



Sheltered Scheme Newsletter

Autumn 2025

For environmental reasons, we don't print a copy of this newsletter for every tenant.

Once you're finished reading, pass me along to your neighbour to enjoy!

If you'd like any news or events included in the next newsletter, please email:

**Communications
@redkitehousing
.org.uk**

or speak to your
Sheltered Specialist.

More news can be found on our website at **redkitehousing.org.uk/news.**

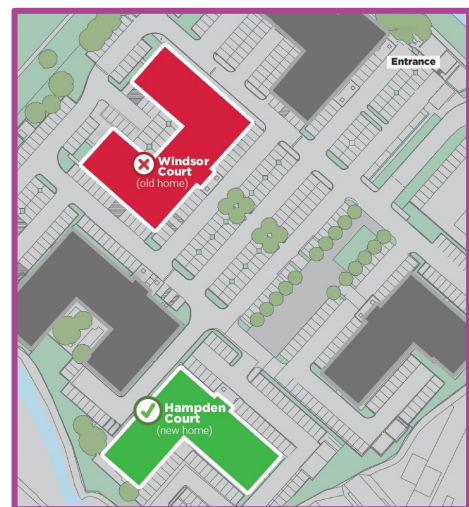
Welcome to your Autumn 2025 Sheltered Newsletter!

This edition is packed with helpful updates and seasonal tips, including a spotlight on our Internal Transfers Policy, a gentle reminder about indoor noise, news from Red Kite's community events, stories from tenants and lots more!

We've moved! *But we haven't gone far...*

On Monday 1st September we moved office. Our new address is:

**Red Kite
Community
Housing
Hampden
Court
Frederick
Place
High
Wycombe
HP11 1JU.**



All other contact details remain the same.

Internal Transfer Policy supports easier moves within Sheltered Schemes

As we grow older, our housing needs can change. Recognising this, we've introduced a Sheltered Internal Transfer Policy to make it easier for tenants to move to a more suitable home within their current sheltered scheme.

This means that if you currently live in the scheme and, for health, safety, or mobility reasons, would benefit from moving to a more suitable home (for example, from an upper floor to a ground-floor flat), you may be given reasonable preference for an internal transfer, provided you are registered with the relevant local authority and have an assessed need to move.

The policy is designed to help tenants stay within their familiar community and close to support networks, while ensuring their home suits their changing needs.

If a suitable home becomes available in your scheme and you have an assessed need to move, you could be considered for a transfer based on priority banding and the date of your application.

As the local authority uses a digital platform, we understand this may not always be easy for some tenants - if you need support with the process, please contact us and we will be happy to support you.

For more information or to discuss your options, please speak to your **Sheltered Specialist** or give us a call on **01494 476100**.

Annual General Meeting

On Wednesday 10th September we held our 2025 Annual General Meeting (AGM) at our High Wycombe offices.

Tenants, members of staff, and board members gathered to talk about our performance and accounts over the last financial year (2024/25).

The meeting began with a welcome and a report from our Board Chair, **Lucy Weston**. Three new Board members, **Candida Dutiro**, **Afzal Ismail** and Buckinghamshire Council nominee **Lesley Clarke**, were welcomed at the meeting, and existing members **Anita Khan**, **Diana Green**, and **Alistair Newman** were re-appointed for a further term. Candida, as the outgoing Chair of RRT, also shared an update on the group's activities and achievements from the year.

Our Interim Group Chief Executive **Susan Hickey** then shared the key points from our Annual Report, and the meeting closed with a final message from Lucy.

Read our latest Annual Report: redkitehousing.org.uk/annualreport.

Sound advice for cosy seasons

As the days grow shorter and we spend more time indoors, it's a good time to reflect on how our autumn routines can affect those around us.

Please be mindful of noise levels within your home, particularly during quieter hours. Here are a few helpful tips:

- Keep the volume of devices such as radios, stereos and televisions at a reasonable level
- Be extra considerate at night, when background noise is lower and sounds carry more easily
- Avoid placing TVs and speakers against shared walls, and if your TV is wall-mounted, ensure there's a clear gap between the casing and the wall to reduce vibration and flanking noise
- Keep speakers off the floor if you live in an upper-floor flat
- Try not to use loud equipment like vacuum cleaners or DIY tools late at night or early in the morning.

These small adjustments can make a big difference in helping everyone enjoy a peaceful and comfortable home environment.

Knitting with kindness: Ms Parslow's thoughtful craft

Ms Parslow, a tenant from Brooke Furmston Street, spends her time knitting cosy items for disadvantaged babies.

Partially sighted, she takes great care with each piece - sometimes spending up to a week to complete a single item. She's currently working on a tiny hat, she also knits mittens and gloves, especially as the weather turns colder.

For Ms Parslow, knitting is more than a hobby; it's a way to help others. She hopes to donate her creations locally or send them abroad to those in need.

Got a story or piece of news to share?

Speak to your Sheltered Specialist or email

communications@redkithousing.org.uk
to be featured in the next newsletter.



Springboard success: The Wheelchair Project

By **David Fismister**, Grants and Funding Manager
at Shopmobility High Wycombe

Thanks to funding from Red Kite's Springboard grant, Shopmobility High Wycombe has successfully launched The Wheelchair Project - enhancing mobility, independence, and wellbeing for our community.

With the grant, we:

- Purchased four new types of manual wheelchairs for varied needs
- Added two electric scooters to our powered fleet
- Covered servicing and maintenance to ensure safety and reliability.

So far, the project has supported over 350 hires, positively impacting more than 700 family members and carers. It's also generated £1,705 in hire income, helping sustain our charity.

Members say the project has:

- Boosted independence for everyday tasks
- Improved quality of life and community connection
- Lifted mental wellbeing and self-esteem
- Promoted inclusivity and participation.

"A new electric scooter didn't just get me back to the shops, it gave me back my life." - *Bev*

"It's so much easier to operate... I feel more independent and capable again." - *Charles R*

"We can visit the town centre and socialise more freely... we couldn't be happier." - *Ian C*

Thank you

We're deeply grateful to **Red Kite Community Housing** and their **Springboard fund**. Together, we've delivered more than equipment — we've delivered freedom, dignity, and connection.



Share the newsletter with a neighbour

Do you know someone who enjoys a good read but doesn't often come to the common room? Why not take them a copy of the newsletter? It's a lovely way to stay connected and brighten someone's day. Whether it's a neighbour down the hall or fellow tenant you chat with on your way to the shops, a small gesture like this can mean a lot.

If you'd like more copies of the newsletter printed, speak to your [Sheltered Specialist](#).

Quick Tip!

Halloween can be fun, but not everyone wants a knock at the door. If you'd prefer not to have trick-or-treaters this year, you can download a No Trick or Treat poster to display in your window. Visit shorturl.at/TJkub to download.

Need help printing one? Just let your [Sheltered Specialist](#) know - they'll be happy to assist.

Bonfire night safety

As Bonfire Night approaches, remember to enjoy the festivities safely and comfortably. If you're heading out to watch fireworks, wrap up warm and wear sturdy shoes to avoid slips in the dark. Watch from a distance to avoid loud bangs and smoke, which can be unsettling. If you're staying in, keep windows closed to reduce noise and smoke indoors, and make sure pets are safe and calm. And don't forget - you can enjoy the sparkle from the comfort of your window with a nice cup of tea!

If you're using fireworks at home, always follow safety instructions and keep a safe distance. Never return to a lit firework, and keep water or a fire extinguisher nearby just in case.

It's also a great time to talk about fire safety more generally – check out redkithousing.org.uk/fire for tips on keeping your home safe all year round.

Top Tip: Need help or advice? Call 159

If you're worried about scams or think someone might be trying to trick you into giving away personal or financial information, **dial 159**. It's a secure service that connects you directly to your bank, just like **999** does for emergencies. Quick, safe, and easy.

Get moving with Move Together Bucks!

Looking to stay active, meet new people, and boost your wellbeing? The **Move Together Bucks** programme is here to help! Whether you're just starting out or looking to get back into gentle exercise, this initiative offers friendly, local activities tailored to your needs.

From walking groups to seated exercise classes, there's something for everyone - especially if you're managing a health condition or recovering from a setback. It's a great way to stay mobile, build confidence, and enjoy a bit of company.



Interested?

Ask your support worker or family member to help you sign up by scanning the QR code above, or visit services.thejoyapp.com and search for "Move Together Bucks".

Wycombe MP Emma Reynolds visits new Red Kite energy-efficient homes

Wycombe MP **Emma Reynolds** visited a new housing development on Friday 12th September on Havenfield Road to see the progress of four new one-bedroom flats being built by Red Kite to the highly energy-efficient Passivhaus standard.

The Havenfield Road development - expected to be handed over to tenants next month - is a key part of Red Kite's commitment to building sustainable and affordable homes. The four flats are being constructed on the site of two former semi-detached dwellings that were demolished due to soil erosion. The new homes will not only provide much-needed social housing but will also deliver significant benefits to the future tenants.

During her visit, Emma Reynolds was able to see how the rigorous Passivhaus standard is being applied to the build. Passivhaus homes are designed to use up to 80% less energy for heating, which will drastically reduce fuel bills for tenants and help combat fuel poverty. Additionally, the homes will provide a healthier living environment, with filtered fresh air and consistent temperatures.

Emma Reynolds said:

“It was great to see Red Kite’s latest development and learn how the Passivhaus scheme is building homes for the future. These homes help tenants save on bills while reducing emissions. It was encouraging to hear how Red Kite plans to invest the £2.1 million grant from the Warm Homes Social Housing Fund. I’m proud this Labour government is backing social housing, and it’s good to see this funding already making a difference.”

Darren Mealings, Red Kite's Interim Director of Property and Development, commented on the project:

"We were delighted to welcome Emma Reynolds to our Havenfield Road site. Building to the Passivhaus standard is a significant investment in our tenants' future, providing homes that are not only affordable to live in but also promote their health and wellbeing. This development showcases our dedication to sustainability and providing high-quality homes that our tenants can be proud of."

The Havenfield Road project highlights Red Kite's focus on creating homes that are fit for the future, providing a long-term solution to housing needs while supporting the UK's climate goals.



Awaab's Law: What this means for our tenants

From 27th October 2025, new rules mean Red Kite must act quickly when you report hazards like damp and mould. Named after two-year-old Awaab Ishak, who tragically died in a housing association home in Rochdale due to mould exposure, these rules are designed to keep tenants safe.

Emergency hazard:

- We investigate within 24 hours
- Repairs or alternative accommodation within 24 hours
- Written summary within three working days
- Preventative repairs within five working days.

Damp or mould (significant hazard):

- We investigate within 10 working days
- Written summary within three working days
- Repairs within five working days
- Preventative repairs within five working days.

You'll be kept informed throughout and given advice on staying safe. If your issue isn't covered by Awaab's Law, we'll use our standard repairs process. Find out more at redkithousing.org.uk/repairs.

How to report a hazard:

- Online: redkithousing.org.uk/hazardform
- Email: contact@redkithousing.org.uk (for non-urgent issues)
- Webchat: via our website
- Phone: [01494 476100](tel:01494476100)

You can also email us at contact@redkithousing.org.uk, but we may take up to two working days to respond this way, so in an emergency **always call**.

In 2026, Awaab's Law will cover more hazards, including cold, heat, falls, fire, and electrical risks. By 2027, it will extend to all remaining hazards except overcrowding.

New: Free Home MOT

With your annual gas safety check, you'll now get a free Home MOT. This includes checks for damp, mould, fire safety, extractor fans, and other repairs. No need to book – we'll contact you when your next gas safety check is due.



Red Kite does Pride

A team from Red Kite took part in Wycombe Pride on Saturday 23rd August, with staff members and our brilliant volunteers on a stall in Paul's Row.

Engaging with the diversity of our tenants, and the communities they're part of, is a great way to demonstrate that everyone counts and can have a voice, no matter who they are. We felt this was an important opportunity to demonstrate our commitment to diversity and ensure that we are hearing the fullest range of tenant voices.

The team took along a grant-funding priorities sticker-board which was particularly popular, sparking a series of conversations about people's priorities for where they live.

Red Kite's Head of Resident & Community Engagement, **Sophie Field**, said:

“Our presence at Pride was everything I hoped it would be: enjoyable, meaningful and a perfect opportunity to engage with so many people of all ages! I had such a lovely time and the energy everyone brought to our stall was infectious.”



Domestic abuse support

Domestic abuse can affect anyone, at any age. If you're experiencing controlling, threatening or harmful behaviour, you're not alone - help is available.

We offer confidential support, including advice on home security, emergency accommodation, and referrals to specialist agencies. You can find more information on our website: redkitehousing.org.uk/domesticabuse - look for the Quick Exit button at the top of the page if you need to leave the site quickly and safely.

If you're in immediate danger, call **999**. If you can't speak, press 55 when prompted to alert the operator.



Damp, mould and condensation: Spot it, report it!

As the weather turns colder, it's important to keep your home safe and comfortable. Damp, mould and condensation (DMC) can start small - a patch on the wall, moisture on the windows - but left unchecked, they can affect your health and damage your belongings.

Red Kite is here to help. If you notice any signs of DMC, please let us know straight away. Early reporting means faster help and a healthier home.

- Call us on **01494 476100** or report online at redkitehousing.org.uk/dmc.

Let's tackle DMC together - you spot it, we sort it!

Simple tips to help prevent DMC:

- Wipe away condensation from windows and walls
- Open windows for a few minutes each day to let moisture out
- Use extractor fans when cooking or bathing
- Keep lids on saucepans to reduce steam.

Sally's Macmillan Coffee Afternoon

Sally, a tenant at Oak Crescent, once again hosted her annual Macmillan coffee afternoon to raise funds for cancer support.

Having seen the impact of cancer on many lives, she's passionate about the cause and makes it a yearly tradition.

This year's event was held on 7th September in the communal garden, and thankfully the rain held off, allowing everyone to enjoy the afternoon outdoors. It was a great success, with a fantastic turnout and an impressive £420 raised for Macmillan.

Sally says it's not only a brilliant way to support the charity, but also a lovely social occasion that brings neighbours together for an afternoon of connection and conversation.



Contractor update!

We're pleased to welcome **Sasse Group** (sasse-group.com) as our new window cleaning contractor. Sasse is a family-run company with a strong reputation across Europe for delivering reliable and high-quality cleaning services. They're committed to keeping our homes looking their best, with a friendly and professional approach that fits with our community.

Knowing Our Tenants project - hearing from our tenants

You may remember reading in our last summer newsletter about our Knowing Our Tenants project. As part of this, we'll soon be sending out a survey by email or post.

The purpose of this survey is to help us better understand your needs, improve our services, and make sure everything we do is fair and inclusive for everyone. Your feedback is really important to us, so we encourage you to **complete the survey using the link provided or return it to us in the prepaid envelope**.

If you're unable to return the survey by mail and would like us to collect it, please leave it at your scheme's office with the return envelope, speak to your dedicated Sheltered Specialist or give us a call on **01494 476100** so we can arrange collection.

We'd love to meet you!

Over the next three months members of our **Senior Leadership Team** will be visiting all of our schemes. We would love to meet as many of you as possible to find out what you love about your schemes and the community you live in, but also any areas you think we can improve within the scheme, or for you personally.

Each scheme will be visited by at least two members of our Senior Leadership Team:



Susan Hickey,
Interim Group Chief Executive



Alan Keers,
Deputy Group Chief Executive



Sarah Mei Ying North
Director of Customer Services



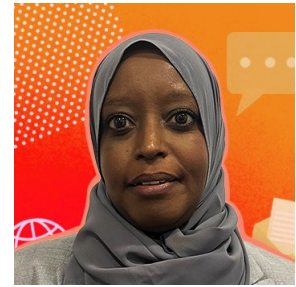
Darren Mealings
Interim Director of Property
and Development



Alan Core,
Head of Property



Nicola Botterill,
Head of Community



Halima Hassan,
Head of Relationships

Dates of our visits will be added to scheme noticeboards. If you don't live within the main building of your scheme, don't worry, we'll write to you so you know when we'll be visiting.

Maidenhead tenant meet-and-greet

On Thursday 26th June, we held a tenant meet-and-greet event in Maidenhead to welcome our new tenants. From 3pm to 7pm, our gazebo became a friendly hub for chats, questions, and support. Around 20 tenants popped by for a chat, while others were quickly whisked away by our eager team members who were ready to help with individual concerns.



Whether it was questions about repairs, grounds maintenance, home checks, or accessing our online portal, our team was on hand to listen and assist. Tenants also asked about succession rules, previous repair reports, and the future of the garage blocks on the estate.

Jon Upchurch, our Volunteering, Engagement & Events Manager, shared:

“It was brilliant to spend the afternoon meeting our new Maidenhead tenants. They really value the sense of community they've built together. It was clear they're pleased to have a landlord who's listening and responding – and our team were fantastic, ready to help and connect.”

We also gathered valuable feedback through 11 completed surveys, received five new Red Kite membership applications, and had three tenants express interest in volunteering – a wonderful sign of growing community spirit.

With 15 staff members and two RRT representatives attending, the event was a great success and a reminder of how important it is to connect face-to-face.

A banner with a red brick wall background and a diagonal yellow and black hazard stripe. A white rounded rectangle contains the text 'Antisocial behaviour'.

Antisocial behaviour

Antisocial behaviour — what we do about it

Antisocial behaviour (ASB) is something we take very seriously, and we always want to hear from our tenants about any concerns - whether you're experiencing ASB yourself, or it's something you've witnessed. We'll always respect your confidentiality and we'll never give out your details without your permission.

We also want you to know what we do once a report comes in. Firstly, we assess each case carefully: reviewing the evidence you supply (such as diary sheets or recordings), and deciding whether it should be classed as ASB under our policy. If you are the victim of ASB, we'll set up a tailored action plan with you - this can include interviews with the person involved, written warnings, Acceptable Behaviour Contracts, or other non-legal remedies to resolve the problem informally where possible. Often, these steps are enough to sort things out without needing to take things further.

When the situation is more serious or doesn't improve, we can step things up. We work with local partners like the police or the council to use tools such as injunctions or legal notices — and in extreme cases, we may even go to court. But our aim is always to resolve things in a fair and respectful way. That's why we often offer mediation first — via an independent service that helps neighbours talk things through and find a way forward without things getting more stressful.

We'll always keep you updated about what's happening and what we can do. If you report ASB to us, someone from our team will be in touch within 1 to 5 days, depending on how serious the allegation is. We'll agree next steps with you, explain what we need from you, and talk through what we can and can't do under our policy. Even if a case doesn't count as ASB, we'll always look for other ways we might be able to help.

Find out more about how we deal with antisocial behaviour and how we can help those who need it at redkithousing.org.uk/asb.

How we've performed between April to June

Here at Red Kite, we do our best to deliver excellent services. To help us know how we're doing we capture a range of information from statistics through to tenant satisfaction. We share this information with our Resident Representative Team (RRT), our Board and our Committees. We also publish information on how we're performing on our website every month.

Here's how we've performed in key areas between April and June this year.

Maintaining high quality homes



89.5% of repairs were completed within target



80.9% of repairs fixed in the first appointment



86.1% satisfied with our repairs service

We understand that our repairs service is one of the most important for our tenants, as this is why most tenants are in contact with us. Between April and June, 86.1% were satisfied with the service received, meeting our minimum target of 85%. We continue to use the feedback provided to understand how we can improve the services we provide.

To better understand how Gilmartins work, members of our Resident Representative Team visited the Gilmartins office in early September. During this visit, our volunteers had the opportunity to view staff training spaces, watch some demonstrations of repairs, and view the live Localz tracking dashboard. This was a great opportunity for our volunteers to better understand how Gilmartins work and strengthen our partnership.

Keeping our homes safe



100% of fire alarm and Health and Safety tests completed in target



100% of homes meet the Decent Homes Standard



162 Damp, Mould and Condensation cases closed

Our team continue to work hard to ensure our homes remain safe, completing all mandatory health and safety tests and fire alarm tests.

A current focus for our teams is ensuring we are prepared for the implementation of Awaab's Law in October, which outlines the actions a landlord must take when damp, mould or condensation is reported. The team are working hard to close open cases to ensure we meet these new requirements.

Effective Complaint Handling



94.6% of formal complaints responded to within target



80.6% of formal complaints resolved at Stage 1



75.6% satisfied with our complaint handling service

Between April and June, our Feedback team handled 166 formal complaints, the vast majority of which are related to our repairs service, the key touch point for most of our tenants.

The team have been able to respond to 157 complaints with our target timeframes, 10 working days for a Stage 1 complaint and 20 working days for a Stage 2. As part of the complaints process, the team will look to assess how we can learn and improve using the feedback that was provided. Between April and June, 119 potential learning opportunities were identified, ensuring we are consistently looking to improve our services.

Providing high quality services



96.9% satisfied with our re-let process



286 second average wait time to answer calls to our Contact Centre



409 home checks successfully completed

Across April, May and June, our teams have continued to work hard to ensure we provide high-quality services for our tenants.

We've let 83 homes to new tenants, with 96.9% surveyed fairly or very satisfied with the service that they received. The 83 homes includes 24 newly developed homes at Tiverton House.

Our Contact Centre has been busy, having answered over 11,000 calls and have been able to keep call wait time under 5 minutes, whilst ensuring over 97% of calls have met our Call Quality Framework.

Finally, the Community team have completed over 409 Home Checks, particularly focusing on the homes transferred from Riverside earlier this year. The team have been busy familiarising themselves with the local area through estate inspections and events held to introduce the team to tenants. Overall, 97.5% of tenants were satisfied with visits completed by the team across the quarter.

A helping hand at home: Community Impact Bucks' Handy Helpers Service



Community Impact Bucks offers a free Handy Helpers service to support older and disabled residents across Buckinghamshire. The service helps with small maintenance tasks - like installing handrails, moving furniture, and garden clearance - to make homes safer and more comfortable.

To find out more or check eligibility, visit: communityimpactbucks.org.uk/handy-helpers.

Want to hear more from Red Kite?

Stay in the loop with the latest updates, news, and opportunities by signing up to our digital tenant newsletter. It's delivered straight to your inbox by email - just scan the QR code below to subscribe!

A banner with a dark blue background and a red top border. On the left, there is an illustration of a white megaphone with a red rim, next to a yellow document with horizontal lines. In the center, the text 'Scan the QR to sign up to our newsletter' is written in white. On the right, there is a square QR code. A red curved line is visible on the far right edge.

Scan the QR to sign up to our newsletter