



# Sheltered Scheme Newsletter

## Summer 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.**

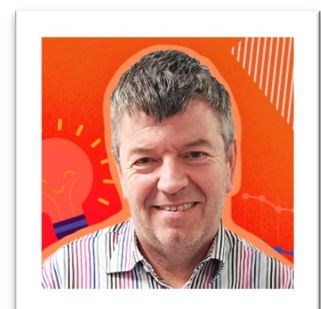
Welcome to the latest edition of our Sheltered Scheme Newsletter.

This summer marks a time of change and opportunity at Red Kite. We say a fond farewell to Trevor Morrow, our Group Chief Executive, as he retires after 13 years of dedicated service. From volunteering opportunities to community events, there are plenty of ways to get involved and make a difference. We're also sharing tips to stay safe in the heat and protect local wildlife during nesting season.

### Chief Executive retires after 13 years

After more than a decade of dedicated service, Trevor Morrow, Group Chief Executive at Red Kite Community Housing, announced his retirement last month.

Trevor led Red Kite since its formation 13 years ago, guiding the business through a period of significant change across the communities it serves.



Trevor said:

“After 13 years of forming and leading Red Kite, I have decided it’s time to retire. Over the years, we have built so many great partnerships and it’s been a privilege to meet and work with so many wonderful people. I know the great work will continue and expand.”



Following Trevor’s retirement Susan Hickey has been appointed as our interim Group Chief Executive. Susan will be ensuring the continued smooth running of

## Red Kite Community Housing staff unite for annual Community Morning

On Wednesday 4th June we held our 2025 Community Morning, once again demonstrating our commitment to community values, with **180 staff members** and partner organisations volunteering their time to support local charities and causes.

From 9am to 12 noon, our teams were out across Buckinghamshire, contributing to a wide range of projects that reflect our mission to make a positive impact in the communities we serve.

**Sophie Field**, Head of our Resident and Community Engagement team who organise the annual event, said:

“Community Morning is a really special celebration of our deep connection to local charities and good causes, and this year was our biggest yet! All staff, some contractors, and our wonderful tenant volunteers came together to deliver over 600 hours of volunteering across **38 placements**.”



Teams supported a wide variety of causes — from delivering bingo and quizzes in our **sheltered schemes** and collecting foodbank donations, to **gardening at Missenden Walled Garden** and the **Lady Ryder Memorial Garden**, and hosting the fantastic Social Link team at our offices.

Other placements included environmental clean-ups, charity shop support, creative projects, and animal care at a wellbeing farm.

A particular focus was placed on our own housing schemes, where teams refreshed communal spaces and hosted activities to bring tenants together.

We were also delighted to be joined by our valued partners, including [John O'Conner](#) and [Sureserve Compliance](#), whose participation added even more meaning to the day. Their support really showed what Community Morning is all about - working together to make a difference.

Community Morning continues to be a cornerstone of our culture, reinforcing our values of connection, care, and community investment. Each year, the initiative grows stronger, with staff and partners embracing the opportunity to make a tangible difference.

[Susan Hickey](#), our Interim Group Chief Executive, spoke about the morning:

“This was my first Community Morning as CEO of Red Kite, and I can honestly say I’ve never experienced anything quite like it. Seeing every member of our team step away from their desks to give back to local causes was truly inspiring. The energy, compassion, and commitment on display reflect the very heart of who we are as an organisation. It’s a powerful reminder that when we come together, we can make a real and lasting difference in our communities.”





## A few more Community Morning snaps!



## Giving us your feedback

Your feedback is what helps us to be the best we can be. Feedback can come in the form of a complaint, compliment or general comment – but whatever it is that you want to tell us, we're here to listen and do something about it.



By giving us positive feedback, you let us know where we're performing well and giving you a good service. When you tell us about something that hasn't gone well, or didn't meet your expectations, we use that information to improve our services and do our best to make sure it doesn't happen a second time.

## The Housing Ombudsman

The Housing Ombudsman is an independent organisation which deals with disputes between tenants and landlords. If you've been through our internal complaints process and still feel that we've let you down, you can escalate your concern externally with the Housing Ombudsman, or contact them at any time for advice.

Take a look at our feedback pages for more information: [redkitechousing.org.uk/feedback](https://redkitechousing.org.uk/feedback).

## Sizzle safely: Your guide to outdoor fun without the fire hazards

Enjoying outdoor activities is a fantastic way to spend your leisure time, but it's important to be aware of the risks they can pose.

Our safety tips:

- Never use a barbecue or firepit on a balcony – it's very dangerous for you and your neighbours.
- Never use a barbecue or firepit indoors due to the risk of dangerous carbon monoxide gas.
- Ensure it's on a flat surface, well away from anything that might catch fire, like sheds, trees, or fences.
- Never leave the barbecue or firepit unattended, especially if children are nearby.
- Keep a bucket of water or sand nearby for emergencies.
- Ensure the barbecue or firepit is cool before attempting to move it.





## Red Kite needs you: start your volunteering journey today

We believe that everyone has something valuable to contribute, and our amazing tenant volunteers are a testament to that.

Volunteering offers a wonderful opportunity to meet new people and make a positive difference in the community.



### Why volunteer with us?

Volunteering at Red Kite isn't just about giving back; it's about gaining new skills, experiences, and a sense of purpose. Our volunteers play a crucial role in shaping the services we provide, ensuring that we remain truly tenant-led in everything we do.

### Types of volunteering opportunities

We offer a wide range of volunteering opportunities to suit different interests and time commitments. Here are some ways you can get involved:

**Environmental Improvement Group (EIG):** Join efforts to enhance our neighbourhoods and create a better living environment for everyone.

**Red Kite Champions:** Become a champion for Red Kite and help us promote our values and initiatives within the community.

**Interview Panels:** Sit on interview panels to help us select the best candidates for our team.

### Training and support

We understand that starting something new can be daunting, which is why we provide all the necessary training and support to our volunteers. Whether it's learning new skills or gaining confidence in a new role, we're here to help you every step of the way.

### Hear from our volunteers

**Daffodil:** "I really enjoy volunteering in EIG, I've learnt so much and met so many new people. I love that we're able to help our community and really enjoy being a part of a tenant-led organisation. If you care about your community, join us – we'd love to have you on board!"

**Michelle:** "I want to ensure the voice of the tenant is heard and I volunteer on various groups such as Repairs to ensure this happens."

**Margaret:** "I have found it great to be kept informed of any changes in the structure of the company. This includes any areas that become available for building, any of our current places that cease to be of use in their current form and plans to redevelop. We are kept informed of all changes and occasionally go out on site, either to see works in progress, or completed works. I find all this fascinating and I am sure it must be of some value to Red Kite to have our opinions."

**Ron:** "Volunteering means you are genuinely involved in Red Kite's tenant-led commitment. You are at the leading edge, helping build the values at the organisation's heart. Involvement with interviews means tenants have a voice, maintaining this commitment."

## How to get involved

If you're interested in volunteering with Red Kite, we would love to hear from you! There are opportunities to suit everyone, no matter how much time you have to spare. To find out more about the different volunteering roles and how you can get involved, please visit [redkitehousing.org.uk/volunteering](https://redkitehousing.org.uk/volunteering) or give us a call on 01494 476100.



## **Quick reminder: Nesting season is here**

Bird nesting season runs from 1st March to 31st August. During this time, we will not cut hedges or shrubs to protect nesting birds and comply with the Wildlife and Countryside Act 1981.

## **Staying safe in the summer heat**

The summer sunshine is due to show it's face soon, so here's some useful tips to help keep you safe during the hot weather.

Although our bodies benefit from sunlight, too much exposure to the sun's rays can damage the skin and cause burning. Our bodies can become overheated during hot weather, which can lead to health problems, so we all need to ensure that we properly protect ourselves during these conditions.

### **Protecting yourself from direct sunlight**

- Wear light clothing or wear loose-fitting clothes
- Wear a hat to protect your head from burning
- Stay in the shade whenever possible
- Use a high factor sunscreen of at least SPF30 on any exposed skin
- Drink plenty of water to avoid dehydration.

### **If you're indoors**

- Consider opening windows. Sometimes it may be better to keep the windows closed, draw the curtains and use a fan
- Try not to sit in direct sunlight, especially behind glass
- Ventilate the area as much as possible
- Stay hydrated by drinking water regularly.

## **Concerned about a neighbour? Contact us**



If you're worried about something unusual, or suspect that something might be wrong with a neighbour, please don't hesitate to reach out to us. You can do this by calling [01494 476100](tel:01494476100). We will contact the tenant's next of kin and also arrange for a welfare visit from one of our [Sheltered Specialists](#).

**If you have serious concerns, you should also call the police via 101 or 999 in an emergency.**



## Knowing our tenants

If you're one of our tenants, you'll be receiving an email or a letter from us in the coming weeks asking you to complete a short survey about yourself and the other people who live in your home.

The survey, part of our Knowing Our Tenants project, is in two parts:

**Part 1** asks you to update the information we have about you and anyone living in your home. As part of your tenancy agreement you are expected to provide us with this information, and to let us know in the future if anything changes.

**Part 2** of the survey asks you to share some additional personal information, including about your ethnicity, your use of English, and any disabilities or long-term medical conditions you may have. This additional information will help us in delivering our services to you as an individual and to your family.

Sharing this additional personal information with us is entirely optional - but doing so will help us better understand and meet the diverse needs of all our tenants and help to unlock barriers to ensure fairness.

Your input will help us improve our services and ensure they are accessible and supportive for everyone.



## Locate your stopcock today

Do you know where your stopcock is? All our homes have a stopcock - a tap that allows you to switch the water coming into your home off and on. In most of our homes, the stopcock is located under the kitchen sink or in a storage cupboard. It's essential to know whereabouts in your home it is, and to ensure it works, especially in case of an emergency.

If you're one of our tenants and you can't find your stopcock, don't worry! Get in touch with us on [01494 467100](tel:01494467100), and we can advise you. Taking the right action to protect and maintain your home is so important. Now's as good a time as any to make sure you know where to find your stopcock and that it works properly.



## Asking tenants for feedback

If you're one of our tenants, you may receive a call from **TPTracker**, asking you how satisfied you are with Red Kite's services. This is a genuine call and they're assisting us with a phone survey to collect tenant satisfaction data. Our surveys are conducted independently, to ensure our tenants have the opportunity to provide honest feedback, and are then submitted to the Regulator of Social Housing.

**TPTracker** will contact you via phone call but it's useful to remember, if anyone comes to your door, claiming to be from Red Kite ask to see their ID. TPTracker have recently updated their phone number, and will call from a local area code.

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



## Celebrating our volunteers

During the first week of June, we celebrated Volunteers Week - a chance to say thank you to the people who give their time, energy and passion to make a difference in their communities.

Our volunteers are at the heart of everything we do. From shaping our services and influencing decisions, to allocating community funding and improving neighbourhoods.

In 2024/25, their impact has been remarkable:

- 65 tenant volunteers actively contributed to our work - exceeding our annual target
- Volunteers gave 1,438 hours of their time across 101 activities, meetings and events
- 112 hours were spent supporting staff recruitment through our Interview Panel.

The week highlighted the many ways tenants can get involved — from our Resident Representative Team and Environmental Group to funding panels, Red Kite Champions, and more.

**To all our volunteers, past and present, thank you. Your time, your voice, and your commitment make a lasting difference.**

## RRT Chair speaks at Tenant & Resident Engagement conference

Candida Dutiro, who chairs our Resident Representative Team, attended the Inside Housing Tenant and Resident Engagement (TRE) conference on Thursday 15th May as a panel member for a session entitled 'Working with tenants to achieve warmer and safer homes'.

Candida commented:

"It was great to be at the conference alongside inspiring speakers, sharing how RRT is co-designing solutions with Red Kite to create warmer, safer homes, particularly in tackling damp and mould and highlighting the power of collaboration.

"We also explored improvements in data transparency – including Equality, Diversity and Inclusion – strengthening tenant-to-contractor communication, and ensuring tenant voices reach Board level. Through these collective efforts, real change is driven for tenants."

## Having guests visit over summer?

We have a number of guest rooms available in our sheltered schemes so that our sheltered tenants can book them for their friends and family to come and stay in.

Booking couldn't be easier - either call us on [01494 476100](tel:01494476100), speak to your [Sheltered Specialist](#) or email [shelteredservices@redkitehousing.org.uk](mailto:shelteredservices@redkitehousing.org.uk).

We can advise on availability and take your booking. A minimum of 48 hours' notice is required.

Guest room	Location	Bathroom Facilities	Nightly charge
Archdale	Wycombe town centre, HP11 2JR	Full en suite	£22.97
Barrowcroft	High Wycombe, HP11 1RH	Communal	£15.32
Brooke Furmston Place	Marlow, SL7 1GN	Full en suite	£22.97
Gatensbury Place	Princes Risborough, HP27 0DS	En suite - WB/WC	£19.15
Gweneth Court	Marlow, SL7 3XD	Full en suite	£22.97
Mayorfield House	Marlow, SL7 2PU	Full en suite	£22.97
Nancy Hall Court	High Wycombe, HP12 4NZ	Full en suite	£22.97
Nickson Court	High Wycombe, HP15 7UF	En suite - WB/WC	£19.15
Orchard House	Bourne End, SL7 5JU	Communal	£15.32
Woollerton Court	Princes Risborough, HP27 9HB	Full en suite	£22.97

For more information about our guest rooms head over to [redkitehousing.org.uk/guestrooms](https://redkitehousing.org.uk/guestrooms).