



# Sheltered Scheme Newsletter

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## Summer 2026

### A new chapter for tenant news

This edition marks the final issue of our Sheltered Scheme Newsletter.

From September, we'll be launching a new printed newsletter, called **Red Kite Connect**, for all Red Kite tenants. The first full edition will be delivered as part of our Big Door Knock initiative in September, when colleagues from across the organisation will visit all of our tenant's homes.



The Big Door Knock is an opportunity for us to hear directly from our tenants, gather feedback, share the latest news and make sure people know about the support and services available to them. Keep an eye out for more information coming soon!

We look forward to staying in touch through Red Kite Connect and meeting many of you in person during the Big Door Knock.

### Community spirit shines during our annual Community Morning

Our annual Community Morning has once again demonstrated our commitment to local communities, with nearly 200 colleagues, tenant volunteers and staff from our partners Sureserve Compliance, John O'Conner and Alexander James Contracts giving their time to support charities, community groups and good causes across the area.

On Tuesday 21st July, Red Kite staff were out and about taking part in a wide range of volunteering activities, helping to make a practical difference in the neighbourhoods the organisation serves.

This year's opportunities included environmental projects, foodbank support, gardening, community kitchens, charity shop support, youth activities, sheltered housing scheme quizzes and working with local organisations including One Can Trust, Wycombe Food Hub, The Princes Centre, Wycombe Youth Action and others.

This year was also a special one for **Peter Cogan**, our Group Chief Executive, who took part in his first Community Morning. Peter joined colleagues on the Little Door Knock visiting tenants' homes in Micklefield and Maidenhead to deliver newsletters and talk to them in person about their experiences of being a Red Kite tenant.

Peter, who joined Red Kite in April, said:

“Community Morning was a fantastic opportunity to see first-hand the difference our staff can make when we come together for our communities. Taking part in the Little Door Knock gave me a real insight into the strength of our connection with tenants and the importance of listening, engaging and being visible in our neighbourhoods. In total we visited almost 500 homes and had some great conversations with our tenants, and we're now preparing for a full-scale 'Big Door Knock' in mid-September.

“What stood out most was the energy and care shown by everyone involved. Whether colleagues were visiting tenants, supporting local charities, helping in community spaces or lending a hand to good causes, the day was a powerful reminder of what Red Kite is all about, working together to make a positive and lasting difference.”



The Little Door Knock was a first for Red Kite and acted as a dry run for our larger Big Door Knock planned for mid-September. The insights and experience gained will help us build on what worked well and ensure we make the most of future conversations with tenants.

Community Morning continues to be a much-loved annual event at Red Kite, taking colleagues away from their desks and into the community to support local causes, strengthen partnerships and reflecting our values of Partnership, Respect and Pride.



## **Red Kite-backed mural project breathes new life into Mahoney Court**

A once-overlooked space at Mahoney Court in Desborough, High Wycombe has been transformed into a vibrant and welcoming environment, thanks to a colourful community art project.

The striking murals, which now brighten two walkways beneath the development's 41 flats, were inspired by our tenant-led Environmental Improvement Group (EIG). The group wanted to unlock the potential of the undercroft areas, creating an attractive space that tenants can be proud of while also helping to discourage antisocial behaviour and fly-tipping.

The project demonstrates how thoughtful environmental improvements can make a real difference to both the appearance of a neighbourhood and the sense of pride within a community.



We approached mural artist Shauna Blanchfield, who created the striking swan mural on Wycombe's Swan Theatre, to discuss bringing something similar to Mahoney Court. Following several planning meetings, the proposal was presented to the EIG, who voted in favour of the project at their April meeting.

Shauna spent a week creating a series of stunning, larger-than-life floral artworks inspired by wildflowers and nature. The finished pieces feature poppies, daisies and other wildflowers stretching across the walls, completely transforming the once plain walkways.

During the project Shauna's work attracted the interest of tenants and other local residents, who were excited to see her work arrive in their neighbourhood.

Tenants made Shauna feel especially welcome during her stay, even inviting her to join a community barbecue while she worked on the murals.

Janine Healy, Red Kite's Estates Manager, said:

"This project is a great example of tenants, the Environmental Improvement Group and our colleagues working together to once again improve a shared space in our community. The murals have brightened the area and helped create a more welcoming environment for everyone who lives at and visits Mahoney Court. We'd like to thank Shauna for her work on the project, and the tenants who made her feel so welcome."

This project is the latest in a series of changes at Mahoney Court that began in 2022 when EIG funded the planting of shrubs in a brick planter outside the scheme. Last year, the group also supported a large-scale daffodil planting project, bringing a spectacular burst of spring colour to the area.

The Mahoney Court project, along with previous ones at Linchfield in Totteridge and Baines House in Loudwater all show how small changes can make a big difference to where people live.

**We're committed to investing in our communities, and helping to create attractive, welcoming places that tenants are proud to call home.**

## **Update on sheltered housing improvements**

At the sheltered housing ELT coffee mornings, many of you shared ideas and suggestions about your schemes. We're continuing to look at some of the larger items raised and wanted to provide an update.

### **CCTV**

Following discussions with Buckinghamshire Council and its CCTV installation partner, site visits have been arranged to explore whether CCTV can be installed at some sheltered schemes. As a priority, we're focusing on the schemes where CCTV was raised during the coffee mornings: Woollerton Court, Kennet Drive, New Court, Orchard House, Havenfield Road and Park Street. If installed, the CCTV would be monitored by Buckinghamshire Council's control room on our behalf.

### **Parking**

We're still reviewing requests relating to parking. Each scheme is being considered individually, and we'll contact affected schemes once decisions have been made and any next steps have been agreed.

### **Laundry rooms**

Feedback about laundry rooms has been passed to our Assets Team, who are looking at the wider picture across our schemes and developing a programme of improvements.

Thank you to everyone who has shared their feedback. We'll continue to keep you updated as plans progress.





## 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.

**See you all in  
September during our  
Big Door Knock!**

