



SADEH KHABAR | OUR NEWS

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ISSUE 32

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SADEH LOK CELEBRATES

BRAND NEW AFFORDABLE HOUSING IN HUDDERSFIELD

Sadeh Lok Housing Group held an Open Day on Wednesday 27 January 2010 to celebrate the opening of the third phase of its Rashcliffe Hill housing development, which has transformed this part of Thornton Lodge, Huddersfield.

The £2m scheme, comprising 16 family houses for rent and shared ownership was developed by Sadeh Lok Housing Group, assisted by £876,000 grant from the Homes and Communities Agency (HCA), with support from Kirklees Metropolitan Council.

The overall regeneration of Rashcliffe Hill has generated a total of 75 new affordable homes and over £8m of investment in the area by Sadeh Lok and the HCA over the past five years.

The scheme was officially launched on Wednesday 27 January 2010 by Balbir Singh Uppal OBE, Chairman of Sadeh Lok Housing Group, who welcomed the HCA's investment in the regeneration of



Pictured are Balbir Singh Uppal, Chairman Sadeh Lok Housing Group (left) and Iram Shabir, Neighbourhood Officer (right) with one of the residents from Bulay Road (middle).

Huddersfield and hailed the new, energy efficient houses as meeting the diverse needs of families in the Thornton Lodge community.

After the opening remarks, local residents joined guests for a tour of the

properties and refreshments.

The new homes meet the Ecohomes "Excellent" rating, and so will be economic to live in, and their efficiency will help to reduce the future carbon impact of the scheme.



When you have finished with this magazine please recycle it.

JARGON BUSTER!

THIS ISSUE - 'I-J'

Do you know the difference between an ABC and ASB? To help we have provided a useful guide to the different terminology used in housing.

Independent Housing Ombudsman (IHO)

The IHO is in charge of investigating complaints made about Housing Associations. Before the IHO can be called in to investigate the person making the complaint must have been through the Housing Association's own complaints procedure.

Inspection

The process by which the Audit Commission goes to Housing Associations or Local Authority Housing Departments to examine how they are performing.

Introductory Tenancies

Also called probationary or starter tenancies. This is where a new tenant is given a tenancy that is less secure for a period of usually 12 months. If during this time the tenancy is conducted in a proper manner the tenant is then given a more secure tenancy.

Joint Tenancy

This is where two or more people share a property and the tenancy agreement for the property.

ARE YOU RECEIVING HOUSING BENEFIT? WHAT HAPPENS IF YOUR CIRCUMSTANCES CHANGE?

It is very important that you let the Housing Benefit department know immediately if you have a change in your circumstances as you may receive too much or too little Housing Benefit.

It is an offence not to tell the Benefit Department about any change of circumstances that may affect your benefit.

In addition, if you do not inform Housing Benefit of any change then your Housing Benefit entitlement will be wrong and this may lead to an overpayment of Housing Benefit which will lead to **RENT ARREARS**.

Listed below are some of the circumstances that you **MUST** inform the Housing Benefit Department about. It is important that you provide details of the change, the date the change occurred and all other proof as appropriate.

Notification of RENT INCREASE

In March 2010 you were sent a letter notifying you of your rent increase which will take effect from 5th April 2010. If you have not informed Housing Benefit of this change you must do so now. You will need to request that Housing Benefit backdate your claim to 5th April 2010. Failure to inform Housing Benefit of your rent increase will result in Rent Arrears that you will be responsible for.

Anyone over 18 years of age?

Do you have anyone over the age of 18 living with you? This includes your children or any adult living with you.

If the answer is YES, then your Housing Benefit will be affected. You **MUST** contact your local Housing Benefit office to check your Housing Benefit entitlement.

The table below shows how the income of someone over 18 living in your home can affect your Housing Benefit.

Income	Amount of HB Deduction per week
£322 or over	£47.75
£258 to £321	£43.50
£194 to £257	£38.20
£150 to £193	£23.35
£101 to £149	£17.00
Less than £101	£7.40
On JSA over 18yrs	£7.40

Changes in Income

If you or your partners income goes up or down you must inform the Housing Benefit Department. This includes any private pension increase, if the amount of state benefit you receive changes and if you receive a Tax Credit award or the amount you are receiving changes.

Changes to Capital

If the amount of capital that you and your partner have changes (unless it remains below £10,000) you must inform the Housing Benefit department.

If you are in doubt contact your Neighbourhood Officer on **01484 435715** who will give you advice.

Remember your home is at risk if you fail to pay your rent.

HOUSING SUPPORT SERVICE IN WAKEFIELD EXTENDED

Sadeh Lok has been providing a housing related floating support service to black and ethnic minority residents in Wakefield since 2008

Sadeh Lok are pleased to announce that the Wakefield Council Commissioning Body have agreed to extend their contract with Sadeh Lok for a further 12 months.

The scheme, which is funded by Wakefield Supporting People, operates on a referral basis and provides support to private tenants, tenants of Social Landlords and owner occupiers. Iram Shabir, Neighbourhood Officer provides housing support to residents to help prevent homelessness, manage debts and sort out other tenancy issues including help and advice with Housing Benefit claims.

The Wakefield Floating Support Service said:

'The Sadeh Lok floating support service helps the Supporting People programme meet the diverse needs of black and minority ethnic residents in Wakefield. Sadeh Lok have many years of experience working with black and ethnic minority communi-

ties which means they are ideally placed to deliver housing related support in a person centred way. Sadeh Lok deliver services that enable customers to live independently and succeed in all Supporting People outcomes which are - achieving economic well-being, enjoy & achieve, be healthy, stay safe, and make a positive contribution.'

One resident who has been helped through the scheme is Zvikomborero Nyamutenha. Zvikomborero said:

"The support that Sadeh Lok's floating support worker has provided me was seriously very helpful from the start. The Support Worker helped me to complete application forms for housing, Housing Benefit forms and helped me to find accommodation."

"I had just had a baby and it was proving very difficult for me to do this all as I was not used to the system in the UK. My support worker made it a lot easier for me. It is a very good service, thank you."

DO YOU THINK THERE ARE THINGS WE COULD DO BETTER?

Why not get involved in Resident Scrutiny Inspections or Mystery Shopping?



A number of Sadeh Lok residents are now involved in checking we are meeting our new service standards.

Residents recently met to scrutinise a number of "Getting a New Home" case files. The names and addresses and other information that could identify individual residents was deleted from the files.

The group looked through the files and completed a checklist to record whether staff were meeting the new service standards. Members of the group are pictured above.

The residents involved thought this was a very useful exercise and it is clear from their findings that we are not yet meeting all of the service standards. As a result of this further training will take place with staff to improve the service we provide to you.

Future areas the Scrutiny Group will look at include how Sadeh Lok deals with service complaints, anti-social behaviour and rent arrears.

If you would like to be involved in the group or would like any further information please contact Jane Ashcroft on **01484 435715**.

HELP WITH YOUR FINANCES

Are you working and think you may not be entitled to Housing Benefit and/or Council Tax Benefit?

Well think again! - From 2nd November 2009 changes to the rules mean that Child Benefit is no longer taken into account when working out your entitlement to Housing Benefit and/or Council Tax Benefit.

This could mean up to an additional £13 Housing Benefit per week for the first child and up to an additional £8.59 for each additional child.

Are you Over 60?

The changes also mean that if you or your partner are 60 or over and have some savings, the first £10,000 of your savings or investments will not be counted when you claim Housing Benefit and/or Council Tax Benefit (they didn't use to count the first £6,000 of your savings)

So if in doubt claim, you could benefit from these changes.

100% OF SADEH LOK RESIDENTS HAVE A VALID LANDLORDS GAS SAFETY RECORD

Many thanks to all our residents who have allowed our Gas Safe Registered contractor, Aqua Interiors access to carry out the annual safety check to the gas appliances in your home.

The **FREE** gas safety test and servicing is an ongoing programme of works and is done for your own safety. Every year around 40 people in the United Kingdom die from carbon monoxide poisoning due to faulty gas appliances so this safety test and service of the gas appliances in your home may save your life. Not only that, it could also save you money, and give you the chance to win £25.

A properly serviced and maintained gas appliance will not only keep you safe but will work more efficiently, be likely to burn less gas and will save you money on your fuel bill.

As your landlord we have a responsibility to ensure that the gas appliances we provide in your home are safe and are checked out once a year. However there are a few properties where we have difficulty in getting access to carry out this work.

Where there have been problems with a resident not allowing access for the annual gas safety test for two or more consecutive years then Sadeh Lok Housing will consider fitting a device which alerts the resident to the fact that the gas safety test is due and if they do not respond and allow the engineer access within one month from this, then this device will turn off the heating and hot water until access is achieved and the device can be reset.

If it is intended to fit one of these devices we will notify you beforehand. To ensure that we do not fit one of these devices and that your gas appliances are operating safely and we meet our legal obligations to you all that we ask is that you provide access when our contractor contacts you.

Our Gas Safe Registered contractor Aqua Interiors will write to you app-

roximately 10 to 14 days before they are due to come and carry out the safety test and servicing with a suggested appointment date stating that it will be either in the morning or afternoon. Unfortunately they cannot be more specific than that.

Please do not ignore the letter, and if the appointment is not convenient for you please ring Aqua on **01484 866866** or alternatively ring Sadeh Lok Customer Services on **01484 435715** to arrange an alternative convenient appointment.

Sadeh Lok Housing & Aqua Interiors working together in partnership for your safety.

FIRST PLACE FOR SAFETY

Sadeh Lok Housing ensures that Aqua Interiors carries out the gas safety test properly and to a high standard by employing a third party to check on their work.

The company who does this for us is Morgan Lambert and they carry out quality audits on a 10% sample of properties safety tested every month on the gas safety works carried out

by different companies throughout the United Kingdom on behalf of social housing suppliers.

Morgan Lambert operates a league table of contractors that they inspect

and Aqua Interiors has achieved joint first place out of 96 contracts for the technical aspect of their work with regard to the Gas Safety (Installation & Use) Regulations 1998.

The areas where we will shortly be carrying out gas safety tests and servicing are:

May	June
Wood Terrace, Rashcliffe Hill Road (nos 2 to 44 evens only), Springdale Avenue, Alpine Close, Hunza Court, Weavers Court, Manchester Road, Yews Mount, Myrtle Road, Littlewood Croft, Pine Grove, Ashbrow Road, Bradley Mills Road, Fartown Green Road, Woodhouse Grove, Balne Lane, Hemmingway Close	Red Doles Road, Ballroyd Road, St James Way, Sackville Street, Lobley Street, Brighton Street, Hove Court, Lewes Fold, Upper Battye Street, Beacon Street, Calder Road, Clarkson Street, Gardens Terrace, Hebble Street, Beacon Street, Shearing Cross Gardens and Back Beech Terrace

Kully's Kookery Korner

Recipes from around the world



Almond and Lemon Polenta Cake

To Serve (optional):
1 tub mascarpone
Juice of 1 lemon & 2 tbsp sugar
Preparation time 10 mins
Cooking time 50 mins
Serves 8 people

Almond and Lemon Polenta Cake

Ingredients:
450g butter, softened
450g caster sugar
450g ground almonds
6 eggs
Zest of 4 lemons
Juice of 1 lemon
225g polenta
1tsp baking powder
Pinch of salt

Method:

1. Preheat the oven to 1600C (1400C fan oven), gas mark.
2. Butter and line a 12 inch round cake tin.
3. Beat together the butter and sugar until the mixture turns pale and airy.
4. Stir in the ground almonds.
5. Beat the eggs into the mixture one at a time, beating well.
6. Fold in the lemon zest and juice followed by the polenta, baking powder and salt.
7. Spoon the mixture into the prepared tin and bake in the oven for 45-50 minutes.
8. The cake will be cooked when a skewer inserted into the middle comes out clean.
9. Once cool cut into wedges and serve with mascarpone and syrup made from the lemon juice and sugar gently warmed.

Cupcakes - Alternatively to make cup cakes divide the mixture into muffin cases and bake for 20 - 30 minutes.

Tip: Fine polenta is sometimes called cornmeal and is available in most supermarkets and is made from ground up maize kernels.

Do you have a recipe from around the world? If so please send your recipes to Kully at the Sadeh Lok offices. If your recipe is published you will receive a £10 gift voucher. If there is an interesting story about your recipe or you have any special tips please include them.

RED DOLES ESTATE WINDOW REPLACEMENTS

A programme of replacing the old timber windows on the Red Doles Estate with UPVC double glazed windows is now well underway.



Mrs Mesanovic of Aquamarine Drive

Since starting the window replacement works in February 2010 Sadeh Lok Housing and the window installation contractor The Lockwood Window Company have installed win-

dows to more than 80 homes already and these are making a real difference to the residents on the estate with some residents commenting on how much warmer their homes are and that they have had to turn their heating down.

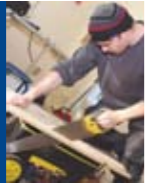
Mrs Mesanovic of Aquamarine Drive, (pictured left), said that she is delighted with her new windows.

The glass used in the windows is Pilkington 'K' glass which helps to reflect heat from the inside of the dwelling back into the property, so less heat is lost through the glass than would be the case if normal glass was used. This helps save money on energy costs as well as helping the environment.

The manufacturing process of the plastic for the window frames also helps the environment. A lot of window systems use lead in the manufacture of the plastic, but the system chosen for Red Doles is lead free.

The windows are fitted with high security locking devices providing a high level of security for the residents. Additional safety features on all the windows is that they can all be opened fully to allow residents to escape in the event of a fire, but are restricted in opening in normal operation to prevent young children from falling out and injuring themselves. This child restrictor is easily released in the event of an emergency such as a fire and if the residents need to escape through the window.

SKILLS 4JOBS



Accent in partnership with Kirklees Neighbourhood Housing and Sadeh Lok, are looking to recruit people for their Skills for Jobs Project based in Kirklees.

- ✔ **Do you want to get back into Employment?**
- ✔ **Don't have the necessary skills for that all important job?**
- ✔ **Want to branch out in another direction?**
- ✔ **Would like a professional looking Curriculum Vitae (CV)?**

This 12 week Project will deliver qualifications in construction and related trades, in local community venues helping unemployed, adults 19 years and over in Kirklees overcome barriers to employment and help them get back into work or Further Education.



SKILLS 4LIFE



Accent Community Partnership offer a **FREE** and flexible approach to helping you overcome these barriers through a 10 week 'roll on, roll off' basis for ½ a day per week.

- ✔ **Are you lacking confidence in English & Maths?**
- ✔ **Would you like to be able to write to an employer?**
- ✔ **Can you help your children with their homework?**
- ✔ **Check you're not overcharged with utility bills?**

The sessions are at the following venues:

Chestnut Centre - Deighton, Huddersfield
Chickenley Community Centre - Dewsbury
Crosland Moor Community Centre - Huddersfield
Paddock Learning Centre - Huddersfield
Ravensthorpe Community Centre - Dewsbury
Thornhill Lees Community Centre - Dewsbury

If you are 19 years or above, unemployed, claiming Job Seekers Allowance or not eligible for any mainstream benefits you may be able to attend.

To find out more about either of these opportunities contact the Accent Community Partnership on **01484 424114**.

The project has been funded by the Learning and Skills Council (LSC) in Yorkshire and the Humber and the European Social Fund (ESF)



GAS SERVICING PRIZE DRAW WINNERS

Every resident who allows the gas servicing contractor, Aqua Interiors, access to service their gas appliances on the date on the notification letter or re-arranges the appointment with the contractor before they attend are automatically entered in to the prize draw.

£25 prize money up for grabs every month

Remember all you need to do to be in with a chance to win £25 is to provide access to Aqua Interiors on the suggested date or arrange another date with them before they attend. Not only may you win a cash prize but the gas servicing of your appliances is FREE, will save you money on the operating costs of heating and hot water and may save your life. If you do this entry into the prize draw is automatic.

The winners for Dec '09, Jan '10 and Feb '10 are:

Dec: Mr B - Jacinth Court **Jan: Ms N** - Aquamarine Drive **Feb: Mr & Mrs H** - Jade Place

HEALTH AND WELL-BEING: ABOUT STROKES



What is a stroke?

A stroke is a 'brain attack' caused by a disturbance of the blood supply to the brain.

There are two main types of stroke, which require different types of treatment:

Ischaemic stroke

This is the most common form of stroke. It is caused by a clot narrowing or blocking blood vessels so that blood cannot reach a particular area of the brain. This leads to the death of brain cells due to lack of oxygen.

Haemorrhagic stroke

This happens when a weakened blood vessel in the brain bursts. This produces bleeding into the brain, which leads to damage.

What is a TIA?

Transient ischaemic attack (TIA) is also called 'mini-stroke'. It is similar to a stroke and has the same signs, but gets better within 24 hours. However, it could be a warning sign of a more serious stroke and it is vital that it gets the same FAST action by calling 999.

Why you must Act FAST

A stroke is a medical emergency that requires immediate medical attention. Recognising the signs of stroke and calling 999 for an ambulance is crucial.

The sooner somebody who is having a stroke gets medical attention, the better their chances of a good recovery. Rapid diagnosis of TIA (mini-stroke) allows urgent steps to be taken to reduce the risk of having a stroke.

Act FAST – Do you know the signs?

Only a hospital test can definitely confirm a stroke but it is important to be able to act quickly if you suspect someone is having a stroke.

Face - has their face fallen on one side. Can they smile?

Arms - can they raise both arms and keep them there?

Speech - is their speech slurred?

Time - to call 999 if you see any one of these signs.

Reducing your risk

Some people are more at risk of having a stroke if they also have certain other medical conditions. These include:

- **High blood pressure**
- **High cholesterol**
- **Atrial fibrillation (an irregular heartbeat)**
- **Diabetes**

It is important that these conditions are carefully monitored and treated.

The risk of having a stroke is higher amongst people in certain ethnic groups, including South Asian, African and Caribbean. This is partly because high blood pressure and diabetes are more common in these groups.

There are also lifestyle factors that may increase the risk of having a stroke.

They include:

- **Smoking**
- **Being overweight**
- **Lack of exercise**
- **Poor diet**
- **Exceeding the recommended daily alcohol limit.**

The NHS recommends women should not regularly drink more than 2-3 units a day and men should not regularly drink more than 3-4 units a day.

It is important to lead a healthy, active lifestyle to help reduce your risk of having a stroke.

ARE YOU IN RENT ARREARS?

Do not ignore it! It could cost you your HOME!!

In the last 12 months Sadeh Lok has had to take tough decisions on some serious rent arrears cases.

Neighbourhood Officers will give advice and support when dealing with your debts, however if you fail to pay your rent your home is at risk.

In the last 3 months alone 3 Sadeh Lok tenants have been evicted from their homes for failing to pay their rent.

If you are in debt, please do not ignore the problem. Contact your Neighbourhood Officer who will assist you to

manage your debts or tell you where to go for more specialist advice if appropriate.

Why lose your home for the sake of a telephone call or a visit to the office to discuss your rent arrears.

SADEH LOK GARDENING COMPETITION 2010

This is an annual competition that gives local people the chance to show off their gardening skills. The aim is to raise standards on schemes and encourage residents to grow fruit and vegetables. **All entrants must be residents of Sadeh Lok.**

If you're not a keen gardener yourself, why not take the opportunity to nominate somebody else. It could be a friend, relative or neighbour who is a Sadeh Lok resident with a delightful front garden, balcony, hanging basket or container.

We also want to encourage children (12 and under) to be involved so their award could be for an unusual container or a very tall sunflower, but they must be able to prove that they have done the hard work themselves!

Judging will be carried out by independent judges during the

first week in July. All entries will be visited.

Winners and runners-up will receive prize vouchers. The Best Individual Garden will also be awarded a trophy in addition to prize vouchers.

A maximum of 10 points will be awarded for each of the following categories: visual impact, originality, consideration given to the wildlife (plants and animals) and the surrounding environment, plus obvious time and effort contributed; giving a possible maximum of 40 points.



Recognition Award Categories	Prizes*
Individual Garden The most colourful and well maintained garden (front or back of house).	1st £50 2nd £30 3rd £20
Container Baskets/tubs/window boxes/balconies - no plants should be rooted in the ground. Extra points will be given for originality of container.	1st £25
Children's Award Any child/children aged 12 or under who have produced a plant/container/garden through their own hard work.	1st £25
Fruit/Vegetable Garden This may be a fruit/vegetable garden or fruit and vegetables grown in containers.	1st £25

*Prizes will be in the form of garden centre vouchers

Please cut along the dotted line and pop it in a stamped envelope and then in the post

SADEH LOK GARDENING COMPETITION 2010 ENTRY FORM

Please tick the appropriate option. I would like to enter my own garden/container I would like to nominate another person's garden/container

Nominee details:	Categories (Please select as appropriate):	Your details (if different from opposite):
Title: Mr/Mrs/Miss/Ms Other	Individual Garden: <input type="checkbox"/> Front <input type="checkbox"/> Back	Title: Mr/Mrs/Miss/Ms Other
First Name	Container (Please state - Hanging basket, Tub, Balcony etc):	First Name
Surname	Vegetable Garden: <input type="checkbox"/>	Surname
Street/Building No. & Name:	Children's Entry: <input type="checkbox"/>	Street/Building No. & Name:
Area	Please cut out this ENTRY FORM and put it in a stamped envelope and then pop it in the post to the address below: Sadeh Lok Housing Group Ltd, Trafford House, 11 Halifax Road, Huddersfield, HD3 3AN.	Area
Post Code		Post Code
Daytime Tel.....		Daytime Tel.....

CLOSING DATE IS WEDNESDAY 28TH MAY 2010

Sadeh Lok Housing Group Ltd, Trafford House, 11 Halifax Road, Huddersfield, HD3 3AN.

CALLING BY PHONE?

01484 435715 then choose **option '1'** for Housing and Customer Services

Sadeh Lok has changed its telephone system set-up, so when you ring us now you will be greeted by a message requesting you to make a choice from a menu - the greeting you will hear is: "Welcome to the Sadeh Lok Housing Group - please choose from one of the following"

You are then offered six possible choices - as a Housing resident simply choose option 1 (one) to be connected directly to the Customer Services Team.

Why have we changed the phone set-up?

This is partly in response to feedback from residents. Many of our residents use mobile phones to contact us and told us they find it cheaper to ring on the **01484 435715** number than the 0845 number we have been promoting for contacting our Customer Service team.

Some residents also queried why we had two numbers for contacting us - the **01484 435715** number and the 0845 number. The Audit Commission also raised this when they inspected us in February 2009, noting that two numbers could be confusing.

However, as well as Housing, there are five other separate companies in the Sadeh Lok Group. So, having only

one telephone number for the whole Group could be problematic!

As part of our commitment to improving the services we provide and to ensure it is easy to contact the Customer Service team, while allowing for having six separate companies in the Group, we have changed our phone system to the one you will now experience when calling us.

We have now dropped the 0845 number - so dial **01484 435715** to contact us and then choose option 1.

When you call you will find we use a 'queuing' system, which means you will sometimes have to join a queue of callers.

Although we will do our best to ensure your call is answered as soon as possible, if your call is not urgent you might wish to avoid busy periods such as Monday mornings and Friday afternoons.

If you do find that you are in a queue, please:

- hold on
- be patient; and
- we will answer your call as soon as possible

If you end the call by hanging up you will be at the end of the queue when you phone back. You do have the op-

tion of leaving a voicemail message for Sadeh Lok's Customer Service team.

If you need to report an emergency repair out of our normal opening hours, you can do so by using the same **01484 435715** number and then choosing option 1 from the menu - you can use the same number to report incidents of ASB, but choose option 2.

When you report a repair, we will give you a job reference number for each repair and send you a receipt in the post. With your receipt, you will be sent a customer satisfaction survey, which you can complete when the work has been carried out.

The receipt will also have a target completion date for when ALL works should be completed. Please be advised this is not an appointment; the contractor who will carry out the repair will contact you separately to arrange with you a convenient date and time to call and carry out the repair.

Remember!
It's **01484 435715**
and then choose
option '1'

HELP! I'M BEING EVICTED... EVICTION AND ANTI-SOCIAL BEHAVIOUR

This is something you don't want to be asking for help about.

Sadeh Lok feels that all its residents should live in harmony and enjoy a peaceful and happy life. To ensure residents can do this Sadeh Lok tries to ensure anti-social behaviour is tackled immediately and effectively.

In February Sadeh Lok Housing successfully evicted a Wakefield tenant due to anti-social behaviour which was being inflicted upon neighbours

and other residents in the street. The anti-social behaviour included abusive behaviour, arguing in the street, excessive noise caused by the resident and visitors to his property and damage to the property he lived in.

The Neighbourhood Officer worked with the complainants, the perpetrator, Wakefield Anti Social Behaviour Unit, Wakefield Open Door Project and the

Police. We looked at all possible solutions to resolve the problem before taking the decision to apply to the Court for possession of the property.

We hope eviction will not turn into a habit but if necessary we will take necessary proceedings.

If you are victimising someone through anti-social behaviour - Think, soon it could be you.

SOS DAYS 2010

Following the success of the Staff on Scheme Days during 2008 and 2009, Sadeh Lok staff will be commencing a new SOS programme in April.



During these days Sadeh Lok staff will be visiting the schemes and:

- Speaking to residents
- Inspecting the Scheme with residents
- Carrying out litter picks on selected schemes
- Awarding a Best Garden prize on each SOS day (£10 gift voucher)
- Working with neighbouring landlords and other agencies to attend so we can jointly tackle neighbourhood issues
- Promoting the ways you can influence the decisions that Sadeh Lok makes

We will also be joined on site by Aqua Interiors our gas servicing contractor who will be happy to discuss any gas safety related issues and the service they provide in partnership with Sadeh Lok.

We will send you a reminder approximately one week before the SOS day, however if you would like to speak to a member of staff but are not available on the day we can make alternative arrangements to see you, call the Customer Service Team on **01484 435715**.

Employment Support

Are you looking for work but don't know where to start? Well Sadeh Lok can help. Throughout the 2010 SOS Day programme UP & Working Employment

SOS Days - 2010 Programme		
Schemes	Date	Time (approx. only)
Huddersfield		
The Cobbles, Meltham	15th Apr	11.00am - 11.45am
Spire Court, Marsh		12.15pm - 1.00pm
Woodfield Court, Edgerton		2.00pm - 4.00pm
Heckmondwike and Ravensthorpe		
Indus Close and Weavers Court	13th May	11.00am - 11.30am
Fairmoor Way		11.30am - 12.00pm
Lewes Fold, Hove Court & Brighton Street		12.00pm - 12.45pm
Ravens Street		2.00pm - 2.45pm
Dearnley Street		3.00pm - 3.30pm
Sackville Street		3.45pm - 5.30pm
Huddersfield		
White Hart Drive	17th Jun	11.00am - 11.30am
Littlewood Croft		11.30am - 12.30pm
Riley Street		1.30pm - 2.45pm
Rashcliffe		3.00pm - 5.30pm
Dewsbury		
Park House Drive	15th Jul	11.00am - 11.45am
Victoria Road and Victoria Drive		11.45am - 12.30pm
Dale Street		12.30pm - 1.00pm
The Sidings		2.00pm - 3.00pm
Hunza Court		3.30pm - 5.30pm
Huddersfield		
Shearing Cross Gardens & Back Beech Terrace	12th Aug	11.00am - 11.45am
Leonard Street and Ballroyd Road		11.45am - 12.30pm
Shepherds Grove		1.30pm - 2.15pm
Chalwood		2.15pm - 3.00pm
Red Doles		3.30pm - 6.00pm
Batley		
Sadeh Lok Court	16th Sep	11.00am - 11.45am
Browns Place		11.45am - 12.30pm
Wellington Street and Hamza Street		12.30pm - 1.30pm
Oaklands Drive and Laithe Croft		1.30pm - 2.30pm
Benny Parr Close		3.00pm - 5.30pm
Wakefield		
St Claire Green	14th Oct	11.30am - 12.15pm
Esther Grove		1.15pm - 2.00pm
Agbrigg - Gordon Street, Portland Street & surrounding area		2.30pm - 3.45pm

Adviser Zara Brook will be on hand to provide employment support.

UP & Working help job seekers to overcome barriers preventing them from securing employment. Such support includes CV writing advice, interview skills, confidence building and job search support.

They also provide general advice on such matters as childcare, counselling, training, social housing needs and benefits.

If you would like to speak to Zara during the SOS day please contact Jane Ashcroft at Sadeh Lok on **01484 435715**.

DATES FOR YOUR DIARY! SCHEME WALKABOUTS



Over the coming months Neighbourhood Officers will be carrying out scheme walkabouts and inspections. We would like our residents to take part to help Sadeh Lok see issues through the eyes of our residents.

The dates and times of the planned inspections are listed below. If you would like to attend, just turn up on the day at the meeting point. Alternatively if you cannot attend but would like the Neighbourhood Officer to look at a particular area please contact the Customer Service Team on **01484 435715**. Following the walkabout, the Neighbourhood Officer will give you feedback on the action taken on any issues raised.

If your scheme isn't listed here but you would like to take part in a walkabout with your Neighbourhood Officer please contact the Customer Services Team on: **01484 435715**.

Date and Time	Scheme	Meeting Point	Neighbourhood Officer/contact
14 April - 10.30am	Rashcliffe	Junction of Springdale Avenue and Rashcliffe Hill Road	Iram Shabir
15 April - 11.00am	Littlewood Croft	Near number 1 Littlewood Croft	Nafisa Fatima
21 April - 11.00am	Benny Parr Close	Near the play area	Shuaib Kaleem
28 April - 11.00am	Woodfield Court	Outside the old house	Simon Edmund
6 May - 11.00am	Ravens Street and Commercial Street	By the play area	Nafisa Fatima
11 May - 10.30am	Brunswick Close	At the entrance to the scheme	Iram Shabir
11 May - 11.15am	St James' Park	Outside number 1	Iram Shabir
19 May - 10.30am	Alpine Close and Sadeh Lok Court	At the parking bay opposite 21 Sadeh Lok Court	Shuaib Kaleem
26 May - 10.00am	Red Doles Road	Outside 5 Jade Place	Simon Edmund
2 June - 10.00am	Fairmoor Way	At the entrance to scheme	Shuaib Kaleem
9 June - 10.30am	St Claire Green	At the entrance to the scheme	Iram Shabir
16 June - 10.30am	Wood Terrace	At the entrance to the scheme	Nafisa Fatima
23 June - 2.30pm	Riley Street	On the scheme	Simon Edmund

HAVE YOUR VOICE HEARD

Following the end of the 2009/2010 financial year we are already starting to plan our annual report, and this year we would like your help.

We want the 2010 report to feature the thoughts and opinions of our residents and we are looking for your feedback on the following:

- Your views of the services that Sadeh Lok provide, positive and negative
- Comments on how you feel we could improve our service
- What other services you would like to see us introduce in the future
- In what way, if any, Sadeh Lok has improved your life

Please email your thoughts to jamesc@sadehlok.co.uk or write to;

James Cook, Marketing Officer,
Sadeh Lok Housing Group,
Trafford House,
11 Halifax Road,
Huddersfield, West Yorkshire,
HD3 3AN.

All your feedback is greatly appreciated and taken into consideration as we look to constantly update and improve the services we provide for all our residents.

SCHEME MONITORS

Working with residents to monitor the environmental condition of your scheme

Sadeh Lok are now working with a number of residents who are helping to monitor the condition of the schemes they live on and the quality of the service such as window cleaning, caretaking and landscaping that we provide.

The Scheme Monitors complete a simple checklist on a monthly basis

to feedback to their Neighbourhood Officer. They also take part in walkabouts on the scheme and report any incidents such as fly tipping or graffiti so it can be dealt with quickly.

If you are interested in becoming a Scheme Monitor please contact Jane Ashcroft on **01484 435715**.

ARE YOU INSURED?

Many tenants assume that Sadeh Lok insure the contents of their homes and their personal possessions.

THIS IS NOT THE CASE.

Unfortunately some tenants find this out when it is too late and they have already had that terrible water leak or worse still had their home burgled.

Sadeh Lok has arranged a specialist low cost insurance scheme for tenants and leaseholders.

Further information can be obtained on this by contacting our Customer Services Team on **01484 435715**.

DATES FOR YOUR DIARY

Dates for future Resident Panel meetings and Resident Scrutiny Inspection meetings are listed below.

Resident Scrutiny Inspection	Thursday 6th May - 10.30am
Resident Panel	Thursday 20th May 11.00am & Thursday 8th July - 11.00am

All meetings take place at: **Kashmir Court, Church Street, Ravens-thorpe, WF13 3NB**. If you would like to attend please contact Jane Ashcroft on **01484 435715** to book your place.

If you would like this information explaining in your language or in large print, Braille, or audio formats, please contact our office on 01484 435 715 where a member of staff can help. (English)

ئەگەر تۆھپە ئۆزۈڭلەرگە بەرگەن دەپ ئويلايدىغان بولسىڭىز، بۇ ئۇچۇرنىڭ ئۆز تىلىڭىزدا، چوڭ خەت، بىرلىك، ياكى ئاۋدىيە شەكلىدە، بىزنىڭ ئىشلىرىمىزگە 01484 435 715 نۇمىرىغا ئالاقىدار بىر كىشى بىلەن تەلپۈنۈڭلەر. (Kurdish)

اگر آپ کو ان معلومات کی وضاحت اپنی زبان میں درکار ہو یا آپ اسے بڑی لکھائی یا بریل میں یا آڈیو ٹیپ پر چاہتے ہوں تو براہ مہربانی ہمارے دفتر سے ٹیلی فون نمبر: 01484 435 715 پر رابطہ کریں۔ وہاں پر موجود ہمارے عملے کا کوئی ممبر آپ کی مدد کر سکے گا۔ (Urdu)

Ako zelite ove informacije objasnjene (prevedene) na vasem jeziku ili stampano velikim slovima, brailleovim pismom (za slijepce osobe), ili audio (kasetama) formatu, molimo vas da nazovete nas ured na br. 0148 4435 715 gdje nasi clanovi su na usluzi. (Bosnian)

આ માહિતી તમને તમારી ભાષામાં સમજાવવામાં આવે અથવા મોટી છપાઈમાં, બ્રેઇલમાં અથવા ઓડિયો સ્વરૂપમાં મળી રહે એવું જો તમે ઇચ્છતા હોય તો, મહેરબાની કરી અમારી ઓફિસનો 01484 43 5715 નંબર પર સંપર્ક કરો જ્યાં અમારા સ્ટાફનો કોઈ સભ્ય તમને મદદ કરી શકે છે. (Gujarati)

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ, ਜਾਂ ਆਡੀਓ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰ ਨਾਲ 01484 435 715 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਿੱਥੇ ਸਟਾਫ ਮੈਂਬਰ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ। (Punjabi)