



# Sheltered Scheme Newsletter

## Winter 2024

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](http://redkitehousing.org.uk/news).

Welcome to the latest edition of our Sheltered Scheme Newsletter.

As the festive season approaches, we've got lots of exciting bits to share with you.

Join us in celebrating Eileen's 100th birthday and our 12 Days of Kindness campaign. Check our Christmas opening hours and resources for cost of living help.

Don't miss out on Hope Church's Christmas dinner event. If you have heating issues, try our fixes or contact us ASAP.



**Happy Birthday, Eileen!**

## Celebrating a milestone – Eileen turns 100

**Eileen**, a beloved tenant at Parsonage Close, celebrated a remarkable milestone on Monday 11th November - **her 100th birthday**. Eileen is our oldest tenant in the scheme, having moved in back in 1985 – yes, you read that right, that's 39 years ago!



Tenants from other sheltered schemes such as Chichester Close and Bowerdean Road travelled to join in with the celebrations, proving how much of a positive impact she has on her community.

**Mary**, a Parsonage Close tenant, baked a beautiful fruit cake which **Dave**, another tenant, skilfully decorated, adding a special touch to the celebration.

**Kevin Eckley**, our Sheltered Services Manager, delivered a heartfelt speech on behalf of Red Kite, praising Eileen's positive spirit and the magnificent milestone she has reached. Later in the evening he once again gathered everyone's attention to raise a glass in her honour. And of course, the event wouldn't have been complete without playing 'Come on Eileen'.

Friends and neighbours then showered Eileen with cards and gifts, who whilst opening them, showed off her special birthday card from none other than King Charles III.

Eileen is known for her cheerful spirit and kind nature. One of her neighbours said: "Eileen is the nicest person I've ever met – she always has a smile on her face, and I've never heard a single moan come out of her mouth!"

**Happy 100th birthday, Eileen!**

## Damp, mould and condensation

Winter is well and truly here, and one of the things to watch out for at this time of year is condensation in your home, particularly on the windows in the morning. Left untreated, condensation can lead to mould growth which can be potentially harmful and lead to health issues and breathing difficulties.

Please make sure you tell us as soon as possible if you're concerned about damp, mould or condensation in your home. You'll need to provide us with some details and then we'll get back to you with some next steps. You can complete our online form at [redkitechousing.org.uk/DMCform](https://redkitechousing.org.uk/DMCform) or alternatively we can take you through the questions over the phone - call us on **01494 476100**.

Condensation appears due to a lack of adequate ventilation which causes humidity levels to rise. While condensation may not be the only cause of damp and mould in our homes, it is the easiest to manage. By making a few simple changes, you can drastically reduce the risk of mould forming in your home - following these simple tips on our website now is a lot easier than removing it once it sets in.

If you already have mould in your home, try to get it treated as soon as you can, and get in touch with us if you have any concerns.

If you're struggling to heat your home there are lots of ways we can support you - head over to our energy saving web page at [redkitechousing.org.uk/energy](https://redkitechousing.org.uk/energy) for information and advice, and a list of other organisations who can help. You can also give us a ring on **01494 476100**. Please don't sit at home worrying - we're here to help.

Please make sure you tell us as soon as possible if you're concerned about damp, mould or condensation in your home.



Call **01494 476 100** or head to [redkitechousing.org.uk/dmc](https://redkitechousing.org.uk/dmc)

## 12 Days of Kindness - 2024 prizes doubled!

Last year, we were overwhelmed by the response to our first-ever **12 Days Of Kindness** campaign which ran on our social media channels and gave local community groups the chance to get their hands on a £100 voucher, every day for 12 days. This year, we're making it bigger and better, increasing the prize money from £100 to **£200!**

Each weekday (excluding Fridays) from Monday 2nd December to Thursday 19th December, we're offering local community groups and charities the chance to win a £200 shopping voucher. This could go towards a project, help to fund Christmas celebrations, or buy some much-needed day-to-day supplies – whatever would help the most!

Are you involved in a group that supports a community within the Wycombe area? Want to help them win a handy £200 voucher? Then get involved!

We're keen to support smaller local groups that we haven't previously helped – if the group is recognised within the community it'll be considered. If you know of any that could benefit from a financial boost, tell them about 12 Days Of Kindness and make sure they get involved.

### How it works:

**Follow us:** Keep an eye on our social media channels (Facebook and Instagram) for daily updates and competition announcements

**Enter to win:** Each day, we'll be giving away a £200 voucher to a lucky local group. Simply comment on that day's post and tell us how you'd use the money to benefit your community

**Spread the word:** Encourage your friends, family, and fellow community members to participate for the chance to win - and share our posts on your social media, using the hashtag #12DaysOfKindness

Don't worry if you miss a day or your group doesn't get a prize on the first day you enter, keep trying! You can enter on as many days as you'd like - but you've got to be in it to win it!

Read the full terms and conditions: [redkitehousing.org.uk/terms](https://redkitehousing.org.uk/terms).





# Free hot Christmas dinner



Hope Community  
Seventh-day Adventist Church

Giving Hope this

# Christmas

A Free Hot  
Christmas Day  
Dinner

*Delivered to your door*

**25TH DECEMBER LUNCH TIME**

**For the Elderly, Vulnerable  
& Families in need**

*Sponsored by*  
Generous Local Organisations &  
Hope Community SDA Church

**Contact : 07368637542 or  
christmas@hopesda.org.uk to book  
a meal by 13th December**

**Chapel Lane, High Wycombe HP12 4BY**

# Christmas get together at Hope Church



Hope Community  
Seventh-day Adventist Church

Invites you to

## Christmas Lunch

22ND DECEMBER AT 1PM

At  
Chapel Lane, High Wycombe HP12 3BY



**For the Elderly, Vulnerable  
& Families in need**



*Sponsored by*  
Generous Local Organisations  
&  
Hope Community SDA Church

**Contact : 07368637542 or  
christmas@hopesda.org.uk  
to book a place by 6th December**





## Could you be eligible for pension credit?

If you're struggling to apply for Pension Credit, join us at Micklefield Library on Friday mornings until 20th December, from 9.30am to 10.30am for a support session organised by Buckinghamshire Council - we can help you apply, to ensure everyone eligible receives the Winter Fuel payment.

You'll need to bring your National Insurance Number, income information and bank account details so we can assist you.

More sessions are being held across Buckinghamshire. Head to **[Buckinghamshire.gov.uk](https://www.buckinghamshire.gov.uk)** for more information.

## Cost of living support

The rising cost of living, especially with increasing energy and food prices, is a major concern for everyone, particularly those on low incomes. We want to reassure you that we're here to help. Our staff and partner agencies can provide advice on available support, including help with bills, rent, and food vouchers. Give us a call on **01494 476100** or head over to **[redkitehousing.org.uk/cost-of-living](https://redkitehousing.org.uk/cost-of-living)**.

## Cold weather

Cold weather can sometimes make some health problems worse and even lead to serious complications, especially if you're over 65 or have a long-term health condition.

If you need to leave your home...

- Dress in layers of lightweight clothing which keep you warmer than a single layer of heavy clothes
- Wear a suitable warm coat, gloves and hat
- Remove layers as necessary to prevent overheating and perspiring, as this can lead to chills
- Wear shoes or boots with a good grip to prevent slips and falls on wet or icy surfaces
- Slow down when walking across slippery surfaces and be especially careful on stairways
- Make sure you eat well and have regular hot food and drinks. Don't skip breakfast - it provides you with the fuel to start your day

Find out more at **[redkitehousing.org.uk/weather](https://redkitehousing.org.uk/weather)**.



## Problems with your heating?

With the weather due to get colder as weeks go by, make sure to test your heating ASAP to ensure it's working properly. If it's not, let us know – but try these quick fixes first to see if there's an easy solution:

- Ensure the gas, electrical, and water supplies to your appliance are on. Check for an indicator light or digital display on the boiler. If not, check the fuse.
- Use the reset button on your boiler.
- Check the display for a fault code. Refer to the user manual or the internet for solutions, but only attempt fixes if confident.
- Set your central heating to maximum briefly to see if it restarts the boiler.
- Ensure the thermostat is turned up and the clock timer is on. Change the battery if needed.
- For combi and system boilers, ensure the pressure gauge shows around 1 bar. Follow the user manual to re-pressurise if needed, but never overfill.
- **Never** attempt to repair gas pipes or remove the boiler cover. Only Gas Safe-registered engineers should do this.
- If your boiler has a permanent pilot light, check if it's gone out.
- Adjust the clock programmer if the clocks have changed.
- After a power cut, test the central heating by setting it to come on in 15 minutes. If it works, re-enter your preferred settings.
- Turn the electrical supply to the boiler off and back on again to reset it. The switch is usually near the boiler or in the airing cupboard.

If you've tried all these things and your heating still isn't working, please contact our heating contractor **Sureserve Compliance South** by calling **020 8269 5981**.





# Christmas

## Opening Times



Monday 23<sup>rd</sup> December

Open as normal

Tuesday 24<sup>th</sup> December

Open as normal

Wednesday 25<sup>th</sup> December

Closed

Thursday 26<sup>th</sup> December

Closed

Friday 27<sup>th</sup> December

Closed

Monday 30<sup>th</sup> December

Closed

Tuesday 31<sup>st</sup> December

Closed

Wednesday 1<sup>st</sup> January

Closed

Thursday 2<sup>nd</sup> January

Open as normal

For emergency repairs only,  
please call:

**01494 476100**

To report an issue with your  
gas central heating system  
or servicing, please call:

**0208 2695981**

