

WHO LOOKS AFTER THE WARDEN?

Do you know who arranges for a Warden to visit when your own Warden is on holiday or ill? Who is it that helps the wardens to keep things flowing as smoothly as possible? Who is it that makes sure there are tables and chairs in the community centres; that makes certain there is cutlery and crockery is available so that coffee mornings and lunch clubs can take place. Occasionally there are situations that a Warden cannot handle on her own – where does she go for assistance? Aire Valley Homes Leeds have 64 sheltered schemes in the area, approximately 1900 people live on those schemes. Some of the schemes are 'purpose built' with a community centre in the same building as the flats you live in while others are bungalows or blocks of flats.



With the introduction of Supporting People there is a lot of paper work to complete, both by your Warden and by their immediate 'bosses'. Aire Valley Homes have to report to Supporting People by using Support Plans, Risk and Needs Assessments, Visiting Log Sheets. The Wardens therefore are managed by two Warden Co-ordinators – Ann Stanley and Jackie Sowden. You may have seen them on the estate or scheme where you live. More often than not though they are found drowning under a sea of paperwork in the office, with a phone in each hand. Ann and Jackie are also available if you wish to discuss any aspect of our service, or subjects that you feel you do not want to discuss with your Warden. If you wish to pay a compliment or make a complaint you can contact any of the Sheltered Team on 0113 247 7055.

Goodbye Sonia!

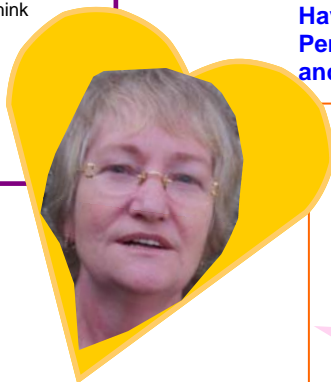
Residents at Westerton Walk/Close Scheme said goodbye to their long time Warden on 31st March this year. Sonia says that she will be able to spend more time at the seaside in her caravan now that she's given up work.



This picture shows Sonia at her last Team meeting with her colleagues who presented her with a large bunch of flowers and cash to enable her to purchase something nice for herself.

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.

Our Heart of Gold award this issue goes to Anne Atkinson, the Warden at Siegen Close. Her customers have said that she is always cheerful with a great big smile whatever the time of day.



Pictured are just some of the entrants on the day Phyllis (centre) was the overall winner

What a Parade!

What a picture these ladies make at Midland House Sheltered Scheme, Woodlesford. Following the judging of the Easter Bonnet competition the residents tucked into a good old fashioned lunch of Yorkshire Puddings filled with corned beef hash, cooked for them by Christine.

Judging by the cleared plates—the pots didn't need a lot of washing!

Have you got any pictures you'd like to share with other tenants. Perhaps you've lost track of old friends. Give us some information and we may be able to put you back in touch.

DON'T BE A VICTIM OF DOORSTEP CRIME

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

REMEMBER

Look



Chain



Check



YOUR CARE RING EQUIPMENT

The equipment in your flat is there to be used if ever you feel afraid, vulnerable or at risk **DON'T BE AFRAID TO USE IT!**



Your concerns are our concerns. If you see someone doing something they shouldn't be doing but you don't want to ring the police, let us know by pulling the cord and we will take any action that is necessary. Don't forget, the basic use for your call system is for you to contact your Warden or Care Ring to get help.

However, you should also use your call equipment to let us know when you are going to be away from home, or if you are going out before your Warden is due to visit you. When you let us know you're not there it saves us from taking unnecessary action to get in to your home to make sure you are not ill.



AVH Small Job Service

We are working in partnership with Care and Repair Leeds to provide a service to our customers to enable them to enjoy the contentment of living in their own home in pleasant surroundings.

If you are over 60 or disabled and unable to tackle those odd jobs that need doing

We may be able to help you!
We can offer a

Safe and Secure service at a minimal cost to you

Our Handy Person is checked out by the police as well as ourselves

They will tell you before we start work how much the job is going to be and when they will call on you.

See reverse for price list

If you would like to know more contact Judy on 0113 2477055
Or contact Care and Repair Leeds direct on 0113 2009160

You will be able to make your own arrangements with the handy person who will contact you direct to make arrangements for a visit. They will agree a price for the work with you.

Although our list quotes a price per job if you have a couple of jobs to do they will arrange a price for both jobs. You will only pay the agreed price – there are no hidden extras. Our handy person does have to cover his costs, such as travel expenses and equipment/tools

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 0113 2141942 and speak to the Equality Officer

- Kitchen Strip light changing
- Brackets for hanging baskets
- Cordless door bells
- New thresholds

2 - £25 + materials

- Fit curtain rails
- Fit window blinds
- Carpet strips
- Shower rails
- Bathroom fittings (cabinets, soap/toilet roll holders)

The price list is on the reverse of the leaflet

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

EMERGENCY CONTACT NUMBERS

At our last Sheltered Focus Group meeting, one of our members asked if a useful emergency numbers card could be created to be placed on the wall or table close to the telephone. Below is what we came up with.

If you feel this would be useful to you—cut it out and keep it handy

To Contact the Police in an Emergency:

Always dial 999 in an emergency where there is a danger to life, or a crime is in progress. This number is available 24 hours a day, 7 days a week. From a mobile phone, please **dial 999 or 112**.

To Contact the Police for Non-Emergencies:

Telephone **0845 6060606** 24 hours a day, 7 days a week for non-emergencies where:

- Police attendance is required
- To report a crime
- To report other incidents

This is a local rate telephone number.

Other Useful Numbers

To Contact **Crimestoppers** anonymously : Call **0800 555 111**

To Contact **Leeds Anti-Social Behaviour Unit** : Call **(0113) 398 4701**

To Contact **Leeds Victim Support** : Call **(0113) 395 1260**

HANDY PERSON—SMALL JOBS

We have also begun to work in partnership with Care & Repair Leeds to provide a 'Small Jobs' service.

If you have a job that you can't tackle yourself and you have no one else that can do it for you, why not ask us to refer you to them so they can give you a fair price safe in the knowledge that the trades person has been checked out by the Police and will only charge you the amount he or she quoted you originally. The leaflets and price list will soon be appearing in our One Stop Centres, Housing Offices and Community Centres.

WATCH OUT FOR THE LEAFLETS



Are you over 60?

- Do you have an unmanageable garden?
- Need help to maintain your garden?

We may be able to help you!

We can offer you a regular gardening service part funded by Aire Valley Homes Leeds at a minimal cost of £10 per hour to you

We are working in partnership with Care and Repair Leeds, to provide a service to our customers to enable them to enjoy the contentment of living in their own home in pleasant surroundings

If you would like to know more contact your Tenancy Management Officer, Warden or local Housing Office

TELEPHONE: 0800 915 6660

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 0113 2141942 and speak to the Equality Officer

GARDENING

You may have seen this leaflet in your Community Centre. You, or your friends (as long as they are tenants of Aire Valley Homes and meet the criteria) could apply to have your garden done. Why not ring to find out more.

DON'T FORGET

If you live in a sheltered property with an 'open plan' garden, you don't have to pay for it doing—we automatically do it for you.

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.