



Sheltered Scheme Newsletter

Winter 2023

We hope everyone had a lovely festive break, we're back in action here at Red Kite so, grab a cuppa', sit back and relax into our latest newsletter.

Free digital training for tenants!

We're offering tenants the chance to get involved in some free digital training.

Do you need a hand when it comes to sending emails, scheduling reminders and just using a digital device in general? Then this is the session for you!

Shirley, one of our tenants, who attended our first training session told us all about her training:

"The digital training was really great, I really enjoyed it. I found that the trainers were brilliant at explaining things in a way that I'd understand. I'm dyslexic so I find it a lot easier to learn practically and the training was great for this.



"I thought the training was so worthwhile and helped open me up to this new digital world. I loved what I learned so much that I invested in a laptop so I could carry on enhancing my digital skills! I would definitely recommend this training to other Red Kite tenants."

The training will be on **Thursday 1st February 2024** at the Red Kite office in Loudwater, to sign up, simply call **01494 476100**, email **volunteering@redkitehousing.org.uk** or ask your **Sheltered Specialist**.

There are limited spaces for this workshop, but more will follow. Transport can be provided.

Have you spotted damp, mould or condensation in your home?

Condensation is the most likely cause of damp and mould in our homes. It occurs mainly during cold weather, and tends to appear in places where there is poor air circulation. Because you can't see it, it's often hard to realise just how much condensation there is in your home.

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 we'll get back to you with the next steps. You can complete our online form (redkitehousing.org.uk/dmc) or we can take you through the questions over the phone - just call **01494 476100**. It's important that we gather all the right information to make sure we can tackle the problem quickly, so please allow 10 minutes or so to complete the form.

A day in the life of a Gilmartins operative

Have you ever wondered what an average day looks like for one of our Gilmartins reactive repair operatives? Well, wonder no more! We sent Communications Specialist, **Emma** out with carpenter James for a day to see what he gets up to.

Here's a sneak peak...

"I'm James, a Gilmartins operative. I've been working with Red Kite as a Repair Operative since it was created in 2011.

"When I first get to work in the morning, I check my van stock to make sure I have everything I need for the day, then log onto my PDA, the device I use to see what jobs I've got booked in. I

usually do between eight and ten jobs in one day, depending on how complex some of the issues are. I work between 8am and 5pm, so at just before 8am I head straight off to my first job."

Read the full blog by heading over to redkitehousing.org.uk/gilmartinsblog.



Red Kite's 12 Days of Kindness

Community funding has always been something very close to our hearts and we're passionate about making sure the money we have set aside for funding goes to groups that truly benefit our community.

So, this year, as well as offering our usual Springboard and Starting Blocks funding, we created Red Kite's 12 Days of Kindness to give smaller community groups a chance to receive a helping hand.

Over 12 days in December, we offered local community groups and charities the chance to win a £100 voucher. This could go towards a project or much needed supplies.

The winners

Meet and Mingle Cancer Support Group - A women's cancer support group there to offer support and guidance to women across South Bucks. Founders Sandrine and Joanna, who are both cancer survivors, started the group back in 2016 as they felt support in High Wycombe was lacking and wanted help to fill the gap.

Flackwell Heath Community Pantry - A local foodbank who used the voucher to restock their shelves just in time for the festive period.



Refresh the Marketplace - A community upcycling centre in High Wycombe.

Phoenix Lifestyle Innovations - Run by Lewis who is passionate about helping those in recovery.

Marlow Bottom Preschool - A preschool in the heart of the community.

Marlow Opportunity Playgroup - A group for children aged under five with learning difficulties and special needs.

SEND Holiday Club - A club for children with special educational needs.

Lane End Little Fishes - A stay and play group for parents/carers with children up to the age of four.

Social Link Football club - A disability football team that play in the BOBI League.

2nd High Wycombe Brownies - A space and platform for girls to try new things whilst they make friends for life.

Wycombe Youth Action Sheroes Youth Group - A youth group for young girls all across High Wycombe.

Holmer Green Football Club - The club was founded in 1908 and is an England Football Two Star Accredited Club.



Help over winter

Buckinghamshire Council's Helping Hand team is available to help individuals or families in need, those on low incomes and those who are experiencing a financial emergency or crisis.

Make sure to get in touch with the team if:

- You're struggling to afford food
- You can't keep on top of your bills
- You're in debt
- You're struggling to pay for essential goods in your home


You can request support from the Helping Hand team by completing their online form ([buckinghamshire.gov.uk/cost-of-living/contact-helping-hand/](https://www.buckinghamshire.gov.uk/cost-of-living/contact-helping-hand/)) or calling 01296 531151.


But remember, we're also here to help, call us on [01494 476100](tel:01494476100) or email wellbeing@redkitechousing.org.uk for support.




Cold weather advice

The temperature has certainly started to drop over the last few months, so we thought now would be a good time to remind you all of some helpful cold weather advice. We have a page full of information on our website, head over to [redkitechousing.org.uk/weather](https://www.redkitechousing.org.uk/weather) to have a read.

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. The NHS have some advice which everyone should keep in mind this time of year: [nhs.uk/live-well/seasonal-health/keep-warm-keep-well/](https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/).

 It's a good idea to locate your stopcock and check it works, so you know where to find it in an emergency - this is usually located under the kitchen sink, or in a storage cupboard, but if you can't find it contact us and we can advise.

 We all want to keep energy costs down, but it's also sensible to ensure your heating is set to a minimum of 13°C to reduce the risk of pipes bursting.

 Make sure you have home contents insurance in place. While emergencies are quite rare, when they do occur the damage can be great, so the small monthly payments really are worth it.

Have you got any feedback for us?

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.

Head over to our website to find out more or leave some feedback redkitehousing.org.uk/feedback.

You can also leave feedback by:

- Calling us on 01494 476100
- Emailing us at feedback@redkitehousing.org.uk
- Sending us a message on our live chat service (this can be found on our website redkitehousing.org.uk)
- Sending us a letter to Red Kite Community Housing Windsor Court, Kingsmead Business Park, Frederick PI, High Wycombe HP11 1JU



Sushi-making workshop is a hit with volunteers

In December, the Resident and Community Engagement Team held their bi-monthly volunteer coffee and catch-up session for 24 of our volunteers. These are valued by our volunteers as a way of catching up, networking with staff and their peers, swapping stories and tips, and generally having a good old natter.

As it was the last session of the year, we decided to give them a little extra treat, so organised for Tomono to deliver a sushi making session. Tomono attended one of our businesses courses in 2021, and in June 2022, received £1,150 from our Starting Blocks fund to buy equipment for her workshops, so it was great that we could have her in and support her business. The volunteers really appreciated Tomono's attention to detail, with the lacquer boxes and her beautiful kimono.



Time for a game! Anyone for a riddle?



1. What begins with an "e" and only contains one letter?
2. I am easy to lift, but hard to throw. What am I?
3. What has a neck but no head?
4. What has hands but cannot clap?
5. What has to be broken before you can use it?
6. What gets shorter as it grows older?
7. What can you catch but never throw?
8. What runs around a whole yard without moving?
9. Which fish costs the most?
10. What five-letter word becomes shorter when you add two letters to it?

Answers (turn me upside down)

1. An envelope.
2. A feather.
3. A bottle.
4. A clock.
5. An egg.
6. A candle.
7. A cold.
8. A fence.
9. A goldfish.
10. Short.

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

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