

May 2025

TENANT NEWS

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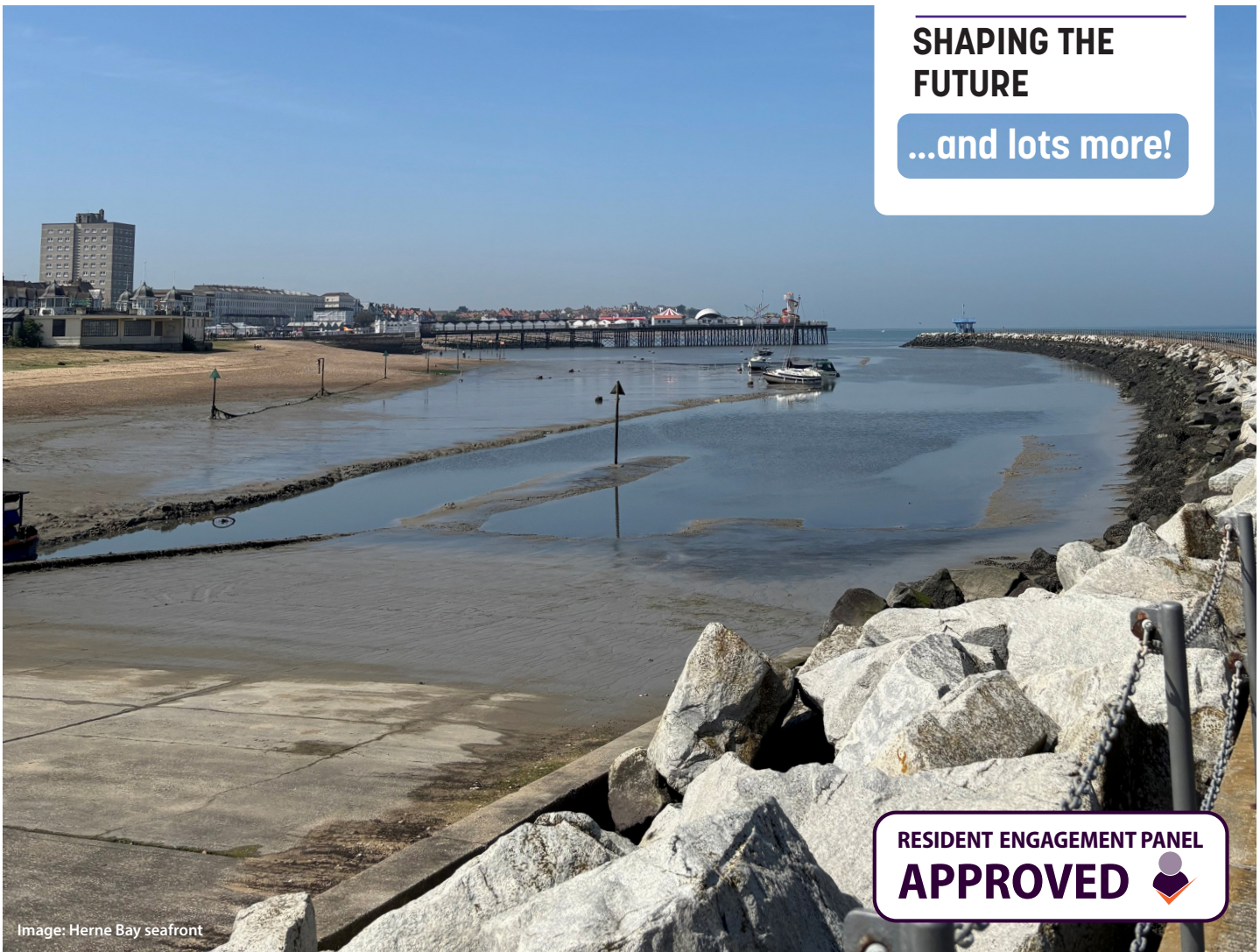


Image: Herne Bay seafront

**RESIDENT ENGAGEMENT PANEL
APPROVED** 

PLEASE NOTE: NOT ALL OF THE CONTENT IN THIS NEWSLETTER NECESSARILY APPLIES TO RESIDENTS IN INDEPENDENT LIVING. IF YOU ARE IN DOUBT, PLEASE CONTACT US.

Dear tenants

As Cabinet Member for Housing at the council, I have the privilege and responsibility of overseeing all aspects of our council homes – from buying new properties and upgrading insulation and heating systems to improving our repairs service, strengthening how we communicate with you.

I regularly attend your Resident Engagement Panel, the Disability Forum and the Independent Living Forum and I'm always grateful for the warm welcome I receive.

Last summer I joined some of your representatives to visit the new homes in Broad Oak and I hope to take part in more opportunities like that.

This part of my role is one I take very seriously. I've visited homes across the district to get a clear picture of what's working well and, just as importantly, where we need to do better.

I know our complaints handling hasn't met expectations and I want to be clear that improving this is a priority for me.

Over the summer we'll be holding a number of Community Listening Days and I look forward to meeting many of you in person and hearing your views.

Lastly, I'm pleased to share that we've secured a significant government grant to help us invest even more in improving many of your homes – making them warmer, more energy efficient and cheaper to heat.

Over the coming months and years we'll be planning and carrying out this work across council properties. This will mean asking you to give us access to your homes at times and I want to thank you in advance for your patience and support as we deliver these important improvements.

I hope you find this edition of Tenant News useful and informative.



Regards Pip

Cllr Pip Hazelton, Cabinet Member for Housing



Tenant survey results

We'd like to say a huge thank you to everyone who took the time to complete our annual Tenant Survey last year.

Your feedback is incredibly important to us and helps shape the services we provide.

This year's survey ran from July to September 2024 and we received 588 responses!

Your views on everything from repairs to building safety and tenant engagement have provided valuable insights into what's working well and where we need to improve.

Congratulations to **Anne Taylor** who was randomly selected as the winner of our £50 shopping voucher!

We'll be sending out the 2025 Tenant Survey this summer, so keep an eye out and have your say again!

What next?

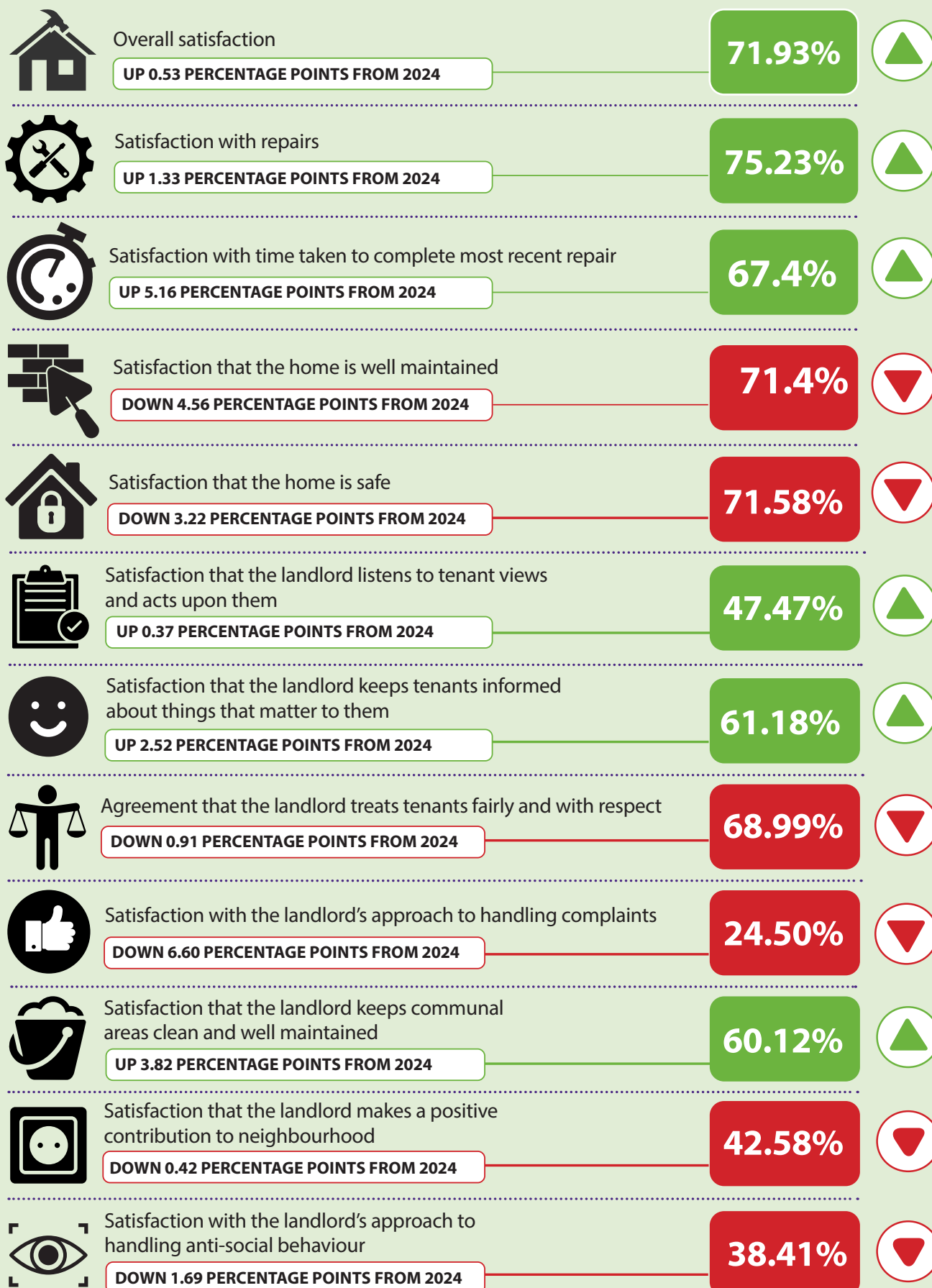
Your views, along with the results of our recent Tenant Engagement Review (REP), are helping us focus on what matters most to you.

We're using this feedback, alongside government standards for housing services, to make sure we're meeting your needs as tenants.

Our officers are working closely with the Resident Engagement Panel to develop an action plan to improve our services. Some of the areas we're working on include reviewing the cleaning schedule, organising more community events, working with Cardo to improve repairs and making the complaints process clearer and more effective.

Thanks again for sharing your thoughts. We're already making changes and look forward to hearing more from you in the 2025 Tenant Survey!

THIS IS WHAT YOU TOLD US:





Swale Heating has a new name!

Swale Heating is now Sureserve Compliance South. But don't worry, nothing else is changing! The same team will continue to provide your gas servicing, repairs, and upgrades as usual.

You may still see Swale Heating logos on vans and uniforms for a little while but, rest assured, it's business as usual.

IF YOU HAVE ANY QUESTIONS, PLEASE GET IN TOUCH BY CALLING 0800 987 4033

IMPORTANT UPDATE:

Evening and Saturday appointments for contractors

We understand many of our tenants have busy lives, and we want to make sure all necessary work is carried out at times that are convenient to you.

As part of the new Cardo contract, contractors will now be able to make appointments with tenants on Saturdays and evenings up to 7pm to better accommodate tenants who work during regular business hours.

If you have any questions or concerns about this new arrangement, please feel free to get in touch.
generaltenancyenquiries@canterbury.gov.uk





GIVE IT A GO!

FREE FAMILY EVENT



An event encouraging an active lifestyle and wellbeing through sport including combat archery, wheelchair rugby, taekwondo and more. For all abilities and ages 4 to 18 years.

Saturday 12 July 2025
10am to 4pm
at Canterbury Rugby Club, CT4 7DZ

For more information scan the QR code or visit news.canterbury.gov.uk/campaign/purple-partnership

Free bus service every 30 mins from Canterbury City Centre bus station to the rugby club.





Beware of loan sharks

A loan shark is an illegal money lender who charges extremely high interest rates and often uses threats or intimidation to get their money back.

They don't follow the law and can take advantage of people in difficult situations.

Signs of a loan shark:

- Did they offer you or someone you know a cash loan?
- Did they fail to give you any paperwork?
- Have they added huge amounts of interest to your loan?
- Have they threatened or intimidated you?
- Are you afraid of people finding out?
- Have they taken your bank card, benefit card, passport, watch or valuables as payment or security?

Worried you might be borrowing from an illegal lender?

You can check if a lender is legal by searching the Financial Conduct Authority's register:

www.register.fca.org.uk

Reducing your bills

We're committed to making your home warmer, more energy efficient and cheaper to heat.

That's why we're spending £17.85 million made up of our own investment and government cash to improve homes. We will bring them up to an energy rating of C where we can. This could include installing insulation and fitting new windows.

Our contractor Potter-Raper has begun assessments and may have already been in touch with you.

We'll be appointing an extra contractor to carry out more assessments soon.

We want to keep disruption in your home to a minimum.

We understand having work done in your home is not always easy. If you are struggling or are worried about this, please let us know and we will work with you to find an answer.

If you have any questions, please contact us at **generaltenancyenquiries@canterbury.gov.uk**. We're also working closely with the Resident Engagement Panel to make sure tenants feel supported throughout this project.

Stay tuned for more updates.

NEED HELP?

If you or someone you know is in debt to a loan shark, support is available. Stop Loan Sharks offers completely confidential advice and help.

Website: **stoploansharks.co.uk/get-our-help/**

24/7 Helpline: **0300 555 2222**

SHAPING THE FUTURE

We've listened to your feedback!

Between October 2024 and January 2025 we asked for your views as part of our Tenant Engagement Review. Thank you to everyone who took part.

Your feedback has helped us rethink how we engage with you and make sure it works for you.

We also need to comply with the Regulator of Social Housing's Consumer Standards, which require us to ensure you can influence decisions and feel supported. This feedback has helped us shape a new framework focused on meaningful engagement for you while balancing our resources and statutory responsibilities.

Thank you for sharing your views. We're committed to improving tenant engagement and creating opportunities that work for everyone. Together, we can build stronger communities and better housing services. Stay tuned for more updates as we roll out these changes.



WANT TO GET INVOLVED

Email **getinvolved@canterbury.gov.uk** or call **07597 528 428** to share your ideas or join one of our engagement activities.

WE ARE...

YOU WANT...

- 1 Better communication and more updates**
- 2 To meet housing officers in person**
- 3 Meaningful activities that make a difference**
- 4 To break down barriers to engagement such as timing, lack of awareness and unclear purpose**

Collecting email addresses to set up a mailing list on things that are happening across the district, including housing-related news

Arranging community days and Big Door Knocks with housing managers, councillors and council staff

Working closely with the Resident Engagement Panel, Disability Forum, Independent Living Forum and newly established Communications Group to have the tenants at the front of everything we do

Making sure all our events and communications are clear looking into having our tenant meetings both online and in person and having all our meetings as inclusive as possible

Stay connected! Share your email address



We understand staying informed about your tenancy and what is happening in your community is important to you. That's why we're collecting email addresses so you never miss updates, surveys or information that might affect you.



Why do we need your email?

This is your direct line to important information. We'll provide you with updates on any changes to your tenancy, building maintenance, or council services. Plus we'll let you know about community events and things happening in your neighbourhood. By providing your email address, you'll help us reach you more quickly. We won't be contacting you too often and promise to never send you anything we don't see as important.

What's in it for you?

Faster communication: get important updates straight to your inbox

No more missed notices: whether it's a maintenance update or a local event, you'll be in the loop

Easy participation: quickly respond to surveys and share your feedback

How to update us: please complete the tear-off slip below and return it to us in the freepost envelope provided. It's quick and simple and it'll make a big difference in how we communicate with you.

Tenant name:

Address/flat number:

Email address:

By providing my email address, I consent to receiving communications from Canterbury City Council's engagement team, including but not limited to regular updates, surveys and important notices.

☐

I understand I may opt out of these communications at any time by contacting the Tenant Engagement team.

Signature: Date:

Thank you for helping us improve how we communicate with you. We value your input and look forward to making sure you have all the information you need to stay informed!



Community listening days

We're pleased to announce we're continuing our community events after the success of last year! This is a great family afternoon which involves games, prizes and the opportunity to speak to your housing team. Each year we visit new areas to engage with the community and improve the area. This year we're visiting:

PLEASE DO POP DOWN AND GET INVOLVED

Wednesday 30 July
Lucerne Drive, Whitstable

Wednesday 6 August
Bankside Flats,
Spring Lane Estate
Canterbury

Wednesday 20 August
Sussex Close, Hampton

Wednesday 27 August
Baker's Lane /
Retain Road, Chartham

Tenant News – now available

ONLINE

Good news! You can now find the past three years of our tenant newsletters online at:

canterbury.gov.uk/yourhousingsservice.

We'll continue to send them out twice a year, but now you can catch up on previous editions whenever you like. We're always looking for ways to improve Tenant News and Views and your feedback plays an important part in this.

Please take a few minutes to complete our survey at **online1.snapsurveys.com/tnvfeedbacksurvey** or by scanning the QR code below.

Alternatively, you can contact Lizzie Norcott at **getinvolved@canterbury.gov.uk** or **07597 528 428** to share your ideas more informally.

The survey is open until Monday 14 July 2025 - we look forward to hearing what you think.

We'd also love to hear your thoughts.

If there's something you'd like to see in future newsletters, get in touch and let us know. This is your newsletter, and we want to make sure it's useful for you.



THE ENGAGEMENT EXPERTS

tpas

Tenant Participation & Advisory Service (TPAS)

We've joined up with the Tenant Participation & Advisory Service (TPAS), a not-for-profit organisation which promotes, supports and champions tenant involvement.

As a tenant, you can access the TPAS website and create your own TPAS account to instantly access resources, advice and information from your mobile device or computer. Visit **tpas.org.uk/landlord/tenant/create-member/326** to join.