



# Section 1: About Red Kite

**Contact us**  
**Your support**  
**Who are Red Kite?**  
**Mission, vision, values**  
**Behaviour Charter**  
**Our Board**  
**Membership**

**Partnership • Respect • Pride**  
**Excellent services for you and your community**



## 1. About Red Kite

### Contact us

<b>General enquiries including service charges</b>	01494 476100 <a href="mailto:customer.services@redkitehousing.org.uk">customer.services@redkitehousing.org.uk</a>
<b>Report a repair (Including emergency repairs)</b>	01494 463690 Monday, Tuesday and Thursday: 8.15am – 4.45pm Wednesday: 1pm - 4.45pm Friday: 8.15am - 4.15pm (Out of hours calls will transfer to our contact centre) <a href="mailto:repairs@redkitehousing.org.uk">repairs@redkitehousing.org.uk</a>
<b>Service charge payments (Automated line)</b>	0844 5578321 (local rate) <a href="mailto:customer.services@redkitehousing.org.uk">customer.services@redkitehousing.org.uk</a>
<b>How to get involved</b>	01494 476221 <a href="mailto:TP@redkitehousing.org.uk">TP@redkitehousing.org.uk</a>



### Our address

Red Kite Community Housing  
Windsor Court  
Kingsmead Business Park  
High Wycombe  
HP11 1JU

### Opening hours

Monday, Tuesday, Thursday 8.45am – 5.15pm  
Wednesday 1.00pm – 5.15pm  
Friday 8.45am – 4.45pm

**Website** – [www.redkitehousing.org.uk](http://www.redkitehousing.org.uk)  
**Facebook** – Red Kite Community Housing  
**Twitter** – @RedKiteHousing



**Your support**

Your homeownership advisor is:.....

Phone number:.....

Email: .....

**Who are Red Kite?**

We are a tenant-led, not-for-profit independent housing organisation with charitable rules. To give you some background, all homes that were previously owned and managed by Wycombe District Council transferred over to Red Kite in December 2011 and we now own and manage these homes.

As a tenant-led organisation, tenants and leaseholders inspire and influence the design, delivery and outcome of everything that we do. We are accountable to you and are registered with the Homes and Communities Agency who monitor and regulate us. As leaseholders you have a really important role in making sure that we keep to the commitments that were made in the Housing Transfer Offer Document and we have lots of ways that you can get involved to see that this happens.



**Our mission, vision and values**

**Our vision:**

Excellent services for you and your community

**Our mission**

Together, we will:

- Provide excellent quality affordable homes to the highest standards
- Work to ensure responsive, value for money services that deliver successful outcomes and are transparent
- Develop new and creative ways of working that respect all views, benefit communities and encourage involvement at a local level.



## Our values

Together, we will:

Work in **partnership**. We will work with tenants, leaseholders, contractors, stakeholders, the wider community and staff; communicating and working in a fair and open way, building trust and mutual respect in all we do

**Respect** each other. We will value our tenants, leaseholders and staff and be supportive, efficient and flexible in all we do

Create **pride**. We will be innovative; creative; invest wisely and work to the highest standards, portraying excellence and pride in all we do.

**Partnership • Respect • Pride**  
Excellent services for you and your community



## Our Behaviour Charter

**Partnership:** we will work with tenants, leaseholders, the wider community and staff; communicating and working in a fair and open way, building trust and mutual respect in all we do. We will:

- **Have a can do attitude** - Yes we can!
- **Be supportive** - Work as a team and focus on understanding others needs
- **Be flexible** - Think outside the box and challenge ourselves and each other
- **Be empathetic** - Put ourselves in others shoes
- **Be honest** - Be open and transparent

**Respect:** we will value our tenants, leaseholders and staff and be supportive, efficient and flexible in all we do. We will:

- **Listen** - Show respect, understand what is being said and be willing to appreciate others views
- **Be polite** - Show and care for others feelings
- **Be helpful** - Willingness to contribute
- **Be caring** - Be caring and empathetic to others
- **Be punctual** - Arrive on time

**Pride:** we will be innovative, creative, invest wisely and work to the highest standards, portraying excellence and pride in all we do. We will:

- **Be professional** - Have trust, high standards and respect, understanding each other's roles and respect each other's expertise
- **Have a smart appearance** - Look the part
- **Be skilled** - Develop the skills needed to do the job
- **Be self-motivated** - Provide excellent services

**Smile - we are one team!**  
**We are accountable to each other**

**Partnership • Respect • Pride**  
Excellent services for you and your community



## Our Board

Our Board has overall responsibility for running Red Kite, including setting policies and directing activities and it has a duty to act in our best interests. The Board is made up of six tenants, one resident leaseholder, three council nominees and five independent people. Board members don't get paid but they can claim out of pocket expenses. You can find out more about who our Board members are on our website at [www.redkitehousing.org.uk](http://www.redkitehousing.org.uk).

## Membership

We would encourage all of our tenants and resident leaseholders to apply to become a member of Red Kite. You are eligible to do this if you:

- Are a tenant or resident leaseholder
- Are 16 years of age or over
- Are not in serious breach of your tenancy agreement or lease
- Agree to act in the interest of the association and for the benefit of the community, you are invited to become a member of Red Kite. Each joint tenant can apply to be a member separately.



If you become a member you will be entitled to:

**Hold one share in Red Kite** - each share is worth £1 which will be paid for you by us from a special fund  
Vote on key decisions – you can protect the interest of your community and influence the direction of Red Kite

To become a member all you need to do is complete and return a membership application form which can be downloaded from our website at [www.redkitehousing.org.uk](http://www.redkitehousing.org.uk) or call us on 01494 476100.

Each application will be considered by the Board and you will be notified once your application has been accepted. Your details will be held on a shareholders register and this information will be held securely and not shared with any other organisation.