



Kingdom Housing Association

The Resident - Summer 2020

Customer C.P.R.

Communication, Patience, Respect

We understand that the current situation is stressful for everyone but in order for us to be able to provide services and help you, we ask that our staff are given appropriate respect and courtesy. During recent times we have experienced an increasing level of inappropriate behaviour towards our staff and, as a result, we're launching our CPR campaign.

We work hard to respect our customers and we expect the same level of respect from you. Customers are at the heart of all we do but we won't tolerate abusive behaviour.

Our team will treat you with respect and dignity at all times and they have the right to be treated the same way by you. We operate a zero tolerance policy for verbal and physical abuse. Most people respect this. We aim for great customer service in everything we do, however, we recognise that there may be occasions where we fall short of your expectations.

We understand that it can be frustrating if there has been a delay in our response or we're not able to offer the solution you need. We'll always try to resolve these situations as quickly as possible.

Neighbour Disputes

We understand that neighbour issues can cause stress, fear and anxiety and your Housing Officer may not deal with the situation how you would like. If you are having problems with your neighbours, you may wish to speak with them to try to resolve the situation in the first instance.

If this does not help or if you do not feel comfortable doing this, please contact us. We are all spending increased time together in our homes during these unprecedented times and the knock-on effect of this may mean that you are more aware of noise levels from your neighbours.

This may include general household noise and children playing. Please try to be tolerant of the noise level you might experience during this time and consider the impact your behaviour and actions may have on your neighbours. Your Housing Officer may be restricted in how they can investigate and manage any complaints during this period. They'll continue to prioritise and manage cases of anti-social behaviour as best they can by giving regular updates, discussing further action where they can and signposting you to helpful support networks.

If you are experiencing repeated issues of anti-social behaviour, report it to us and Police Scotland by calling 101 or 999 if you are threatened with violence or are concerned for the safety of yourself or others. Noting times, dates and incident reference numbers from Police Scotland calls or visits will be useful for your Housing Officer should it be needed.

Message from Bill Banks, CEO

As we progress into phase 3 in relation to Scotland's Route Map relating to Coronavirus (COVID-19), I wanted to let you know that the management team is continuing to implement and monitor our business continuity plans. Where possible we are applying a business as usual approach to make sure other key non-Coronavirus activities are being progressed and we continue to follow UK and Scottish Government guidance.

Kevin Stewart, the Scottish Housing Minister, issued an open letter to tenants to provide information and advice on the steps being taken as part of the Route Map out of the coronavirus crisis. The letter also reassures tenants of the safety measures in place as landlords, including Kingdom, resume their repairs, maintenance and planned improvements programmes and I'd like to take this opportunity to reassure you that your safety and wellbeing throughout this pandemic is always our number one priority.

Our offices remain closed to the public at this time, however, our office based staff are working from home and continue to provide a service to our customers and tenants. You can stay up to date with any changes to service or developments concerning Coronavirus on our website www.kingdomhousing.org.uk and social media channels.



Repairs

We have restarted our routine repairs service, however, we are working on carrying out the backlog of repairs reported during COVID-19 so please bear with us.

If you have reported a routine repair to us that is outstanding, we will contact you in the coming weeks to arrange an appointment. Our plan is to start with the oldest repairs or the repairs that will be causing the most inconvenience first.

You can find out more information on all other types of repairs and the steps we are taking to carry these out on our website.

In the meantime, you should report repairs in the normal ways, either by email, via our website, through your My Kingdom account or by calling [01592 630922](tel:01592630922) (option 2).



Bill Banks, Chief Executive Officer

Worried About Paying Your Rent?

Our message to all customers is simple: if you're worried about paying your rent, please get in touch.

The sooner you contact us, the quicker we can help you. We are here for you and we'll do everything we can to support you and your family through these difficult times. We have trained staff who can give you advice on the benefits you can claim during this time and with any additional support you may need.

It is important that those who are furloughed or self-employed receive tailored advice on what additional help you can claim.

In addition to our usual advice and support services, we will be working closely with Frontline Fife and other local agencies. This allows our customers the opportunity to access independent support during this period.

You can reach the Customer Accounts Team by telephone on [01592 630922](tel:01592630922) (option 3) or by email on customeraccounts@kha.scot. You can check your rent account or send us a message using the My Kingdom Portal on our website.

Summer Gathering Update

Current coronavirus restrictions couldn't eclipse the enthusiasm for the Kingdom Group's hugely successful Summer Gathering event which this year was hosted entirely online using video conferencing platform Zoom.



Tenants from across Fife and beyond logged in on Saturday morning to meet up virtually with other tenants, to share their views on the subjects that matter to them most and to discuss ways in which they can continue to be involved with tenant participation in the future.

Free workshops were offered to all who attended including mindfulness, harp therapy, a virtual garden tour of Kirklands House & Garden in Saline and an insight on guide dog training with an appearance from a very special guest, Duke German Shepherd-Golden Retriever cross.

Younger guests were catered for too with children's workshops from Wild Planet Explorers and award winning cellist Greg Sinclair.

The event, one of the first of its kind in Scotland, proved to be a hit with all involved, even though the technology was new to some.

If you would like to take part in tenant events, please let us know by emailing maxscotto@kha.scot

Employability Support

During the pandemic all our staff have been continuing to support our current clients with welfare calls, updating CVs and job search support.

Our friendly and experienced team can help you if you are unemployed to identify and remove a range of barriers that is stopping you applying for and getting work.

We can help you find alternative work if your employment situation changes as a result of the impact of Coronavirus in our society.

Our staff can also give help and advice to access other support services, including what to do and who to contact if your job is under threat. If you would like to get in touch, email kingdomworks@kha.scot or call 01592 631991.

Need Advice or Support?

The Kingdom Group has a tenancy sustainment service with a team of dedicated workers who can support you by:

- Giving advice and help with benefits
- Helping you to settle into your new home
- Helping you with budgeting
- Advocating on your behalf about issues that impact you or your home and
- Advising you on utilities issues or home energy efficiency

To refer yourself to the service or to find out more, please get in touch by emailing tssteam@kha.scot. You can also request a call back by phone on [01592 807695](tel:01592807695).

If your income has been impacted by the Coronavirus (COVID-19), you could be eligible for support through Government sick pay or benefits. You can use our new benefit and budgeting calculator to look at what support you are entitled to.

Visit the link below for more information, where you can also find out more about the financial support available through the benefits system.

www.kingdomhousing.org.uk/benefit-calculator/

Planned Maintenance

The coronavirus pandemic and the start of lockdown has had a big impact on our planned maintenance programme. We've been strictly following all public health guidance to keep you safe and to do our bit in slowing the spread of the virus.

We've also been working hard behind the scenes to make sure as soon as we are given the green light, we're ready to get back to work fully.

Planned works for 2020/21 include:

- 117 kitchen replacements
- 167 boiler replacements
- 402 smoke detector replacements
- 631 cyclical painter work
- Replacement windows at 196 properties
- Replacement external doors to 82 properties
- Replacement bathrooms at 163 properties
- Replacement common stair vinyl at 14 blocks of flats
- Roof replacements at 22 properties

We will keep you updated of the planned maintenance on our website www.kingdomhousing.org.uk

