

INTRODUCING KENISTON

This leaflet introduces Keniston Housing Association by telling you about what we do, how we work, our staff, and our board.

We are a housing association with over 800 properties in London and the South East. Our aim is to house people who find it difficult to rent decent accommodation or buy a property.

Our values

We aim to meet housing need, provide good-quality well-managed homes, and give the service residents want. Our values are respect, openness, accountability, honesty and excellence.

Governance

Keniston is overseen by a governing Board. Members of the board are skilled and experienced people who give their time to govern the association. The Chair of the board receives an annual fee and all members can claim reasonable expenses, for travel costs for example. There are up to three places on the board for tenant members.

The board is responsible for appointing our Chief Executive and they meet four times a year joined by our senior management team.

There are strict rules for board and staff about conduct and avoiding conflicts of interest. This covers payments or benefits they can receive, including, for example, the circumstances in which a tenancy can be granted to board members, staff or their relatives. These restrictions are in place to reassure everyone that the way we operate is fair.

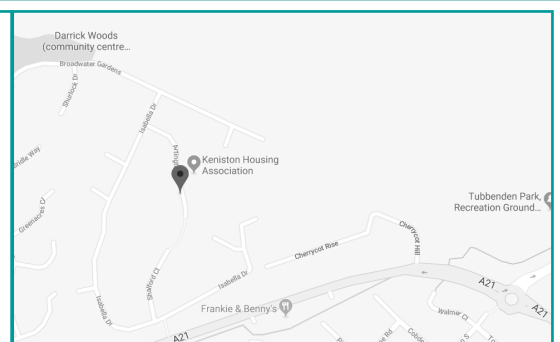
We are regulated by The Regulator for Social Housing; our registration number is L1965. We are a registered provider of housing also registered with the Financial Conduct Authority as a Co-operative and Community Benefit Society, number 19475R. We are a member of the National Housing Federation which represents the social housing sector.

Areas we cover

Our properties are in Islington, Lambeth, Southwark, Croydon, Bexley, Bromley and Crawley. Many of the properties are flats, but there are houses in Bromley, Lambeth, Southwark and Crawley. Some of the flats are 'sheltered' – these are for older people and have extra support services, usually provided through a Sheltered Scheme Manager.

Our office

The office is in Farnborough, Kent, between Orpington and Bromley, about 4 miles from junction 4 of the M25. It is situated on Keniston's largest estate, known as Darrick Wood, which consists of nearly half of our properties.



INTRODUCING KENISTON

Our staff

We currently have nearly 50 staff. About half of these are office-based, the others are based on our estates, with jobs such as sheltered scheme managers, caretakers, cleaners and gardeners. Many staff are part-time or job share. Office staff work in four teams – Housing Management, Property Services, Finance and Customer Services. We operate a hybrid working policy for some roles with staff working partly at home and office.

How we work

New tenants are either referred to us from local authorities or a small number of other organisations which deal with people in housing need (we call these referral agencies). We only hold a waiting list for sheltered flats for older people, and a limited waiting list for one-bedroom and studio flats for people on a low income. We occasionally have to close the waiting lists due to high demand.

Annual report

Each year we publish an annual report on our performance which is sent to you and you can also view it on our website.

Are you online?

Yes you can find us through a variety of ways online. Please visit our website www.kenistonha.co.uk where you will find lots of general information and help for residents. You will also find us on social media, just search Keniston Housing.



What can I expect when I contact you?

We aim to provide you with an excellent service and we set ourselves the following standards. Staff will be courteous and polite and will give their name.

Our Customer Service Team are your main point of contact and aim to resolve your queries first-hand. If they need to progress your query further, they will inform you who will be dealing with it and when to expect a response. Please call 01689 889700.

We aim to respond to phone calls within specified timeframes:

- Emergency – 24 hours
- Urgent – 2 working days
- Non urgent – 10 working days

We aim to respond to all letter and email correspondence within 10 working days. If your enquiry is urgent, please call us instead. If we cannot respond within these times, we will keep you updated.

Please note that many staff have to make visits to various schemes and we also have a number of scheduled meetings. This means that the person you want may not be available when you phone. However, you can always leave a message for someone to phone you back.

Address: Keniston Housing Association
13 Artington Close, Farnborough, Kent BR6 7UL
Phone: 01689 889700
Email: enquiries@kenistonha.co.uk

Opening hours: 9am-12.30pm and 1.30pm-5pm Monday to Friday, except bank holidays. **Visiting the office is by pre-booked appointment only.**

We will tell you if we plan to close on any other days. Occasionally we are closed for staff training, but our phone line will be staffed. For details of the out-of-hours emergency repair service – see leaflet: *Repairs and maintenance*.

INTRODUCING KENISTON

The Board



Emma Keegan – Housing Professional
(Chair and member Development & Growth Committee)

Emma has more than 25 years' experience working in the housing sector, currently as Chief Executive of Lambeth and Southwark Housing Association. She is an experienced board member who joined Keniston as Chair in 2019. She holds Post Graduate Diplomas in housing, management studies, and systems thinking and practice. Emma is also a member of the Chartered Institute of Housing.



Ian Pinches FCCA FRSA – semi-retired portfolio Non Executive Director
(Chair of Audit & Risk Committee)

Ian has worked in the wider public sector in a Non-Executive capacity for almost 20yrs (Housing, NHS – both Provider & Commissioner and the Emergency Services) and brings a depth of relevant experience to his role at Keniston. Prior to taking semi-retirement Ian worked in Housing and served as Deputy Chief Executive & Finance Director at a London based provider of Housing, Care & Support services and subsequently started and ran a multi-award winning small business in the Hospitality sector for a decade.



Shehla Husain – Deputy Director, Home Office
(Co-Vice Chair and member Development & Growth Committee)

Shehla works for the Home Office on public protection. Prior to this Shehla worked for the Department for Communities and Local Government for 10 years. During her time there Shehla took the Housing and Regeneration Bill through Parliament to Royal Assent in 2008; set up the Homes and Communities Agency; and delivered the Supporting People Programme. Previously, Shehla worked for two other Government Departments; the Housing Corporation; and charities. Shehla became Co-Vice Chair at Keniston in 2015.



Peter Voisey – Solicitor (Co-Vice Chair and member Audit & Risk Committee)

Peter is a qualified solicitor of over 28 years' standing and has been practising as a partner in a large City law firm for many years, specialising in capital markets and finance. His practice includes advising on bond issues and related finance transactions for housing associations. Peter became Co-Vice Chair at Keniston in 2015.



Simone Bailey – Director of Train Service Provider
(member Audit & Risk Committee and Development & Growth Committee)

Simone is a member of the Royal Institute of Chartered Surveyors and has worked at Abellio Greater Anglia Ltd (a train operating company) as Asset Management Director since 2012. As Asset Management Director she has full responsibility for improving customer satisfaction and driving value from 132 stations across East Anglia. Prior to that she worked at Network Rail Property as Retail Director and then Commercial Director.



Sally Rice – Independent Housing Consultant (Chair Development & Growth Committee)

Sally currently works as an independent housing consultant. She previously worked for Moat, a leading South East Housing Association, in various senior positions and for the last 9 years as Director of Development. During this time she was responsible for the delivery of substantial new affordable housing programmes and estate regeneration projects. She has also worked for a major national developer in land acquisition and in Local Government. She is a qualified planner and member of the Royal Town Planning Institute and is also a member of the Chartered Institute of Housing.



Lucy Worrall – Head of Corporate Strategy & Change
(member Development & Growth Committee)

Lucy recently joined Sovereign housing association as their Head of Corporate Strategy and Change. Prior to this she worked at Peabody housing association for five years, most recently as their Head of Strategy, Research and Insight. Lucy has also worked as a Consultant at Altair where she supported on a number of service, strategy and governance reviews.

The Board

Stephen Hoad – Property Director, Diocese of Rochester

(member Development & Growth Committee)



Stephen is a Fellow of the Royal Institute of Chartered Surveyors and works for the Diocese of Rochester as Property Director with responsibility in the operational management of their property portfolio, development and strategic projects. Prior to working for the Diocese Stephen worked in both consultancy and housing roles for over 20 years. Stephen had a particular focus on planned maintenance and development of residential property portfolios, with a passion for delivering excellent customer engagement, value for money and statutory compliance.



Elizabeth Emmanuel—Resident Board member

A Keniston resident and Chartered Management Consultant who has been working with small businesses for over 15 years to optimise and transform their businesses digitally. A UK registered nurse, working in the NHS for the past 20 years and now supporting the NHS Integrated Care board ICB to assess the continued health care provision across England.

Details of our housing

Housing—Inner London Islington

36 flats for families and single people
52 flats for families and single people

Southwark

51 flats for families and single people
7 family houses

Lambeth

10 family houses

Housing—Outer London

Purley, Surrey

24 flats for families

Housing—Outer London Farnborough, Kent

253 family houses

66 flats

50 sheltered flats for elderly people

Bickley, Kent

45 flats for over 50's

39 flats for families and single people

1 house

Bexley, Kent

44 flats for families and single people

51 sheltered flats for elderly people

Housing—Outer London West Sussex, Crawley

16 family houses

12 flats for single people

39 sheltered flats for elderly people

We manage some leasehold properties.

Bexley – 16 flats

Croydon – 12 maisonettes

Islington – 9 flats

Southwark – 2 flats

Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

Address: Keniston Housing Association
13 Artington Close, Farnborough, Kent BR6 7UL
Phone: 01689 889700
Email: enquiries@kenistonha.co.uk