater, who joined us as our new Director of Corporate Services.

Steve brings a wealth of experience from across the housing and finance sectors. A Chartered Accountant since 2005, Steve spent the last decade at Cheltenham Borough Homes, holding a number of senior leadership roles including Finance Director, Director of Resources, and most recently Chief Executive.

Outside of work, Steve is a dedicated family man and a passionate football fan who volunteers his time coaching his daughter's grassroots football team.

Commenting on his appointment, Steve said: "It's a privilege to join St Leger Homes at such an important time for the housing sector.

"I'm excited to bring my experience to an organisation with strong values and a clear commitment to

delivering high-quality services. I look forward to helping shape the next chapter of St Leger Homes' journey by supporting our employees and working alongside teams to achieve the best possible outcomes for our customers."



# Tenants Takeover

Hello, I'm Therese Kennedy, Chair of the Tenant Scrutiny Panel (TSP). It's been a busy and positive time, and I'm pleased to share some highlights of the work we've been doing for you.

What we've been up to:

- ✓ Agreed a new process to carry out scrutiny reviews
- ✓ Chosen KIT (Keep in Touch visits) as our next scrutiny review following a spotlight session
- ✓ Welcomed new members to the panel
- ✓ Taken part in a spotlight session with the Customer Access Team
- ✓ Received an update on the Recharge Policy following our Empty Homes review
- ✓ Agreed a new Scrutiny Review Template for future work
- ✓ Completed specialist training with TPAS to strengthen how we challenge and improve services (please see page 5)



We're also proud to launch a new Tenant Voice Strategy and Communications Strategy, both shaped by your feedback. These set out how we'll listen to tenants, keep you informed, and make sure your views really make a difference. You can read more about these in this edition.



## Want to get involved?

If you'd like to help shape services and have your say, we'd love to hear from you.



Customer Involvement Team  
01302 862743



[customer.involvement@stlegerhomes.co.uk](mailto:customer.involvement@stlegerhomes.co.uk)






Your voice matters – and together, we can make a difference.

## Your voice matters!



We're proud to launch our Tenant Voice Strategy 2026–2030, which focuses on strengthening how you shape our services, priorities and decisions over the next four years. It's been developed in partnership with you and reflects what you told us really matters most.

You asked us to:

-  Keep things simple, welcoming and easy to understand
-  Use less jargon and provide clearer information about getting involved
-  Offer more face-to-face opportunities, especially in local and familiar spaces
-  Improve how we hear from people who don't usually take part
-  Show clear evidence that your involvement leads to real change

The strategy responds directly to your feedback through three key objectives:



Making involvement easy and accessible for everyone



Ensuring involvement leads to real, visible improvements



Making sure tenant involvement reflects the full diversity of our communities

Thank you for your input and for helping to strengthen the tenant voice. You can read the full Tenant Voice Strategy on our website:

[www.stlegerhomes.co.uk/about-us/news/latest-news/introducing-our-tenant-voice-strategy-2026-2030](http://www.stlegerhomes.co.uk/about-us/news/latest-news/introducing-our-tenant-voice-strategy-2026-2030)

# Let us in to keep your home safe

**If we haven't already done so, we'll soon be contacting you to arrange your annual gas safety check and five-year electrical safety check.**

These checks are essential and help keep you and your family safe by making sure gas appliances and electrical wiring in your home are working properly.



## Stock condition surveys

Over the coming months, we'll also be contacting some customers to carry out stock condition surveys. These are important checks that help us understand the condition of your homes so we can plan future maintenance and improvement works.

## Please respond and give us access

When we contact you, it's important that you respond and allow us access to your home. This work is vital for the safety of everyone in your household.

If access continues to be refused, we may need to take further action, which could include not completing other non-urgent repairs until access has been provided.

## Need to talk to us?

If you have any questions or concerns, please contact us:



**01302 862862**



**[tenantrepairs@stlegerhomes.co.uk](mailto:tenantrepairs@stlegerhomes.co.uk)**

# £1.7m investment to improve heating at Balby Bridge

Customers living in Balby Bridge are set to benefit from major improvements to their heating systems, thanks to £1.7 million of funding secured through the Heat Network Efficiency Scheme (HNES).

The funding means we will be able to replace the outdated heat interface units (HIUs) in every district heating property at Balby Bridge. In total, 829 customers will benefit from the upgrade, which is designed to tackle poor energy efficiency across the network.

HIUs play an important role in how heating and hot water are delivered to homes. The new

instantaneous units will remove the need for stored hot water and give customers improved control over their heating. As a result, the network will be able to run more efficiently, helping to reduce energy use and potentially cutting heating bills for customers.

"We're delighted to have been given this opportunity" said Alan Potterton, our Mechanical and Electrical Service Team Leader. "In recent years, we've invested in energy efficient boilers and pumps across our network. With the support from HNES, we can now make a real difference for our customers by replacing

outdated HIUs with modern, instantaneous units.

"These upgrades will allow us to lower temperature outputs from the energy centre, improving efficiency without affecting the performance of heating or hot water in customers' homes."

Work will be planned carefully to minimise disruption, and customers will be kept informed as the project progresses.



# Our new Repairs Charter – putting you first



We're making changes to the way we deliver repairs, with a focus on better communication, reliability and improving your experience.

Over the coming weeks, we'll be introducing our new **Repairs Charter**. This sets out what you can expect from us when we carry out repairs in your home. It's based on what customers have told us matters most to you. You asked for:

- **Clear and honest communication**
- **Appointments that are kept**
- **Respect for your home and your time**

The new Repairs Charter is our commitment to getting these things right.

## What this means for you

When you need a repair, you can expect:

**Clear communication** – We'll explain what work is needed, when it will be done, and keep you updated if anything changes.

**Appointments you can rely on** – We'll arrive when we say we will. If we need to rearrange, we'll let you know as early as possible.

**Respect for your home** – Our staff and contractors will treat your home with care, keep work areas tidy, and clean up after the job is done.

**Keeping our promises** – If we say we'll do something, we'll do it – or tell you why plans have changed.

**A better overall experience** – We'll listen to your concerns, answer your questions, and make it easy for you to tell us how we're doing.

We'll share more information about the Repairs Charter soon. In the meantime, find out more about our repairs service, including timescales for the different kinds of repairs, at [www.stlegerhomes.co.uk/repairs](http://www.stlegerhomes.co.uk/repairs)

## TPAS training for TSP

Our Tenant Scrutiny Panel (TSP) joined a training session by TPAS, the tenant involvement champions, which helped build their confidence, knowledge and skills to be more effective in giving tenants a strong voice.

They learned how to take a closer look at our services and policies, and the practical steps for carrying out meaningful scrutiny reviews.



Read the full story on our website at [www.stlegerhomes.co.uk/news](http://www.stlegerhomes.co.uk/news)

# A simple way to reduce damp and mould



Damp and mould often start when moist air has nowhere to go. Everyday activities like cooking, showering and drying clothes indoors all add moisture to the air. If that moisture stays trapped inside, it can settle on cold surfaces and lead to condensation and mould.

The good news is that small, everyday habits can make a real difference – and one of them is something called **luften**.

## What is luften?

Luften is a fresh-air habit that's popular in Germany<sup>DE</sup>. You might also hear it called "house burping" or "purge ventilation" – it sounds a bit odd, but it's very easy to do!

Instead of leaving windows slightly open all day, you fully open a window – or two if you can – for just **5–10 minutes**, once or twice a day. This quickly lets stale, moist air out and brings fresh air in, without making your home too cold.

## Why does it help?

When moisture from everyday activities hangs around in the air, it can lead to condensation and mould. A short burst of fresh air helps remove that moisture and keeps the air inside your home feeling fresher and drier.

## When is luften most useful?

Luften works especially well after:



**Cooking**



**Showering or bathing**



**Drying clothes indoors**

Opening a kitchen or bathroom window for a few minutes afterwards can really help. If possible, opening windows on opposite sides of your home creates a quick breeze that clears the air even faster.

## A small habit, a big difference

Building in one or two short fresh-air breaks each day can help keep your home healthier, reduce condensation, and lower the risk of damp and mould developing over time.

If you have concerns about damp and mould please report it to us:



**01302 862862**



**info@stlegerhomes.co.uk**



**www.stlegerhomes.co.uk/damp**

# We keep your data safe



When you use our services, we collect some personal information such as your contact details, household details or any support needs. This helps us to contact you about your home and services and provide the right support. We only collect information we need to deliver our services or meet legal requirements.

We take protecting your information very seriously. Your data is kept secure using protected IT systems, with limited access for trained staff, and by following data protection laws. We will only share your information if the law allows or it is necessary to provide a service.

Keeping your details up to date helps us support you better. If anything changes, please update your details on the My Access portal on our website or call **01302 862862**.

# Doncaster HomeChoice: myths and facts explained

Doncaster HomeChoice is the main way to apply and bid for council and housing association properties in Doncaster. We know there can be a lot to take in when it comes to how Doncaster HomeChoice works. To help make things clearer, we've pulled together some common myths, along with the facts behind them, so you know exactly what to expect.

## MYTHS

"If I apply, I'll get a home quickly"

We'd love this to be true, but demand is very high. Each year, just over 1,000 council homes are relet. More than 7,000 people are active on the housing register. Homes are offered based on need and priority (banding), not simply how long someone has been registered.

"The housing register is a waiting list"

It isn't a waiting list where time alone moves you up. Applications are placed into bands based on housing need. Right now, over 300 households are in the highest Platinum band and more than 1,300 are in the Gold band – so lots of people are waiting who have urgent or serious housing needs.

"Bidding early gives me a better chance"

Bidding isn't first come, first served. Bids open every Wednesday at 5pm and close on Sunday at 11:59pm. All bids are then assessed based on banding and priority.

"I'll know where I am in the queue straight away"

You'll only see your final queue position after bidding ends and we've processed all the bids. Log into your Doncaster HomeChoice account each Monday to see where your bid finished.

"I can send documents whenever I want"

Please send any documents requested within 28 days to keep your application active. It can take a little time to review your information, so please send everything together in one email to [info@doncasterhomechoice.co.uk](mailto:info@doncasterhomechoice.co.uk) quoting your application number.

## FACTS

Scan the QR code to find out more information on bidding, including answers to frequently asked questions or call us on **01302 862862**.

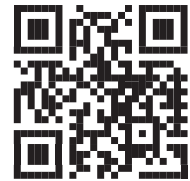


# Tenant Celebration Awards are back!

We're excited to announce that our Tenant Celebration Awards will be returning in December 2026.

This star-studded event is our chance to say a huge **thank you** to our customers for the incredible work you do to support people living in our communities.

This year, there are **five award categories** to vote for. Simply read the category descriptions below, then head to [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) to nominate the person or group you think truly deserves to take home a trophy.



## Good Neighbour\*



This award is for someone who, with no fuss or expectation of reward, will go out of their way to help a neighbour by giving support such as helping with shopping, cleaning, gardening or just being a caring person who people can rely on.

It's someone who champions the needs of people in their community to improve their quality of life.

## Cleaner Communities



Celebrating and saying thank you to groups who work to support a cleaner and tidier community, looking after our green spaces and making them something to be proud of.

## Community

## Wellbeing Project



A group that works at a grassroots local level to provide tenants and residents with a space to promote physical, emotional or social wellbeing.

## Community

## Group of the Year\*



This is awarded to community groups (including Tenants' and Residents' Associations and Tenants' Clubs) that volunteer their time to provide activities and support for local residents.

This could be making estate improvements, helping people to access local services, or running activities for people in communal halls and community houses.

## Stop the Stigma



This award recognises people who make a real difference in challenging stigma associated with social housing.

It celebrates those who promote dignity, respect, and inclusion – creating spaces where tenants feel valued, heard and empowered. It is for people who inspire pride in places where tenants live, ensuring their voices are respected every step of the way.

## Need support with your nomination?



01302 862743



[customer.involvement@stlegerhomes.co.uk](mailto:customer.involvement@stlegerhomes.co.uk)



\*Please note, nominees for these awards must be St Leger Homes tenants.

# Sharon Stands up to Stigma

**We're proud to support the national, tenant led Stop Social Housing Stigma campaign, which challenges outdated stereotypes and celebrates the value of social housing and its residents.**

Safe, secure and affordable homes change lives, yet stigma can unfairly shape perceptions. This campaign seeks to change that through real stories and shared experiences. One of our customers Sharon has shared her inspiring story which you can watch by scanning the QR code.



Together, we can help stop the stigma and build a future where social housing is respected, valued, and celebrated.

Learn more: [www.stopsocialhousingstigma.org](http://www.stopsocialhousingstigma.org)



# Hoarding – we're here to support you

**Many people keep belongings because they have sentimental value or may be useful one day. For some, however, items build up over time, take over living space and it feels overwhelming. This is known as hoarding, and it can impact wellbeing, daily life, and safety at home.**

Hoarding isn't about being untidy. It's often linked to emotional attachments, past experiences, or habits that can be difficult to change without support.

Lots of items in the home also makes it harder to keep areas clean, which may lead to issues like damp or poor hygiene. Blocked hallways, exits, or items stored close to heat sources can pose a fire risk and make it harder to escape in an emergency.

The good news though is our Safeguarding and Anti Social Behaviour Team can help. We will make a confidential and supportive visit to talk things through, assess any risks, and agree practical next steps together. We understand and we're focused on helping you feel safe and supported in your home.

## Space to breathe

We also offer Space to Breathe – our hoarding support group which offers a relaxed, welcoming

place to meet others who understand what you may be experiencing. It's a chance to enjoy a cuppa, have a chat and get gentle, practical support.

### The group looks at:

- **Behaviours linked to hoarding**
- **Helpful tips and practical strategies**
- **Motivation and confidence building**
- **Guest speakers from charities and support organisations**

If you're struggling with hoarding, please get in touch. Support is available, and you are not alone.



**01302 736532**



**[safeguardingandasbteam@stlegerhomes.co.uk](mailto:safeguardingandasbteam@stlegerhomes.co.uk)**



# Fire safety in the kitchen

The kitchen is the heart of many homes, but it's also one of the main places where household fires begin. Recently, there have been several incidents where fires have started in customer's homes while cooking. The good news is that many of these situations can be avoided with a few simple, everyday habits.

**One of the most important things is to stay with your cooking.** Leaving food unattended, even for a short time, can allow a small problem to turn into a serious fire. Once you've finished cooking, it's worth double checking that your oven, hob and grill are switched off.

**Keeping your cooking appliances clean** can make a big difference too. A build-up of grease or food can easily catch fire, especially on hobs and grills. Regular cleaning keep things safer and your kitchen fresher.

**If you have children at home, storing matches, lighters and hot pans out of reach** can help prevent accidents. It's also a good idea to think about when you cook.

If you're very tired, have been drinking alcohol, or are taking medication that makes you drowsy, it may be safer to leave cooking until later.

**Many people are choosing air fryers as an alternative to chip pans or deep fat fryers.** Air fryers don't need hot oil and generally don't require constant supervision, which can reduce fire risk.

**Test your smoke alarms regularly** (ideally every week) by pressing the button.

**For more advice and guidance, visit the fire safety pages on our website at [www.stlegerhomes.co.uk/firesafety](http://www.stlegerhomes.co.uk/firesafety)**



# Protect what makes your house a home

Do you know what you would do if your household items were damaged or stolen? While we are responsible for the structure of your home, such as its roof and external walls, items like furniture and personal belongings are your responsibility – so we strongly recommend you take out home contents insurance.

Home contents insurance protects you from the cost of replacing goods if something happens to them. It can cover you against incidents such as:



Burglary



Freezer failure



Lost keys



Accidental damage



Fire and floods

## Where can you get it?

You can find home contents insurance from banks, supermarkets, and price comparison websites. We also work with Royal Sun Alliance to offer an affordable insurance package with flexible cover options from **63p per week, £2.25 per month, or £25.07 per year.**



You can get help with choosing home insurance from Citizens Advice by visiting [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or calling **0800 144 8848**.

You can also get impartial help at [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

**To speak to us about this, call the Rent Control Team:**



**01302 862879**



**[CentralRT@stlegerhomes.co.uk](mailto:CentralRT@stlegerhomes.co.uk)**



# Your feedback is making a difference

Listening to customers and acting on what you tell us is one of our most important commitments to you. From January to March this year, customers shared their views through consultations, engagement groups and local activities.

Here are some examples of how your feedback is helping to shape our services.

## YOU SAID

What matters to you is clear, easy to understand updates; information shared on time and in ways that work for you; digital options, plus letters, phone calls, face to face and HouseProud; everyone included, with other formats available if needed.

You want to see the impact of your feedback and know how it influences decisions.

You want to be treated fairly and with respect, and for stigma around social housing to be challenged.

You want safe, well managed homes and neighbourhoods, with clear standards and consistency.

## WE DID

Through our Communications Strategy, we have committed to: communicate clearly, accessibly and consistently; listen actively and respond respectfully; and be open, honest and transparent.

We strengthened how we close the feedback loop by reporting back to engagement groups, sharing updates through You Said, We Did communications, and showing how your views have influenced policies and services.

We developed a new Embedding Respect – Tackling Stigma in Social Housing Strategy focused on dignity, respect and inclusion, shaped by customer feedback, complaints insight and engagement forums. This work is helping ensure fairness and respect across all services.

Your feedback helped shape a new Housing and Neighbourhood Management Policy, setting out a clear, customer centred approach to managing homes, estates and communities.

Thank you to everyone who took the time to share their views – your voice really is making a difference. Visit our website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) or scan the QR code to read all of our 'You Said, We Did' updates.



# Tenancy Support update

Weekly drop-in sessions available across Doncaster

If you need a bit of extra tenancy advice and support then you are welcome to come along to one of our free weekly drop-in sessions that we're holding across Doncaster.

At the sessions we can help you with issues including rent arrears, budgeting advice, benefits guidance, tenancy queries and more.

The sessions run from 10am–4pm at the following locations:

**Monday** – Vermuyden Centre, Thorne

**Tuesday** – Mexborough Business Centre, Mexborough

**Wednesday** – Civic Office, Waterdale (City Centre); and Woodlands Library, Woodlands

**Thursday** – The Martinwells Centre, Edlington

You don't need an appointment, just drop in and have a chat – we're here to help.

## Need some extra help?



[hots@stlegerhomes.co.uk](mailto:hots@stlegerhomes.co.uk)



01302 862050

You can also find support for everything from benefits and money advice, energy advice, mental health support and more on our website at [www.stlegerhomes.co.uk/advice-and-support](http://www.stlegerhomes.co.uk/advice-and-support)

## Check your State Pension age

Your State Pension age is the earliest age that you can start receiving your State Pension.

Do you know what yours is?

It's worth checking because the age you can get State Pension is regularly reviewed by the Government **and has recently increased**. If you are at State Pension age then you may also be able to apply for Pension Credit which can give you access to Winter Fuel Payments, as well as extra money for your living costs. You should also be able to get a bus pass for free travel when you reach the State Pension age.

Fortunately, it's easy to check yours – all you have to do is visit [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age) and fill in the form.

## Stay connected with us on Facebook



If you have internet access at home, or use a smartphone or tablet, you can keep up to date with the latest news, events and service updates by following us on Facebook.

Simply **scan the QR code** or search for **St Leger Homes** on Facebook.

Stay informed, get updates straight to your feed, and see what's happening in your community.



Do you require this publication in an alternative format, such as large print or audio?

If so, please contact us on 01302 862862 or email [info@stlegerhomes.co.uk](mailto:info@stlegerhomes.co.uk)



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[info@stlegerhomes.co.uk](mailto:info@stlegerhomes.co.uk)



01302 862862



[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

Join the My Access section on our website for easy access to our services.

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

