

January 2025

# house proud

The magazine for St Leger Homes' tenants



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# A happy new year to you all

I hope you had a fantastic Christmas and that 2025 has started well. As we mark the first few weeks of the new year I have been considering some of the successes we had in 2024 but also being realistic about the challenges we still have in 2025.

As we enter this year, I want to remind our tenants that we are here to help, we are here to listen and this year we want to continue to improve the services that we deliver to you. We have a strong track record in delivering great services and we are committed to making them even better with your help so please get involved in one of our

tenant groups to help shape the services we deliver to you.

Our investment in your homes continues through our improvement programme and our dedication to delivering repairs through our one repairs service. We will continue with our Keeping in Touch (KIT) visits with our housing staff to hear

about your experiences with St Leger Homes. Keeping you safe in your home is really important to us. So, making sure you are available for your appointment for gas services, electrical check and compliance visits is important and is an essential part of keeping you safe.



## Tenants' Takeover

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

It is a great pleasure and privilege to be writing this column for the first time. I started getting involved in OVF in early 2023 and in the same way most other people become involved.

I wanted to know more about what goes on in St Leger Homes, how it's run and how the important things such as policies are developed. I was impressed by how open and welcoming St Leger Homes are to the views and input from their tenants and I felt my views were really valued.

It was a very proud moment for me when the tenant members supported me in becoming Chair of the OVF and I, in turn, would like to welcome and encourage any of you who may

be interested, in coming along to our meetings. We meet in person every 6 weeks in the Civic Offices and, if you're unable to be there, you can join virtually through Microsoft Teams. Please ask us how to do this.

Our work this past year has seen us have an input into around 30 policies including Housing Management, Antisocial Behaviour, Asset Management, Fencing Policy, Fire Safety to name a few. We also looked at how St Leger Homes performed against the Regulator of Social

Housing's Tenant Satisfaction Measures.

Tenants' views are very important to us and we would be delighted if you would come along to our 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 any other group, please contact the Customer Involvement Team on [customer.involvement@stlegerhomes.co.uk](mailto:involvement@stlegerhomes.co.uk) or call us on 01302 862743.



# Your Convenience, Our Commitment

We are pleased to announce that our new **Customer Access Strategy** was approved by our Board in December 2024. This strategy is designed to make it easier and more convenient to access our services.

We are proud to say that this strategy has been developed following customer feedback. We listened to your needs and have incorporated your suggestions into our plans and actions. You can read the full Strategy online at [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk).

Our new strategy is about building on our existing digital access to services, while ensuring that those who prefer traditional methods, such as phone contact, can still reach us easily. This means you will have more options to access our services online, at any time, from anywhere. We've yet to decide on what additional digital access we will provide and will involve tenants when we get to this stage, so that whatever we do choose will support you.

Our goal is to provide you with a seamless and efficient experience, and we want to make access



super easy for you! Whether you're using our website or our online portal, My Access, we've got you covered.

If you're not using our digital channels yet, you're missing out! Using our portal is a breeze – you can do everything from paying rent to reporting repairs anytime, anywhere. It's like having our services right at your fingertips! If you haven't registered for the My Access Portal yet, head over to our website and sign up now at [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)



## Tenancy agreement update

You may recall in May 2024 we wrote to you about proposed changes to your tenancy agreement.

Whilst these changes are still due to be put into place, they have been delayed. We will be back in touch with everyone affected as soon as we are ready to move it forward.





Tenant Celebration Awards – Betty Clayton Inspirational Young Person Award winners Sam and Charlotte with Betty's son Tim

# 2024 Tenant Celebration awards!

Each year our Tenant Celebration Awards celebrate the most important part of St Leger Homes – you, our tenants.

Our 2024 Tenant Celebration Awards recognised the time and effort that tenants from across the city have given to improve their local environment, look after those in need and help build stronger communities.

The prestigious awards ceremony was held at the start of October at Castle Park, the home of Doncaster Knights Rugby Football Club. As always, we heard some truly inspiring stories about groups and individuals who are making a real difference for local people.

**This year we had seven awards to hand out! The winners were:**

#### Good Neighbour Award

Susan Smith  
Donna Jones

#### Heart of the Community Award

Toll Bar TARA

#### Community Warrior

Trish Hendley

#### Community Wellbeing Project Award

Adventuring Angels

#### Cleaner Communities Award

Robert Starr

#### Newcomer of the Year Award

Steve's Support Group

#### The Betty Clayton Inspirational Young Person Award

Sam Finn & Charlotte Llyall

To see all the winners and finalists and find out the amazing reasons they were nominated, head to our website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

Keep an eye out in the coming months for the launch of the 2025 edition to nominate your local community heroes!



To find out more about the tenant celebration awards scan the QR code



# Your info Keep it updated

Most of you have already shared your details with us, but for those who haven't yet, or where you have but not provided it all, there is no need to worry, as we've made it easy to update.

For those of you who already keep your data up to date using our Portal we have just added some new data fields, so when you have a minute, please pop into the Portal to add this data in or to update existing data where this has changed – it is important that these records are accurate.

You can keep your data current and accurate by:

- 1. Registering or logging onto our My Access Portal:** Simply log into your account on our secure portal and update your information at any time. It's quick, easy, and ensures that your profile is always accurate.
- 2. Contacting Us Directly:** You can reach out to our Customer Access Team by phoning us on 01302 862862. We are always here to help you update your information and answer any questions you might have.

It's important for us to have the right information about our customers. By keeping your information up-to-date and secure, we can provide you with the best possible service as the data we hold about you helps us to tailor our services to meet your needs.

## Our Commitment to Your Data Security

We understand that trust is a big issue when it comes to sharing personal information.

That's why we are committed to keeping your data secure. Here's what we do to protect your information:

- **Encryption:** All your data is encrypted in transit and protected at rest, ensuring it's safe from unauthorised access.
- **Access Controls:** We have strict access controls in place to ensure that only authorised personnel can access your information.
- **Regular Audits:** We conduct regular security audits to identify and address any potential vulnerabilities.
- **Compliance:** We adhere to all relevant data protection regulations and industry standards to ensure your data is handled responsibly.

By keeping your information up-to-date and secure, we can provide you with the best possible service.

### Did you know?

Since April 2024 we have answered **119,618** calls.

# You Said, We Did

When you give us feedback, we listen whether this is through a compliment, complaint or through our wide range of involvement and engagement platforms.

**Take a look at all the things 'You Said' about our services and how we responded below:**

**Through the One Voice Forum and Get Involved Group:**

- Your feedback helped inform the new Customer Access Strategy.
- Your feedback helped inform the new Permissions Strategy.
- Your feedback helped inform the new Environmental Strategy.
- Your Feedback helped inform the new Asset Management Strategy.

- Your Feedback helped inform the new Recharge Policy.

**Through the Tenant Scrutiny Panel:**

- They have recently completed their Scrutiny Review of our Rewards and Incentives Scheme and St Leger Homes are producing an action plan in response to the recommendations.

Head to [www.stlegerhomes.co.uk/YSWD](http://www.stlegerhomes.co.uk/YSWD) to find out more!



## Help us keep you safe

As a responsible landlord we need to access your property to carry out relevant safety checks, gather stock condition information, and conduct repairs and maintenance. If we are unable to access your home to complete these visits, we may have to initiate legal action to gain entry.

Not allowing us to carry out this work is a breach of your tenancy agreement. Reaching this stage could have severe consequences for your tenancy, potentially incurring legal fees and, in some cases, risking the loss of your home.



**Did you know?**

Since April 2024 we have completed **3,922** electrical installation condition reports.

# Complaints

## Understanding complaints: Making sure your concerns are heard

At St Leger Homes, we are committed to providing excellent customer service and making sure you are heard. We understand that sometimes things may not go as expected, and we want to make it as easy as possible for you to raise any concerns or complaints you may have. We will always try and resolve your complaint as soon as you tell us about it but if you are still dissatisfied and you want to make a complaint we offer several ways for you to do this:

- **Telephone:** Call our Customer Access Team on 01302 862862;
- **Online:** Use our online contact form at [www.stlegerhomes.co.uk/contactus](http://www.stlegerhomes.co.uk/contactus)
- **Letter:** Write to us at our head office address;
- **Face-to-face:** Visit our office to discuss your complaint in person;
- **Through a representative:** Complaints can also be submitted via your Councillor or MP.



There are two stages to our complaints process.

At Stage 1 we aim to acknowledge your complaint within five working days and aim to respond within 10 working days of the acknowledgment.

If you are not happy with the Stage 1 response you can ask for the complaint to be reviewed at Stage 2. We aim to acknowledge Stage 2 complaints within 5 working days and aim to respond within 20 working days. We may sometimes ask for an extension to these times, but will always let you know about this.

If, after you have exhausted all the stages of our complaint process, you are still not satisfied you may refer the matter to the Housing Ombudsman. The Housing Ombudsman offers a free, independent and impartial service to help resolve complaints made about social housing landlords.

**You can contact the ombudsman at:**

**Housing Ombudsman Service: PO Box 1484,  
Unit D, Preston PR2 0ET**

**Telephone: 0300 111 3000**

**Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

**Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

For more information about our complaints policy, visit our website [www.stlegerhomes.co.uk/complaints](http://www.stlegerhomes.co.uk/complaints)



## Audio HouseProud

Did you know you can request HouseProud in audio format? If you are visibly impaired and need audio communications, you can call us on 01320 862862 and request your HouseProud to be sent on a CD!

Please note the audio copies may arrive a week or two after the printed edition.



# Stop condensation in your home

You can get further advice and support by contacting us on **01302 862862**

**It's that time of year when condensation starts appearing in our homes. It happens when moisture in the air hits a cold surface like a window or wall, where it turns into water droplets.**

These days we are fortunate that our homes tend to be well insulated, have double glazed windows and good quality doors. This is great for keeping the warmth in, but it also means moist air can't escape and that's why we get condensation.

**There are some things that can be done to help prevent condensation,**

## Here are some of our top tips:

### Reduce moisture in the air

**Use a lid to cover pans when you are cooking** – this stops steam from going into the air and causing condensation.

**Close the door when cooking or bathing** – this stops steam escaping into other rooms and causing condensation.

**Dry clothes outside if possible, or use a tumble dryer** – this stops moisture from damp clothes building up in the air. If you do need to dry inside then close the door and open the window so moisture can escape; and use a clothes airer rather than drying on radiators as this creates more condensation.

### Ventilation – so moist air can escape

Open a window and use an extractor fan when cooking or bathing.

Open your 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 to allow air to circulate.

### Keep your home warm, if possible

We understand that energy costs are still a concern for a lot of households. However, if you are able to keep your home at around 18-21 degrees through the day when the weather is cold it will help prevent condensation. Avoid blocking radiators or heaters with furniture.

### Treating condensation

If you spot condensation on your window or walls you need to wipe it off or it can lead to problems like mould. If mould appears you can use a fungicidal wash to clean the affected area – but be sure to follow the manufacturer's instructions on the bottle.

Persistent problems with damp and mould are something that 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.



# Move to Universal Credit

**Universal Credit (UC) is being rolled out and will replace six legacy benefits by the end of 2025.**

Many claimants have already received their invitation to move to UC and have moved over successfully. The final stage of moving claimants to UC started in September 2024 and will invite claimants who claim Income related Employment and Support Allowance (ESA) to make a claim for Universal Credit.

If you currently claim Income related ESA you will 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 ESA will stop.

Most people are entitled to the same amount that they received through their ESA, if your UC entitlement is less then you will be awarded

transitional protection payments to make your entitlement the same. 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.

You can also find more about transitional protection and check your entitlement 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.**

**UC** Universal Credit



## Did you know?

We have carried out **100%** of flat entrance door safety checks required in our highrise buildings

## Rent increase

The rent for your home is reviewed each year. Any increases to your rent will be agreed by the council on 27 February 2025 and will be applied from Monday 7 April 2025.

Once any increases are agreed we will be writing to you to let you know with at least 28 days notice of the change. The maximum amount that rents can increase in any year is set by Government and for 2025 that will be 2.7%.

We are currently discussing proposals for this increase and we will be seeking views from tenants on proposals to increase rents and the services that they receive which are funded from rent income. Council house rents in Doncaster are the lowest in South Yorkshire and are excellent value for money.

If you want to be involved in this consultation please contact [customer.involvement@stlegerhomes.co.uk](mailto:customer.involvement@stlegerhomes.co.uk) or call us on 01302 862743.

# Behind the Boardroom door

**At St Leger Homes we always want to hear the views of our customers, that's why we offer so many ways for you to help shape the services that we provide.**

Someone who took the opportunity to get involved is tenant Barry Keable, who is pleased with what he has seen since joining our Board in October 2023.

Barry told us: "As a tenant myself, I've always said that most tenants think St Leger Homes just collect the rent and do the repairs. Since joining the Board however, I've been so impressed with what goes on behind the scenes – particularly all of the issues that the different groups, committees and the Board are looking at and the good work that goes on.

"In the Board and committee meetings there is a lot of information to take in – all the performance information, areas for improvement, and the latest figures to show whether we are meeting our targets

"The reason there are so many targets is to make sure everything is done to a high standard and that things keep improving."

Barry also liked the fact that everyone's views are given the respect they deserve.

He said: "As a Tenant Board Member you are treated just the same as everyone else on the

Overall, from my time on the Board and in the committees I can absolutely 100% say St Leger Homes do listen to what tenants tell them, they are interested and they will always act to improve things for the tenants where they can.

Board. If you put your hand up and ask a question, you're not shot down. You're given an opportunity to give your opinion and make a point.

"I've also attended the tenant groups as a guest and it's the same there – everyone has the chance to make their point. What's even better is that I see the things tenants are saying in these meetings getting fed through and flagged up at a senior level, so they are listened to.

"Overall, from my time on the Board and in the committees I can absolutely 100% say St Leger Homes do listen to what tenants tell them, they are interested and they will always act to improve things for the tenants where they can."

If you would like to tell us your thoughts about our services, go to [www.stlegerhomes.co.uk/feedback](http://www.stlegerhomes.co.uk/feedback)

## Contact details – keep them updated

Are your contact details up to date on our systems? Soon we will be moving to a digital version of HouseProud for those who have given us their email addresses! Give us a call on **01302 862862** to make sure your details are up to date.

### Did you know?

In the last year we have supported around **60** tenant engagement activities.

# Celebrating our success in this year's Tenant Satisfaction Measure results!













## We are thrilled to share some fantastic news with you!

This year's Tenant Satisfaction Measures (TSM) results for 24/25 are in, and we have made some significant improvements across all areas. You can see from our results that performance only dropped on one measure.

The TSMs measure the satisfaction of tenants about some of the key services we provide, and are shown below.

Despite this great news, we are not resting on our laurels and are continuing to work with our tenant groups to improve even further.

In addition to the 24/25 figures shown below, the Regulator of Social Housing (RSH) has just published the TSM figures for all social housing landlords for 23/24, and we are currently looking at how we compare. Rest assured, we'll be diving into those numbers and will share how we stack up against other landlords in the next edition of HouseProud.

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



# Winter Months

**During the winter months, many of us may need some extra support and advice.**

City of Doncaster Council have pulled together lots of advice from across the city to support you, your family, and local community over the colder months.

We know how important it is to feel safe and well, so we have information on:

- **Staying well this winter**
- **Winter weather**
- **Local groups, events and activities**
- **Signing up to regular email updates**

You can find all of this, and more by visiting [yourlifedoncaster.co.uk/winter](http://yourlifedoncaster.co.uk/winter) or scanning the QR code below.

The Your Life Doncaster website also contains an online version of our winter pamphlet, alongside

an easy read copy and the option to translate and print information to share with family, friends and neighbours.

Make sure you are signed up to the council's mailing lists for information and advice right to your inbox over the winter period by filling out the mailing list form on the winter webpage, or by visiting [doncaster.gov.uk/EmailSignUp](http://doncaster.gov.uk/EmailSignUp).

If you do not have access to the internet and would like further support this winter you can call the City of Doncaster Council's dedicated winter phonenumber: **01302 736999**.

City of Doncaster Council and your local NHS, alongside partners across the city, are here to support you this winter.



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**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)

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