

MARCH 2026

# TENANT NEWS



PART OF THIS NEWSLETTER HAS BEEN WRITTEN BY THE TENANT COMMUNICATIONS GROUP

## Welcome to a successful start to the year

Our first meeting of 2026 was a success; we planned housing drop-ins and hosted a special guest Danielle Bayai – chair of the Independent Advisory Group (IAG) for Kent Police.

We're supporting the council in changing the way it communicates with tenants, making it easier for you to get in contact with staff and give feedback on your experiences with services.

We meet monthly in the council offices. If you'd like to pop along, have a cuppa and to see what we're about, please call the tenant engagement team on **01227 862 142**.

**John Shilling**, Chair of The Tenant Communications Group  
**Sheila King**, Vice Chair of the Tenant Communications Group



## Housing Hubs

For a while, we've been asking Canterbury City Council to do more face-to-face engagement. They've listened and have organised drop-ins for tenants on estates.

This is an opportunity for you to meet your local Neighbourhood Management Officer (commonly known as housing officers) to raise any issues or concerns that are happening within your area and home.

As a group, we will be supporting the Neighbourhood Management Officers at the drop-ins. This gives you as tenants the opportunity to speak to other tenants with knowledge and lived experience.

We personally know what it's like being a tenant of Canterbury City Council. If you'd prefer to talk to us please do come along and say hello.

**Housing Hubs will not take place on public holidays.**

**Housing Hubs will start in April 2026 and take place monthly on the below dates and times.**

**Whitstable Umbrella Centre:**  
first Tuesday of the month starting Tuesday 7 April, 10.30am until 12.30pm

**Hersden Community Centre:**  
first Friday of every month starting Friday 1 May 2026, 10.30am until 12.30pm

**St Stephens Community Centre:**  
first Tuesday of the month, starting Tuesday 7 April, 10.30am until 12.30pm

**Herne Bay Family Hub:** second Tuesday of the month, starting Tuesday 14 April, 10.30am until 12.30pm

**Thanington Neighbourhood Resource Centre:** first Monday of the month, starting 1 June, 10.30am until 12.30pm

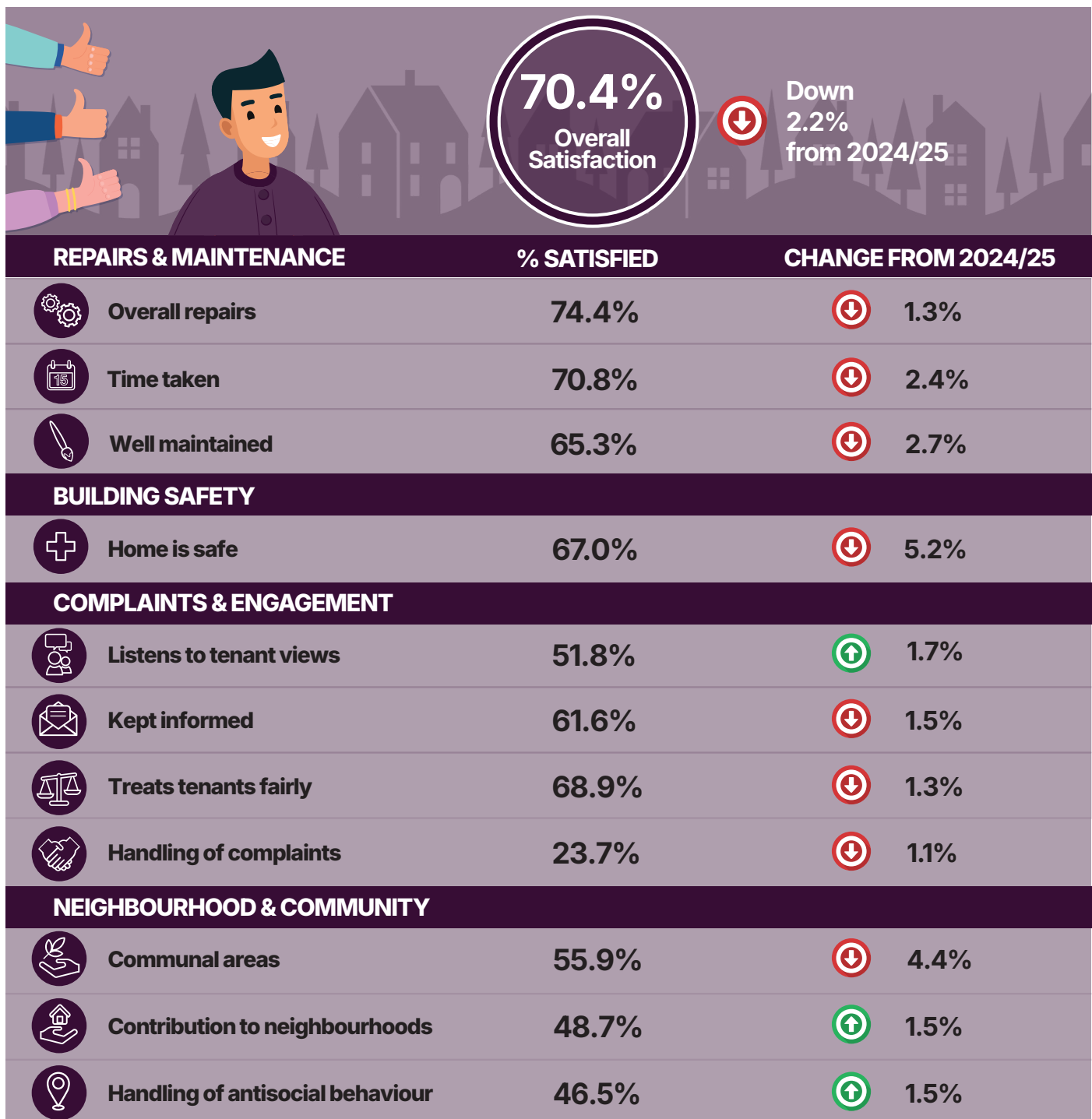
**Spring Lane Neighbourhood Centre:** last Thursday of the month, starting 30 April 1pm until 2.30pm

# TENANT SURVEY

## Thank you

649 tenants responded to our latest Tenant Satisfaction Survey that was carried out between June to December 2025. This important survey is a great opportunity to tell us what you think.

Below is a summary of what you told us, and how our scores have performed over the last year.



# TENANT RESULTS

## YOUR VIEWS MATTER

Thank you to everyone that took part in our latest Tenant Satisfaction Survey. Your feedback helps us understand what we're doing well and where we need to improve.

The full results are shown alongside this page. Here is a summary of what you told us.

### What's working well

Overall satisfaction and repairs performance remain slightly above the national average for local authorities.

- Around **7 in 10 tenants** are satisfied overall
- Satisfaction with **repairs and the time taken to complete repairs** remains one of our stronger areas.
- Many tenants feel they are **treated fairly and with respect.**

### Where we need to improve

Some scores have fallen compared to last year, and several areas are below the national average. In particular:

- Too many tenants do not feel we **listen and act on feedback.**
- Satisfaction with **complaints handling** is low.
- Scores relating to **neighbourhood management and antisocial behaviour** need to improve.
- Fewer tenants feel their home is safe compared to last year.

### What we're going to do next

**We are now reviewing the results in detail and meeting with service teams to agree clear actions.**

We recognise that these results show we must do better. Our priorities will include:

- Improving how we **listen to tenants and act on what you tell us**
- Strengthening our **complaints process**, so concerns are handled fairly and promptly
- Improving how we respond to **antisocial behaviour and neighbourhood issues**
- Ensuring **repairs services are consistent across all areas**

We will publish a **Tenant Action Plan** in the summer, setting out what we will do, when it will happen and how we will measure progress. We appreciate everyone who shared their views. Whether your experience was positive or negative, your feedback helps us improve services for all tenants.

**We are committed to listening - and to making improvements where they are needed.**

# GARDEN COMPETITION

We're delighted to announce we're running the garden competition this year! We've changed the categories around and encourage anyone to enter who is proud of their space!

## THERE ARE FIVE CATEGORIES YOU CAN ENTER:

**Main garden:** this includes either your front or back garden

**Wildlife friendly garden:** any space that encourages wildlife to visit

**Best newcomer:** for anyone starting to work on their own space

**Communal or Community:** working with other tenants within the block

**Best use of small space:** including containers, pots and baskets

You can enter our garden competition by filling in the form below or call **01227 862 000**

**canterbury.gov.uk/  
gardenscompetition**

All entries are visited and judged. If you win, you'll be invited to a prize giving at Tower House with the Lord Mayor of Canterbury on Wednesday 5 August 2026. Hopefully we'll see you there!

**Sheila King**, Lead Garden Competition Judge



## Are you aware of tenancy fraud

This is a serious issue that affects everyone. It reduces the number of homes the council has for people that really need them. Is any of the below happening near you?

- somebody living there has another home the council don't know about
- someone has given false information in their housing or homeless application
- you believe a person rents out the property without permission
- tenants keep changing or you have seen someone collecting rent
- the property is being left empty

Please report it by calling **01227 862 000** or online at **canterbury.gov.uk/tenancyfraud**

**canterbury**  
city council

## FOOD WASTE COLLECTIONS FROM FLATS

**NEW**  
FOR 2026

JOIN THOUSANDS OF HOUSEHOLDS ALREADY RECYCLING THEIR FOOD WASTE



Find out how to start using the new service at **canterbury.gov.uk/food**