



Kingdom Initiatives Bulletin Winter 2020



Christmas Opening Hours



Our Customer Contact Centre will be closed from 3pm on Thursday 24 December 2020 until Tuesday 5 January 2021 at 10am. However, during the festive period, we'll be available digitally to answer your enquiries. You can email us, contact us via My Kingdom, talk to us on Live Chat or private mail us on social media such as Facebook and Twitter.

If you need an emergency repair during this period.

Fife, Falkirk & Clackmannan:
Kingdom Maintenance Team
01592 632632

Perth & Kinross:
Plumber 01738 828554
Joiner 07875 365432
Electrician 01738 625608

Tenant Information Service (TIS) - National Excellence Awards 2020

The TIS Awards were held at the end of November and Kingdom were delighted to win 2 awards after being shortlisted for 5.

The award ceremony was held on-line using zoom, and included a comedian and a band playing live music. The Kingdom winners were:

Max Scotto: - TP Champion (Housing Organisation Staff Member Award)

Kingdom Housing Association:- Danny Mullen Scrutiny Excellence (Outstanding Housing Organisation)

Overall, a great night for Kingdom and our tenants; a real celebration of the great work on tenant participation and scrutiny that has been undertaken by tenants and staff over the past few years.

Kingdom CARES

At Kingdom, we are committed to continually improving customer service. We are pleased to announce the introduction of our new Customer Service Excellence project called "Kingdom CARES". CARES stands for Kingdom's 5 core values:

Customer
Accountable
Respect
Efficient
Support



This project will involve staff training and development as well as consultation with customers to identify key areas for improvement. The project logo was developed with input from customer and staff focus groups - thanks to all who contributed.

Payday Lenders

Don't fall into the payday lender trap!

In the run-up to Christmas, it can be tempting to borrow money to see you through. Please remember that you'll have to pay back far more than you borrowed and it will make things worse.

If you're struggling financially, come and talk to us. We can help you sort out your benefits, your fuel bills and give you money advice to help you make ends meet.

Our Tenancy Support Service is available on 01592 630922 option 5 or email tss@kha.scot

Message from Bill Banks, CEO

We recognise that the last 8 months have been challenging for everyone and we're continually reviewing the way our services are being delivered and how our tenants are being supported. Despite our offices being closed, all of our office-based staff continue to work from home.

Most of our services are continuing remotely, except where we provide an essential service. For example, in house maintenance services and personalised care and support. Our trades operatives continue to provide emergency, urgent and routine repairs and our housing allocations have recommenced.

Financially, the current situation has been very challenging for many tenants and customers and we have found different ways to help and support them during this period. We still have challenging times ahead and we'll continue to support our tenants and customers in whatever way we can. If nothing else good comes from the current situation, it has demonstrated that we are agile enough to do it and we have enhanced our resilience for the future.

Take care and have a wonderful Christmas.



Bill Banks, Chief Executive Officer

Paying Your Rent

Make sure you pay your rent on time, every time - don't put your home at risk. Missing payments when you're on a low income can be tough, especially at this time of year, and to make up the shortfall often leads to a cycle of debt.

If you're struggling with your rent payments, please come and talk to us about a repayment plan. We'll help you with a plan you can afford.

If your circumstances change and your income drops, you need to claim Universal Credit straight away. Universal Credit is never backdated and is paid from the day you claim - every day counts! We can help you make a claim.

Contact our Customer Accounts team on 01592 630922 option 3 or email customeraccounts@kha.scot



EU Settlement Scheme- Apply now!

All EU/EEA/Swiss citizens, and their family members, who arrive in the UK before 31 Dec 2020 must apply to the EU Settlement Scheme by 30 June 2021.

The EU Settlement Scheme gives you and your family the right to live, work, study, and access free health services, benefits and social support. Without a valid immigration status after 30 June 2021, you will lose your right to live in the United Kingdom.

If you need help with your application, please contact the EU Citizens Rights Project for free advice and support. They can also recommend local organisations who can help you complete your application. Visit their website at www.citizensrightsproject.org.uk.

Winter Gathering



In November, we hosted our Winter Gathering through Zoom. 18 residents came along to hear more about what's happening in their communities and the services and opportunities that Kingdom offers. They had the chance to meet 2 officers from Safer Communities Fife and to take part in workshops on mindfulness and gardening.

The highlight of the event was the announcement of the winners of our Good Neighbour Awards. Due to the high quality of nominations, the judging panel decided not to award a 1st, 2nd and 3rd place but create 4 award categories with a winner and runner-up in each. The judging panel consisted of 2 tenants, our CEO, our Head of Development and a member from TIS.

It was great to celebrate the outstanding work that many tenants and residents have been doing to support others this year. Keep an eye out for more information about this in our next newsletter.



Domestic Abuse

Your home should be a place of safety and security but for many experiencing domestic abuse it can be the opposite. If you're experiencing physical, emotional, sexual or financial abuse or are being intimidated or threatened by a current or previous partner, you're being subjected to domestic abuse.

You're not to blame for what is happening to you, it is NOT your fault. Above all, you're not alone and you don't need to suffer in silence. Contact us or visit our website for more information www.kingdomhousing.org.uk

Please Be Mindful

With Coronavirus restrictions being relaxed for 5 days over Christmas, we're sure everyone is looking forward to spending time with friends and family.

During this time we would ask you to be mindful of your neighbours to make sure surrounding properties are not disturbed.

If you do experience any issues over the festive period with noise nuisance or antisocial behaviour, you should contact Police Scotland on 101 in the first instance.



Top Tips to Stay Warm this Winter

We'd like to share with you some practical tips and advice to help you to stay warm in your home this winter.

- Keep your heating on a low temperature instead of heating your home up quickly;
- If you are likely to be away for a short period please leave your heating on;
- If you have a power card or gas card meter, make sure you leave enough credit in these;
- Keep any outside doors shut and report any draughts ;
- Close all blinds and curtains at night;
- Make sure you keep your living room warm throughout the day and heat your bedroom before bed;
- Keep furniture away from radiators to allow heat to circulate freely;
- Stay at home in really bad weather, even if that means re-arranging non-urgent appointments;
- Make sure you order repeat prescriptions in good time and don't wait until you run out.



Tenant & Customer Participation Strategy

We would like to thank the 312 residents who completed our online survey about the review of our Tenant and Customer Participation Strategy and to the 40 young people who told us they would like to take part in future consultations.

Your feedback will help to create new opportunities to influence the decisions we make and the services we provide. In response to the survey, we're already looking to create more ways for young residents to take part online.

If you would like to find out more information or discuss opportunities to take part, please contact tp@kha.scot

Aged 14 -25?

We're working with young people aged 14 - 25 to develop opportunities to get involved with Kingdom. We're keen to explore different ways to do this online, through the use of mobile apps and in ways that could help them to develop their own skills.

The first meeting will be held through Zoom in January. Please email tp@kha.scot to find out more and to let us know if you or somebody in your household would like to take part.

