

RED KITE connect

All the latest news and views from
Red Kite Community Housing



Edition 1

Our first ever Big Door Knock is here

Your questions answered at Tenant Question Time

Help shape the future of our play areas

September 2026

Red Kite
Community Housing

Welcome!

Welcome to the first edition of **Red Kite Connect**, our new tenant newsletter.



You may have received this newsletter from one of our colleagues as part of our Big Door Knock, or it may have been posted through your letterbox if you weren't at home when we called. Either way, we're glad you've got your copy.

The Big Door Knock is all about getting out into our communities, meeting tenants face to face and hearing directly about their experiences of living in a Red Kite home. While many people choose to contact us online or by phone, we know that in-person conversations are important too. They help us better understand what matters most to our tenants and how we can continue to improve our services.

If you've already spoken to one of our colleagues, thank you for taking the time to share your views. Every conversation helps us understand what's working well and where we can do better.

As part of the Big Door Knock, we're asking tenants to complete a short questionnaire about Red Kite and the services we provide.

The feedback we receive will help shape future improvements and ensure we're focusing on the things that matter most to our tenants.

We're also using the opportunity to support our Knowing Our Tenants project. By keeping information about our households up to date, we can better understand our communities, communicate more effectively and make sure we're providing the right support when it's needed. Thank you to everyone who has taken part so far and helped us better understand what it's like to live in a Red Kite home.

This edition also marks something new for Red Kite. For the first time, we're producing a printed tenant newsletter to help keep you informed about what's happening in your community and the services we provide. You'll receive two editions each year, with one delivered as part of our Big Door Knock and one sent through the post.

We'd love to hear what you think. As well as sharing feedback about Red Kite and our services, we'd like to know what topics you'd like to see in future editions. Whether it's local community news, service updates, home improvements, support services or stories about fellow tenants, your ideas will help us shape future newsletters. If you weren't at home when we called, we'd still love to hear from you. If you'd like to share your feedback, update your details or tell us what you'd like to read about in future newsletters, please get in touch with us.

Contact us

Visit redkithousing.org.uk/contact for the different ways you can contact us.

Our office is open **Monday to Thursday 8.45am - 5.15pm** and **Friday from 8.45am - 1pm**.



Nearly 200 volunteers came together to support local charities, community groups and neighbourhood projects.

Giving back to our communities



In July, colleagues from Red Kite, tenant volunteers and staff from some of our partner organisations rolled up their sleeves and took part in our annual Community Morning.

Together, almost 200 people spent the day supporting local charities, neighbourhood groups and good causes across the areas where we work.

Community Morning is one of the highlights of the Red Kite calendar. It gives people the opportunity to step away from their usual roles and spend time making a practical difference in local neighbourhoods. This year's activities included helping at foodbanks, supporting community kitchens, environmental projects, gardening, charity shop work, youth activities and sheltered housing scheme events.

The day also saw Red Kite's first ever Little Door Knock, where staff visited tenants at almost 500 homes in Micklefield and Maidenhead.

As well as delivering newsletters, teams spent time talking to tenants about their experiences and listening to their views.

Community Morning reflects Red Kite's commitment to supporting local communities, building strong partnerships and making a positive difference beyond providing homes.

We'd like to thank everyone who volunteered their time and energy to make this year's event such a success.



Together we make a difference

Find out how tenants are influencing our services, supporting their communities and having their voices heard.

This summer has been all about bringing people together, listening to tenants and creating more opportunities to get involved in shaping our communities.

Red Kite Roadshow brings community together

Our Red Kite Roadshow was a huge success on Wednesday 5th August, with 185 local residents stopping by to find out more about the support and services available in their community.

The event brought together Red Kite tenants, local residents, partner organisations and Red Kite colleagues for an enjoyable afternoon packed with activities, information and meaningful conversations.

Visitors had the chance to chat with our teams about a range of topics, ask questions, share feedback and learn more about the work we do. The roadshow also provided an opportunity to connect people with local services and support available in the area.



Tenant Question Time gets off to a great start

Also in August, we held our very first Tenant Question Time, giving tenants the opportunity to speak directly with senior colleagues and partners about antisocial behaviour (ASB). The event was created following feedback from tenants who wanted more opportunities to ask questions, understand how decisions are made and have greater influence over the services they receive.

13 tenants joined us in person and online to share experiences, ask questions and hear directly from the people responsible for delivering the service. The discussion provided valuable insight into the impact ASB can have on individuals and communities, while helping us better understand tenants' experiences and priorities.

Importantly, all questions and answers from the session are now available for tenants to read, helping ensure everyone can benefit from the discussion, even if they couldn't attend. This is only the beginning. Feedback from Tenant Question Time will help inform future scrutiny work, giving tenants an even greater role in shaping how our services are delivered and improved. Find out more at redkithousing.org.uk/questiontime



Events



Rural North Estate Inspection

Friday 25th September
- 10am

Windsor Estate Inspection

Wednesday 30th
September - 1pm

Community Activity Day

High Street, High
Wycombe - Tuesday
27th October -
11am - 3pm

To find out more about what's on, please visit our website:

www.redkithousing.org.uk/whats-on



Give us your feedback



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. Visit redkithousing.org.uk/feedback or call **01494 476100**.



Your feedback is helping us create safer, more enjoyable places for children and families to play.

Improving our play areas

We're reviewing our play areas to make sure they are safe, enjoyable and meet the needs of the children, families and communities who use them – and we want you to help us!

To start with, we're focusing on sites that are most in need of investment, including those at Desborough Street, Conway House, Cross Road, Melbourne Road and Bowerdean Road.

Nicola Botterill, Head of Community, said:

"We'd really like you to share your thoughts on our playgrounds and what improvements you would like to see. We know they need some investment and we want to make sure we get it right and give communities what they want and need. It's really important to us that we create places that will be well used and that people are proud of and feel safe to use."

We've put together a survey that only takes a few minutes to complete. Details of how to fill this in are at the bottom of the page.

This project will help us understand what we need to do to ensure our play areas provide great places for children to play and be active. Your feedback will play an important role in shaping our plans.

We'll be sharing more information about the findings and next steps soon, including how the feedback will help us prioritise future improvements.



Get involved



As the project moves forward, we'll be looking for volunteers who can help give further feedback and work with us by reporting issues, helping us to keep them in the best condition possible for the community.

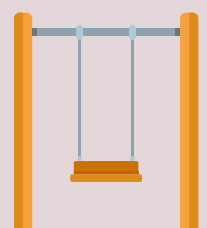
If you're interested in volunteering with us as a Playground Champion, please contact volunteering@redkitehousing.org.uk.



Play Area Survey: Share Your Thoughts

Complete our short survey before **2nd October** and help shape the future of our play areas. We want to hear how you use them, what improvements you'd like to see, and what equipment works best for local children.

redkitehousing.org.uk/play-area-consultation



Making information easier to access

New rules will give tenants greater access to information.

The government is introducing STAIRs (Social Tenant Access to Information Requirements), a new scheme designed to make it easier for tenants to find information about their housing provider and the services they receive.

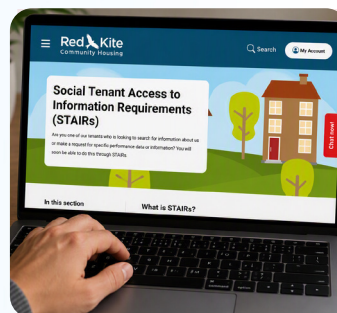
At Red Kite, we're committed to being open and transparent, and STAIRs will help make important information easier to access. From October 2026, housing providers will publish information in a more consistent and accessible way, covering areas such as governance, finances, performance and housing services. From April 2027, tenants will also be able to request certain types of information directly from their landlord.

This means you'll have easier access to information about things like repairs, complaints, health and safety, service charges, energy efficiency and estate management.

We're already preparing for these changes and have created a dedicated STAIRs section on our website where you can learn more and access information covered by the new requirements.

STAIRs at a glance

- STAIRs stands for Social Tenant Access to Information Requirements
- Introduced by the government to improve transparency in social housing
- New publication requirements start from October 2026
- New information request rights start from April 2027
- Covers topics including repairs, complaints, rents, safety and performance.



To find out more about **STAIRs** visit:

redkithousing.org.uk/stairs

If you have any questions, you can continue to contact us through our usual channels and we'll be happy to help.

Realising Potential: Helping you achieve your goals

Free one-to-one support to help Red Kite tenants build skills, find work and take positive steps towards a brighter future.

Whether you want to find work, gain qualifications, start a business or build confidence, Realising Potential can help you take the next step. The free service is offered by Twenty11, part of the Red Kite Group, to tenants aged 18 and over living in a Red Kite home. A dedicated specialist will work with you for up to six months on a personalised plan for your employment, education or personal goals.

Making a difference

Mya was supported to complete a dog grooming course and get the equipment she needed. Her hard work paid off: she gained her qualification and is now pursuing her goals with confidence. Mya said:



I've got my qualification thanks to you and your help. I'm really grateful for all you have done to support me, so excited!

Find out more

If you'd like support with your career, education or personal development goals, visit **redkithousing.org.uk/realising-potential**



Your safety is our top priority, which is why we carry out a range of regular safety checks and inspections in homes and communal areas.

Keeping you safe in your home

These checks help us identify and address any issues before they become a problem.

Throughout the year, we carry out gas, electrical, fire, water, asbestos and lift safety checks. How often these happen depends on the type of check, but all are designed to help keep homes and buildings safe for the people living in them.

For example, gas safety checks take place every year, electrical inspections are carried out at least every five years, and lifts are inspected every six months.

You can help us by making sure we can access your home when safety inspections are due. Some of these checks are a legal requirement and are an important part of keeping you, your household and your neighbours safe.

There are also simple things you can do to reduce risks at home:

- Test your smoke alarms regularly
- Avoid overloading plug sockets
- Keep shared hallways and fire exits clear
- Let us know before carrying out any work that could affect walls, ceilings or other parts of your home.

If you notice any safety concerns, such as faulty wiring, problems with a lift, damaged fire doors, unusual changes to your water supply, or anything else that doesn't seem right, please let us know as soon as possible.

The Big 6 Safety Checks

 Gas Safety Every year	 Electrical Safety Every 5 years
 Fire Safety Regular checks	 Water Safety Legionella control
 Asbestos Safety Monitored and managed	 Lift Safety Every 6 months

You can help by:

- ✓ Allowing access when checks are due
- ✓ Reporting safety concerns promptly

Need to report a safety concern?

Call **01494 476100**, email **contact@redkitechousing.org.uk** or visit **redkitechousing.org.uk/contact**



More than a house: Helping tenants create a home and strengthen their community

From essential household items to community grants, we're investing in the things that help people thrive.



A home is about much more than four walls and a roof. It's where families settle, children grow up and people build their futures. That's why we're working to support tenants not only with a home, but with the things that help turn a house into a place where people can truly feel at home.

One way we're doing this is through our Furniture Project, a new initiative designed to help tenants who may be struggling to furnish their homes or lay carpets. A working group made up of Red Kite colleagues and tenant volunteers is exploring practical ways to make essential household items more accessible to those who need them most.

Many people moving into a new home, particularly those who have experienced homelessness or difficult life circumstances, may have very little to start with. Working with partners and local organisations, we've already secured items including brand-new mattresses, crockery, saucepans and chairs to support tenants settling into their homes.

The group is also looking at opportunities to store and reuse donated items so that good-quality furniture and household goods can benefit more local families.

Alongside this, we're improving the support available when tenants move home. We're encouraging outgoing tenants to speak with us if they have unwanted items they no longer need, and we're having more conversations with new tenants during the sign-up process to understand what support they may need when moving in.

The Furniture Project is just one example of how we're helping our communities thrive. Through our community funding programmes, we're also investing in organisations, projects and ideas that make a positive difference to local people.

Our Starting Blocks fund helps local groups get projects off the ground, while our Springboard fund provides larger grants for initiatives that deliver lasting benefits to our communities.

We also offer Environmental Improvement Grants (EIGs), giving tenants the opportunity to improve shared outdoor spaces where they live. Whether it's creating community gardens, planting flowers, improving seating areas or making neighbourhoods more welcoming, these grants help residents shape the places they call home.

Recently, our tenant-led Springboard panel awarded more than £25,000 to local community projects helping families, young people and residents across the area.

Funding included support for a charity that helps children rebuild relationships with non-residential parents following family breakdown, a knife crime prevention programme working with around 1,200 young people each year, and a community hub providing mental health and wellbeing services.

The panel agreed a total of £26,000 in funding, demonstrating the important role tenant volunteers play in deciding how our community investment is spent.

Whether it's helping someone furnish a new home, supporting a local charity, funding youth activities or improving mental wellbeing, these projects all have the same aim: creating stronger communities and improving lives.

*Spring***BOARD**

**STARTING
BLOCKS**

Contact us

To find out more about our community funding opportunities, visit the Community Funding section of our website.

redkitechousing.org.uk/funding

