



SAFETY AND SECURITY

Your safety and security is very important to us. In this edition of Silver Lining we are concentrating on how you can protect yourself against the unscrupulous people in the world today. There has been a great deal on the news about elderly residents being taken in by 'cold callers' offering to carry out work cheaply and post being delivered offering 'instant' winnings. We want you to be safe in your homes and would ask you to take care who you let in and what you receive in the post that you respond to. If you have any doubts about anything or anyone contact us—we will be happy to help.



LOCK IT TO KEEP IT



When you are at home, lock your door and remove your keys. Don't leave your keys in plain sight on a window sill or fridge. If you have 2 doors, make sure both are locked. Don't 'hide' keys so that friends/relatives can use them—so can the thief!

Community rallies round!

During the Christmas period a break in took place at one of our 'sheltered' schemes. The tenants, a couple, are both disabled and use wheelchairs outdoors. They also have two young children. The break in happened on a Friday evening. The criminals completely trashed the home whilst the family were on a very rare trip outdoors together. They came home to utter devastation, walls and furniture covered in paint, yoghurt and urine, drawers emptied out on the floor. This couple had taken all the usual steps in securing their home while they went out but – if someone is intent on breaking in there is not a great deal that can stop them. On hearing about the break in the Warden at the scheme took the family to the community centre and made them warm drinks, then she and others in the area rolled up their sleeves and made the home habitable for the evening as being confined to wheelchairs the couple were unable to get into their home. The following day word had spread around the village and a collection was made to assist the family in replacing Christmas presents for the children and essential items needed for day to day living that had been broken or stolen. Two of the Wardens spent the whole of Saturday helping to set the home to rights as the family were unable to do it themselves. On behalf of Aire Valley Homes Leeds we would like to thank all those good neighbours who dug deep in their pockets or helped out with shopping and cleaning.

102 Years young

Ivy Swift was born in Rothwell on 10 January 1906, the eldest of 12 children, two of whom did not survive past infancy. She lived first at Pottery Yard and then the family moved to the 'Lion House', so called because of the stone lion sitting on the roof. She attended the local 'Council' school and left at age 13 going on to work at a local tailoring firm.

Ivy was set to work sewing buttons onto garments, the lady who she worked with and who showed her the ropes said she was glad Ivy worked with her because she knew how to sew on buttons, but she needed to speed up a bit. She only worked for there for 9 weeks though, her mum said that she needed her at home to help out as she had just given birth to another child. In all Ivy helped to look after seven brothers and two sisters.



Ivy with Karen Craig (right) and Dawn Cockerham Visiting Support Officer (left)

Ivy married when she was 20 years old, her husband played trombone in the Temperance Band, sadly he died after 49 years of marriage. Ivy has two daughters, plus several grandchildren and great grandchildren.

Just as a matter of interest Ivy was in the same class at school as another centenarian, Mary Idle, who still lives in Methley and also receives our Visiting Support service. Mary will be 102 in May this year.

Ivy also knows our Sheltered Housing Services Team Leaders' grandma and auntie! It's a small world!

Message from West Yorkshire Police Turn a light on – turn a burglar off!

"Houses are particularly vulnerable from mid afternoon onwards when burglars can easily identify unoccupied houses. Taking a few simple precautions can reduce the opportunity for burglars to strike and lead to fewer people becoming victims of crime.

"We will be doing everything we can to

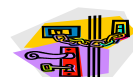


try and prevent burglary but we'd urge householders to help protect themselves by improving the lighting at their homes and ensuring they heed crime prevention advice."

LOOK IN WHEN YOU'RE OUT— Leave a light on when you go out.. Use time switches to turn the lights on inside your home when you are out.

DON'T BE A VICTIM OF DOORSTEP CRIME

Look – REMEMBER Chain – Check



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

**EVERYONE'S A WINNER—NO LOSERS—GUARANTEED
IT'S A SCAM—A CON—A CHEAT**

A scam is a scheme designed to con you out of your cash.

NO-ONE EVER GIVES SOMETHING FOR NOTHING FREE!

Don't be drawn in:

How to recognise a scam - is it too good to be true?

THE CON

How scam artists succeed - they will:

- catch you unawares, contacting you, without you asking them to, by phone, email, post or sometimes in person
- sound pleasant, well spoken and kind (on the phone or at your door) and want you to think they're your friend
- have slick, professional leaflets and letters
- be persistent and persuasive
- rush you into making a decision
- ask you to send money before you receive their tempting offer or win

THE PITCH

They offer you something for nothing - such as:

- you've won a major prize in a draw or a lottery (even though you haven't entered one)
- an exclusive entry to a scheme that's a surefire way to make money
- a way to earn easy money by helping them get untold millions out of their country

- the chance to join an investment scheme that will make you huge amounts of money.

THE STING

They'll ask you to:

- send money up front - an administration fee or tax, the list is endless but it's always a ruse to get you to give them money
- give them your bank, credit card or other personal details
- ring an expensive premium rate number (all UK premium rate numbers start with 090)
- buy something to get your prize
- They will lie to you and give you what seem to be good reasons why you should do what they say. They will answer all your objections.

Don't send any money or give any personal details to anyone until you've checked that they are genuine, and talked to a professional or family and friends.

If they ask you to do any of these things they're trying to cover their tracks and get your money and it's likely to be a scam.

Other things to look out for:

- they ask you to send money straight away
- they give you a PO box number as their address
- they ask you not to tell anyone about the deal

DON'T BE TAKEN IN!



Equality and Diversity

Aire Valley Homes Leeds is proud to be a partner in a multi-cultural community. We value diversity and will ensure that we treat all individuals fairly, with dignity and respect.

We are committed to ensuring that there is no discrimination against any other person or other organisation on the grounds of race, ethnic origin, disability, nationality, gender, sexuality, age, class, appearance, religion, responsibility for dependants, unrelated criminal activities, being HIV positive or having AIDS, or any other matter which causes a person to be treated with injustice.

We are committed to promoting and mainstreaming equality and cohesion in everything we do in order to:

- continually improve our service to our customers;
- deliver excellent employment opportunities for our staff;
- and to support our Board, Local Area Panels and Registered Tenants and Residents Groups so they reflect the diverse neighbourhoods we serve.



As an organisation we will:

- understand, value and welcome equality, diversity and community cohesion;
- ensure all policies, processes and procedures reflect our commitments above,
- measure, monitor, evaluate and develop plans and reports on outcomes in respect of equality, diversity and community cohesion;
- develop all staff to enable them to make a full contribution to meeting these objectives;
- support the use of flexible working patterns wherever possible to enable staff to balance work and life responsibilities
- and ensure that our clients receive equal and diverse treatment

For more detailed information on any of these issues please contact our Equality and Diversity Officer on 0113 214 1942 or email: angela.ansell@avhleeds.org.uk

Would you like to become an 'environmental watch dog' for us? We are looking for help from our residents in sheltered housing to ensure that we are keeping your estates clean and tidy, and that your communal areas are in good condition. We have created a simple tick list for you to complete for us. Any items that you identify as requiring action will be passed on to the relevant section. We will follow this up to make sure that work is completed.



We will come along and take a picture to show others

We also like to hear about 'good things' happening on our sheltered schemes. If you feel that your area is a clean and pleasant place to live, tell us.

SMALL JOBS SCHEME

Do those 'little' jobs that your landlord is not responsible for never get done because you can no longer tackle them yourselves? Have you ended up paying a fortune for 'flat pack' furniture to be put together?



Aire Valley Homes are working with Care & Repair, Leeds to provide our elderly customers with a 'small jobs' handy person scheme. We will be able to offer you a good, safe, reliable service at a reasonable cost. We have set charges for some jobs or you will be quoted a price for the work—either way you can be safe in the knowledge that you won't be cheated.

WATCH THIS SPACE



Pictures show Karen and Bernard presenting the wardens with their flowers.

Janet and Pat are wardens who went the extra mile when their residents was burgled and their home ransacked. We decided that we would nominate them for the 'Hearts of Gold' award, but we would also like to include all the residents in the village who rallied round to help as well. We normally ask you for nominations for 'Hearts of Gold' but we feel sure you will agree with us when we nominate the two Sheltered Housing Wardens who gave up their holiday/off duty time to help out this family. The family would also like us to pass on their thanks to Wardens Pat and Janet of Micklefield and members of the community who became involved in helping them. [See page 1 for full story.](#)

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.

AIRE VALLEY HOMES LEEDS Sheltered Housing Services

Civic Buildings
Marsh Street
Rothwell
Leeds LS26 0AD
Telephone: 0113 2477055
Fax: 0113 2477052
e-mail: judy.hyde@avhleeds.org.uk
www.avhleeds.org.uk

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.