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, Inclusivity, Integrity 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. Members receive a fee and can claim reasonable expenses, for travel costs for example. There are up to three places on the board for resident members.

The board is responsible for appointing our Chief Executive and they meet five 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.

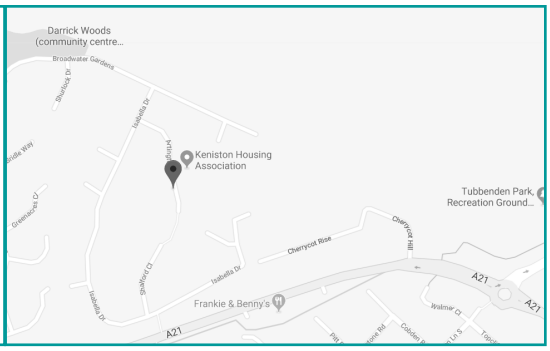
We are regulated by The Regulator for Social Housing; our registration number is L1965. We are a registered provider of housing also registered with the Financial Conduct Authority as a Co-operative and Community Benefit Society, number 19475R. We are a member of the National Housing Federation which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



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Our staff

We currently have nearly 40 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*.

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The Board

Peter Brown – Housing Specialist (Chair)

Peter is a highly experienced executive and non-executive director with a long track record of successfully managing housing associations. He has extensive knowledge of customer service, asset management, and organisational cultures gained from working with the not-for-profit, commercial, and charitable sectors. Peter's executive career includes five Housing Association Chief Executive positions.

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.

Stephen Hoad - Chartered Surveyor, private practice

(member of the 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.

Mariola Viegas - Design and Technical Lead, Architect and Design Manager

(Chair Development & Growth Committee)

Mariola is a construction professional with a focus on housing and education with project values up to £95 million. With over 15 years' post part 3 experience from conceptual design up to delivery, stakeholder engagement, committee meetings and management of multi-disciplinary teams. Experienced in both the public and private sectors, she has built up a varied skill set which includes excellent client service and communication skills and is able to liaise and manage different departments in order to achieve shared aspirations and objectives.

Rachel Hewett - Director of System Strategy at NHS Kent and Medway

Rachel has worked in operational and strategic roles in the NHS across providers and commissioners. She is currently Director of System Strategy at NHS Kent and Medway and also holds trustee and business advisor roles. Health is impacted by a range of social, economic and environmental factors and through this interest in the wider determinants of health, Rachel is keen to share her leadership skills and experience.

Marcia Gillings – Chartered Surveyor

Marcia is a Chartered Surveyor, MRICS, and an MSc in Real Estate Development and Investment with over 30 years of experience working for Local authorities, Housing Associations and a Government Agency, now Homes England. Her experience covers housing development, asset management and investment management. Newly semi-retired, Marcia is embarking on a consultancy and non-executive career.

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The Board

Andrew Pert CMIIA – Chartered Internal Auditor
Andrew has worked in the wider public sector for over 35 years with the last 20 years in the Housing Sector. Employed as an auditor of another Housing Association in North Kent, he brings to the Board a range of skills and experience from reviewing systems and processes within the Association and knowledge of the regulated sector in Housing. Andrew is a Chartered Member of the Institute of Internal Auditors. He is also an independent member of the Board at Gravesend Churches Housing Association.

Simon Hague – Independent Housing Consultant
Simon has worked in social housing for over 30 years . Starting as a housing officer he has worked for several local authorities and housing associations including working in senior positions. For the last 5 years he has worked as an independent housing consultant. His last role was Interim Director of Housing at mhs homes. Simon is passionate about customer service and making a positive difference to both individuals and communities.

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 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:

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