



DON'T MISS THE OPPORTUNITY TO HAVE YOUR SAY ABOUT THE REVIEW OF SHELTERED SERVICES WRITE TO US WITH YOUR VIEWS
Meanwhile, here are some of the questions we've been asked during our meetings to date:

Frequently Asked Questions

- Q** Will the proposals in the review involve me in paying more for the service?
A **NO** there are NO additional costs to you.
- Q** I currently receive 5 visits each week from my Warden, will this change?
A **NO** If you want 5 visits each week there will be NO CHANGE, however if you would like to reduce the number of visits you receive or vary the days or times (Mon – Fri) of visits then you will be able to do so. The choice will be yours.
- Q** There are very little activities on my sheltered scheme, will the proposals help with activities?
A **YES** We have recognised the importance of activities and have arranged for extra resources by providing a Development Worker to encourage more activities
- Q** How are you consulting with sheltered tenants?
A By **letter** holding **focus groups meetings**, and **future editions of 'Silver Lining'** and we have, so far, **met with around 200** sheltered housing tenants at meetings held in some schemes. If you would like to become a **member of a Focus Group** please contact Judy Hyde

Diamond Wedding Anniversary



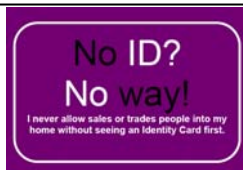
A telegram from the Queen and a visit from the Lord Mayor of Leeds helped to mark a very important day for Mr and Mrs Cooper of the Manor House scheme at Scholes who celebrated their Diamond Wedding Anniversary. Relatives, friends and residents attended a party in their honour at the community centre.




You could be keeping as fit as these ladies at the Westbournes – contact us to find out how?



DON'T BE A VICTIM OF DOORSTEP CRIME



IF YOU HAVE ANY DOUBT AT ALL – DON'T LET THEM IN!



REMEMBER



**ARE YOU UNHAPPY WITH THE WAY THINGS ARE BEING DONE?
DO YOU KNOW HOW TO MAKE A COMPLIMENT OR COMPLAINT?**

Aire Valley Homes, Leeds have a special way of dealing with compliments and complaints and we always act on comments made by you, our customer.

DO YOU HAVE A COMPLIMENT OR COMPLAINT ABOUT OUR SERVICE?

Ask your Warden for a leaflet or alternatively pick one up from the communal lounge in your complex. You can also telephone our head office to request a form on Leeds 2141916.

FROM START TO FINISH



It started with pre-schoolers and ended in a sheltered housing complex. The warden at Crescent Grange is leaving after 30 years service with Leeds City Council, Leeds South homes and more recently with Aire Valley Homes Leeds.

Jean Cowgill started working with pre-schoolers at a private play school in Leeds when her own children were youngsters. She then went on to work in the school playground with 4 – 11 year olds with Education Leeds.

From the playground Jean moved into the kitchens, making and serving dinners to the same schoolchildren she'd looked after at play time. After 8 years Jean decided to move to the Home Help division of Social Services and helped to shape the service that has now progressed to Community Care.

Jean moved into Sheltered Services 15 years ago and has been the Warden at Crescent Grange for the past 15 years. She will be greatly missed by all the residents in the complex who threw a surprise luncheon party for her on Tuesday 15th May. The residents presented Jean with 6 crystal wine glasses and 4 bottles of wine to christen them with, plus £200 of White Rose gift vouchers. The residents said that 'she would be hard act to follow' and that she had 'a very large heart' and 'time for everybody', 'a tireless worker who helped to make a success of any activities taking place' to quote but a few.



Jean said the highlights of her work in Crescent Grange would have to be the amount of money raised by the Residents Committee for several charities, the main ones being for Yorkshire Cancer Care, Breast Cancer, Martin House Hospice for young children along with many, many more all of which were close to her heart. The Residents Committee have raised £15,000 over the 15 years she has been a warden.



I asked Jean how she had approached her job as a Sheltered Services Warden and she told me that she has always treated the residents as if they were her parents on the basis that if they had been, she would want them to be well cared for and looked after. We all wish Jean a long and happy retirement.

We are requesting your help in maintaining and enforcing the 'No Smoking' rule because without your co-operation we may be liable to fines of up to £1000, not only that YOU could also be fined for smoking in a restricted area.

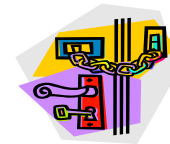
SMOKE FREE ZONES

Some of the Dos and DON'Ts in Sheltered Accommodation and the Communal Areas

You can smoke inside your own home, but please do not smoke in bed. If you do smoke and you are expecting a visit from a member of our staff we would ask you to refrain from smoking for at least 30 minutes prior to the visit and arrange for the room to be ventilated. If you smoke in your own property you must keep any doors that open into communal areas or corridors closed. You or your visitors must not smoke in the communal lounge. You and any visitor to your home are not allowed to smoke in the corridor. You are not allowed to smoke in the outside entrance of any communal area, or close to any entrance door.



DON'T BE A VICTIM OF DOORSTEP CRIME



It is very important that you ask for identification from anyone who calls at your door. All of our representatives carry Identification (ID) badges and you should ask to see this. If the caller does not have any ID with them, or you are not sure that the badge shown to you is genuine, ask them to come back later when you have arranged for someone to be with you. You can also telephone our Head Office to check the person is who he/she says they are.

TIPS FOR STAYING SAFE

- When you are inside your home, **lock the doors**.
- If you have a **spyhole** – use it to see who is **outside**.
- If someone calls at your door, **put the chain on** before you unlock the door.
- Ask the caller for their **Identification card** – take it off them through the space and look at it closely.



Mrs Jean Stompell recently entered her garden in the Middleton in Bloom competition and is shown with her Runner Up certificate. Well done Mrs S.

Our 'Heart of Gold' goes to Mary Butler and Jessie Clements of the Methley Main Street and Woodhall Grove Schemes. Together Mary and Jessie help residents to organise all sorts of activities in the community centre. We received a large number of letters from customers, some of who don't actually live in the schemes saying how both ladies made the whole world a sunnier place with their smiles. Mary and Jessie received their flowers and immediately sent them to one of their residents who is currently in hospital. No wonder the residents feel they deserve a huge pat on the back!

Make sure you nominate someone you think deserves a bouquet for providing help and assistance to you, or maybe to someone who is there when needed. Contact Leeds 2477066 and leave a message for Judy or alternatively you can write to her at The Sheltered Services Team, Rothwell NHO, Civic Buildings, Marsh Street, Rothwell. Tell us the name of the person and why you feel they deserve the award.



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Sheltered Housing Services
 Civic Buildings
 Marsh Street
 Rothwell
 Leeds LS26 0AD
 Telephone: 0113 2477055
 Fax: 0113 2477052
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