

# house proud

January 2024

The magazine for St Leger Homes' tenants



**Apprentices learn their trade** page 2

**Tenant Satisfaction Measures** page 4

**Tenants' Choice Awards winners!** page 6

**Give us your feedback** page 10



# A message from the Chief Executive

**Hello everyone and welcome to the January 2024 issue of HouseProud.**

In this issue we bring you news of our Tenants' Choice Awards results. It was another year where we heard so many fantastic stories of the work that our customers do to look after their neighbours. It is always a pleasure to have this chance to celebrate the time, effort and dedication that tenants give so that other people in the community can enjoy a better quality of life. You can read about this year's winners and see lots of photos from the awards ceremony on page six.

On page four we are publishing our Tenant Satisfaction Measures (TSM) results for 2023. TSMs are important as they are used by the Government to measure how well social landlords

are performing for their customers when it comes to the condition of properties, building safety, communicating with customers, managing neighbourhoods and handling complaints.

Finally, on page 10 we tell you about our Customer Service Excellence reaccreditation. It is now the 13th year that we have been successfully reaccredited for this honour. This is something we are very proud of, and we feel that it shows our continued commitment to putting customer service and tenants' satisfaction with our services at the heart of everything we do.

I hope you enjoy this issue.

*Dave*

**Dave Richmond,  
Chief Executive**



## Apprentices learn their trade

**We are delighted to welcome our newest group of apprentices and student placements who joined St Leger Homes in autumn last year.**

A total of 16 apprentices took up positions in teams across our organisation and are now hard at work looking after customers.

12 apprentices are working in our trades teams - including four electricians, two gas fitters, two plumbers, two joiners and two plasterers - with a further two apprentices joining our Customer Service Teams. Two student placements are helping to find accommodation for people in our Access to Homes team, and looking after our estates and communities in our Housing Management Teams.

These new starters mean that we currently have 45 apprentices working for us who are now building their careers and will hopefully be serving customers and communities for many years to come. This year there was also an increase in the number of female apprentices who applied for trades roles and were successful at interview, which is positive and good to see.



## Watch our Building Safety video

We've been making big upgrades to our buildings as part of our Fire Improvement Programme project. You can hear residents at Jubilee Court talk about how this has improved their quality of life in the **'Annual Review 2022/2023 - Keeping Our Customers Safe'** video which you can find on our YouTube channel at [www.youtube.com/stlegerhomes](http://www.youtube.com/stlegerhomes)

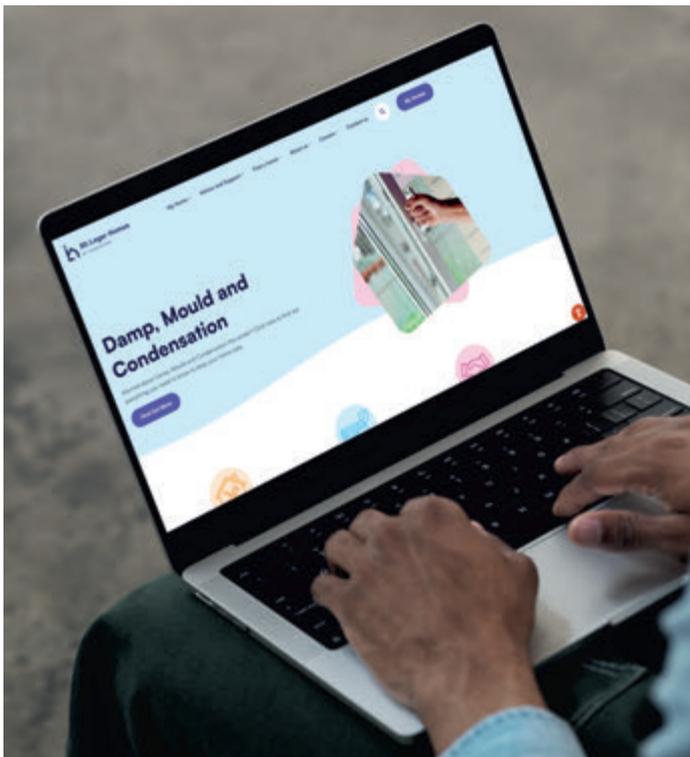
### Did you know?

Our new apprenticeships for 2024 will be announced from 5 Feb. For details, or to join our online apprenticeship webinars, check our website or email [SLHDWOW@stlegerhomes.co.uk](mailto:SLHDWOW@stlegerhomes.co.uk)



# Our new website is now live!

If you have visited our website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) recently then you will surely have noticed something different!



That's because it has had a makeover which not only improves the way it looks, but has also made it even easier to use - so you can find the pages and information you need faster than ever before.

The new website has many new helpful features as well as offering all of the functionality and access to services you are used to, such as paying your rent, reporting a repair and more. It was created in consultation with and tested by customers to make sure it has everything that you need - and it now works even better on a mobile phone or tablet too!

Check it out by going to [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) and let us know what you think!

## Did you know?



The Get Involved section on our website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) can help you find groups and activities in your area, and has ways you can help us improve services for tenants.

### Betty Clayton tells us about changes to the group formally known as TRIP!

Welcome to 2024. I hope you all had an enjoyable Christmas and a Happy New Year, and that Santa brought you what you wanted despite the rising cost of living everyone is experiencing.

In this New Year we have changed the name of our TRIP group to the Tenant Scrutiny Panel (TSP). Following a review, we agreed that the change in name better reflected the work we do. We have provided St

Leger Homes with in-depth reports to recommend changes in services and policies to make our tenancies and environment better, and will continue to make a positive impact with our scrutiny work.

In our 2024 forward plan we want tenants who volunteer their services to be better rewarded for their time so, we will be looking into that and volunteer expenses.

Following a request from St Leger Homes management, we will also review the current Recharge Policy which will help inform a future review of the policy.

The Mystery Shopper programme which tests St Leger Homes' services is returning with a clearer better procedure, and volunteers will be needed for that project.

**Interested?** Contact us by email at [enquiry@scrutiny4slhd.co.uk](mailto:enquiry@scrutiny4slhd.co.uk)

where you can also request more details about becoming a TSP member.

Betty



# Our 2023 Tenant Perception Survey Results

Last year the Government introduced Tenant Satisfaction Measures (TSMs) as a way to assess how well landlords are performing. Part of the TSM involved us independently surveying a representative sample of our tenants about satisfaction with our services – we now have the result and are pleased to say we are performing well compared to other landlords.

## Did you know?

You can find much more information about how we are performing for customers on our website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)



**Here are the results:** (\* Q1 indicates we are in the top performing group)

Tenant Satisfaction Measure	Result	How we compare to peer organisations (other social landlords)	How we compare nationally
Tenants satisfied with our overall service	76%	Q1	Q2
Tenants who received a repair in the last 12 months and are satisfied with the overall repairs service	80%	Q1	Q1
Tenants who received a repair in the last 12 months and are satisfied with the time it took to complete	73%	Q1	Q2
Tenants satisfied that their home is well maintained	76%	Q1	Q2
Tenants satisfied that their home is safe	85%	Q1	Q2
Tenants satisfied their landlord listens to tenant's views and acts on them	72%	Q1	Q1
Tenants satisfied their landlord keeps them informed about things that matter to them	79%	Q1	Q1
Tenants who agree their landlord treats them fairly and with respect	90%	Q1	Q1
Tenants who made a complaint in the last 12 months and are satisfied with our approach to complaints handling	30%	Q2	Q3
Tenants satisfied their landlord keeps communal areas clean and well maintained	67%	Q1	Q2
Tenants satisfied their landlord makes a positive contribution to the neighbourhood	77%	Q1	Q1
Tenants satisfied with their landlord's approach to handling antisocial behaviour	69%	Q1	Q1

We will report our TSM perception survey results to the Regulator of Social Housing by 28 June 2024, along with the end of year outturn for our Management TSMs. Our TSM Management Scores will feature in July's HouseProud.

# Advice to prevent condensation

Now that winter is here we have some useful advice to help you prevent condensation in your home.

Reduce moisture levels in the air, by:

- Using a lid to cover pans when you are cooking
- Closing the room door when cooking or bathing
- Drying clothes outside if possible or using a tumble dryer - If you need to dry indoors then close the room door and open the window so moisture can escape. Use a clothes airer rather than drying on radiators as this creates more condensation.

Ventilation allows moist air to escape, so:

- Open a window and use an extractor fan when cooking or bathing
- Open some windows for a short time each day
- Don't block air vents in your home
- Don't place furniture tight up against external walls - Instead leave small gaps so air can circulate.

Keep your home warm

- We understand the cost of energy may make it difficult - but if possible heat your home to around 18-21 degrees through the day.
- Don't block radiators or heaters with furniture

## Dealing with condensation

If you find condensation on your windows or walls you should wipe it off, to stop it leading to mould. If mould does appear you can use a fungicidal wash to clean the affected area, making sure you carefully follow the manufacturer's instructions on the bottle.

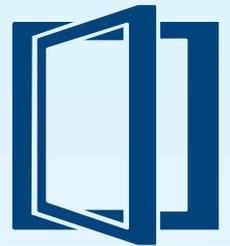
## Damp and mould

Persistent problems with damp and mould are something we take very seriously. We have a dedicated Damp, Mould and Condensation Team who can provide support so that you are able to control the amount of condensation in your home and prevent mould from forming. The team can also help if you have mould which is caused by other structural issues, such as rising damp. You can find further advice and support on our website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

## Did you know?



In the last 12 months we attended **1,826** repair requests where no-one was home to let us in. This time could have been spent carrying out other customer's repairs, so if you need to change your appointment please remember to call **01302 862862**



## New team to tackle ASB

Antisocial behaviour (ASB) can cause a lot of distress for those affected by it. Examples include noise, verbal abuse, property damage and fly-tipping.

Everyone has the right to live peacefully in their home so we have created a dedicated

Safeguarding and ASB Team who work closely with partners including the police and City of Doncaster Council to support anyone facing these issues. Find out more about the support on offer at [www.stlegerhomes.co.uk/my-home/antisocial-behaviour](http://www.stlegerhomes.co.uk/my-home/antisocial-behaviour)



# Tenants' Choice Awards 2023

## THE RESULTS

**You sent in your nominations and cast your votes, now it is time to celebrate the winners in our Tenants' Choice Awards!**

The Tenants' Choice Awards are our annual event where we give thanks and pay tribute to those people in our communities who go out of their way to support and look after their neighbours.

The star-studded awards ceremony was held at Castle Park, the home of Doncaster Knights Rugby Football Club, and we were honoured to have Mayor of Doncaster, Ros Jones there to present the winners with their trophies.

As always, we heard some truly inspiring stories this year about groups and individuals

who are making a real difference for local people. From offering a friendly place for people to meet up and socialise, to encouraging young people to make a difference in their community, and providing outdoor spaces to improve physical and mental wellbeing - it was fantastic to have this opportunity to say thank you to those tenants and residents who do so much for others.

**So, without further ado here are the winners in each of the six categories of our Tenants' Choice Awards 2023!**

### Young Person of the Year Award

This award was won by Samuel Finn. Samuel is actively involved in many groups across Doncaster including the Doncaster Youth Council and the Scouts. He has a real passion to get involved by helping services to develop and work well for young people.

Samuel said: *"I'm really overwhelmed to have won this award and I'm very thankful for the nomination. It's great to get this recognition for all the work that we do and all the youth groups and events that I help run throughout the year."*

*"The main thing now is to keep going, make sure that things continue to run well and that young people have got plenty of things to do."*



## Heart of the Community Award

This award was won by Whinfell Community Group. The group meet in their community hall to support local residents, helping alleviate loneliness and social isolation. They help to bring everyone together by providing support, friendship and positivity in a lovely venue. Their aim is to help foster unity in their community.

Group Leader Helen Mahon said: *"It's been another lovely Tenants' Choice Awards ceremony and we are absolutely over the*

*moon to be nominated in two categories - we won one and were runner-up in the other which is great.*

*"It's fabulous to win something, but just to be nominated is very special because you know that the people you are trying to help appreciate what you are doing, so we are absolutely blown away."*



## Community Wellbeing Award

This award was won by Scawsby Social Club. This group's core values are to tackle social isolation and promote mental wellbeing through the medium of arts and crafts. They run a number of themed arts and crafts sessions, but members are also encouraged to bring their own projects in to work on too.

They are a very inclusive group who welcome everyone in a warm, friendly and inviting way to take part and have fun.

Nigel Barthorpe, Secretary and Treasurer of Scawsby Social Club, said: *"We're really shocked, thrilled and honoured to have been selected to receive this award in recognition for all the hard work and dedication our volunteers give to the groups.*



## Community Warrior Award



The Community Warrior Award was won by Maureen Tennison. Maureen has been a strong advocate for communities in Edlington and beyond for over 20 years. She has a commitment to improving and protecting the community, dedicating countless hours to raising awareness and organising events to improve things for local people.

Maureen said: *"I am honoured and humbled that someone nominated me for this award. It's nice to be recognised for the work we do and the groups I'm involved with - we do so much that we actually forget everything we do, we just crack on with it, so it is lovely to get that recognition."*

## Good Neighbour Award

The Good Neighbour award was won by Helen Wharton. Helen always goes the extra mile to provide support for everyone in her community and will do anything to help if someone is in need. Neighbours often come to sit with Helen on her gazebo to enjoy a cup of coffee and a chat.

During Covid, Helen supported neighbours by doing shopping for them and keeping an eye on those who were more at risk.



# Cleaner Communities Award

The Cleaner Communities Award was won by the Friends of Martinwells Lake. This group formed in 2008 with a mission to turn a black spot into a beauty spot. Thanks to the work of local volunteers, the former Brick Pond in Edlington is now a sanctuary for fishing, exercising and bringing the community together.

Marg Adamson from Friends of Martinwells Lake said: *"We feel ecstatic and thankful for winning this award because it shows the appreciation that has been given to us and to the community."*

*"Without the community members that help us and all the other people who have been*



*involved we wouldn't be able to do everything that we are doing, so it is a very big thank you from us all."*



Congratulations to all of this year's winners for your amazing achievements! We would also like to thank all of our runners-up and send out a huge 'thank you' for the work you do each day to help and support your local communities. You all make a massive difference and should be proud of everything that you do.

If you would like to get more involved in your local community, you can find out how by

speaking to our Customer Involvement Team on **01302 862862 (option 6)** or emailing **[customerinvolvement@stlegerhomes.co.uk](mailto:customerinvolvement@stlegerhomes.co.uk)**

You can find more information on our website at **[www.stlegerhomes.co.uk/getinvolved](http://www.stlegerhomes.co.uk/getinvolved)** where you can also learn about our tenant training programmes, local groups, activities happening where you live and more.

# Comments, compliments and complaints

**We always work hard to give you the best standard of service, however we understand sometimes you may be dissatisfied with the service you have received. If this happens then you can contact us to make a comment or complaint.**

Your feedback is important as it helps improve the way we work. You can give feedback by visiting any of our local offices; phoning **01302 862726**; emailing **customer@stlegerhomes.co.uk**; online at **www.stlegerhomes.co.uk**; or send us a message on social media.

**We take complaints seriously and try to resolve issues straight away when you contact us. If you do go on to make a complaint, we will:**

- Acknowledge your complaint within three working days
- Investigate and keep you informed
- Aim to provide a full response within 10 working days when the investigation is complete

**Depending on the issues raised we will:**

- Agree a resolution with you where appropriate
- Apologise if we got something wrong and tell you why

If you aren't happy with the outcome, you can appeal within 20 working days from the date of the response letter.

## Housing Ombudsman Service

If you have made a complaint and aren't satisfied, you have the right to refer it to the Housing Ombudsman. You will need to say why you aren't happy with our response and the outcome you would like to resolve the complaint.

The Housing Ombudsman offers a free, independent and impartial service to help resolve complaints made about landlords. You can contact them by phone on **0300 111 3000**; email **info@housing-ombudsman.org.uk**; or go to **www.housing-ombudsman.org.uk**

## Did you know?

Last year our staff received almost **200** compliments from customers for a job well done!



## Customer Service Excellence accreditation

**We are proud to announce that we have received the Government's Customer Service Excellence accreditation for the thirteenth year running!**

Each year assessors visit us to carry out an independent audit to make sure we are providing a fair, efficient and effective service for customers. The Customer Service Excellence Assessor said: "St Leger Homes is a customer focused organisation, providing excellent customer service,

with a high level of customer satisfaction.

*"A significant development this year has been the introduction of the Tenant Voice Strategy (and Action Plan), which sets out the methods used to consult and engage with customers. In addition to the existing impressive Tenants and Residents Involvement (Scrutiny) Panel (TRIP), a new One Voice Forum and Get Involved Group (GIG) have been set up, providing valuable feedback alongside a wide range of pre-existing engagement activities.*

*"St Leger Homes is to be congratulated for maintaining accreditation to the Customer Service Excellence Standard for thirteen years, which is an excellent achievement."*

We will continue listening to customers and striving to improve our services for everyone living in our communities.

CUSTOMER  
SERVICE  
EXCELLENCE



# Get help paying your water bill



**The cost of household bills has risen in recent years, but if you are struggling to pay then your utilities supplier may be able to offer you help.**

Yorkshire Water has a number of ways customers can get support. If you claim benefits or are on a low income their WaterSure and WaterSupport schemes can put a cap on the total amount you have to pay for your bills.

If you have arrears with Yorkshire Water they have three different debt support schemes called Community Trust, Water Direct and Resolve which can make your debt more manageable.

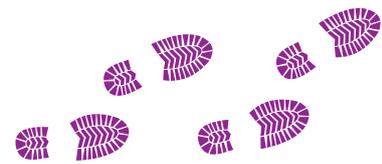
Yorkshire Water also have other ways to help you with bills including fitting a water meter, tips to

help use less water and payment breaks if you are struggling to afford your bill.

You can find out more at [www.yorkshirewater.com/bill-account/help-paying-your-bill](http://www.yorkshirewater.com/bill-account/help-paying-your-bill) - and if you are with another water or energy supplier have a look at their website to see what support they offer.



# Walk for Wellness



**In October we celebrated World Mental Health Day by taking part in the 'Walk for Wellness' which was organised by People Focused Group (PFG) Doncaster.**

Our Mental Health Navigators and Tenancy Support Team were there to join in and support this fantastic cause which started in the morning at Tickhill Road Hospital's Well Bean Café and

ended in the afternoon at the PFG Wellness Centre in Intake. They stopped at lots of places along the way, including the Civic Office where Mayor Ros Jones took time to congratulate everyone and show her support.

PFG are a group where people with lived experience of mental health difficulties or learning disabilities meet to support each other. They have helped and

empowered many people in our local community over the years - to find out more visit <https://peoplefocused.org.uk>

To learn about the support St Leger Homes offer to help with mental wellbeing, the cost of living, safeguarding and more, visit [www.stlegerhomes.co.uk/advice-and-support](http://www.stlegerhomes.co.uk/advice-and-support)



Our Mental Health Navigators and Tenancy Support Team

## Did you know?

You can get mental health and wellbeing support from our Mental Health Navigators by calling **01302 862050** or email [MentalHealthNavigators@stlegerhomes.co.uk](mailto:MentalHealthNavigators@stlegerhomes.co.uk)



# Tenancy Support Update

## Changes to benefits

**Between February and September 2024, Universal Credit (UC) will replace the following six legacy benefits. You will be affected if you currently receive:**

- Housing Benefit
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Child Tax Credits
- Working Tax Credits
- Income Support

The changes will start with people receiving Tax Credits in Doncaster being invited to make a claim for UC. If you are claiming only Tax Credits (and not claiming any other benefit including Housing Benefit), you will be the first people to receive a letter from the Department for Work and Pensions (DWP) titled **'Universal Credit Migration Notice'**. This will notify you of the date you must make a UC claim by – this will be three months from the date of the letter. If no claim is made for UC within three months then your Tax Credits will stop. Other benefits claimants will receive their Migration Notices from April onwards.

When you are invited to make the move you will be eligible for 'transitional protection' payments. These payment will make up the difference if your UC entitlement is less than your previous Tax Credits or benefits.

Please note that if you move before you are officially invited by letter you will not get these payments and could lose money. **Therefore, it's important you do not make a UC claim before you receive your official 'Universal Credit Migration Notice' letter from the DWP.**

Some Tax Credit claimants don't make a UC claim because they think they won't be entitled to anything. This isn't always the case so it is worth checking – you never know, you might be pleasantly surprised! You can check this using our benefit calculator on the Advice and Support pages on our website.

If you are not sure if you are affected and what you need to do, contact DWP UC Migration Notice Helpline on **0800 169 0328**. You can also get free support from Citizens Advice on **0800 144 8444**.

## Live Inclusive

Live Inclusive is a charity who support anyone with any kind of disability or long-term health condition, and can also support if you are a Carer.

Their experienced Advice Workers carry out benefit checks and will support you to make a claim. They also provide lots of other information to help you live more independently. They have qualified Energy Advisors who will assess your energy use which

could help reduce bills. They will also give you a free set of LED energy saving lightbulbs and may be able to provide other small energy saving products (subject to availability).

Live Inclusive can visit you in your home or meet in a community space local to you. For more information call **01302 592400** or email **admin@liveinclusive.org.uk**



**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)**



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



01302 862862



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

**Mobile app: My SLHD available on App Store, Android and Kindle**

**Keep up to date with our news and events by following us on  Twitter and  Facebook.**