

2023 satisfaction survey action plan

More than 680 residents took part in our tenant and leaseholder satisfaction survey, which was sent to all of our tenants between May and August 2023. Thank you all for feeding back to us about the housing service.

The survey was based around the Regulator of Social Housing's [Tenant Satisfaction Measures](#), which all social landlords are required to collect data for and report to the Regulator.

We published the summary results of the survey in our January newsletter and have since created an action plan based on the feedback we received.

● Your voice our action

We have looked at all of the survey results, together with the Strategic Tenant Advisory Panel, to create an action plan of what is being done this year to make our housing service the best it can be. The action plan includes:

Repairs

- Reviewing all the comments received, to highlight whether there are any specific issues in certain areas and/or for certain types of repair
- Exploring the best ways of raising tenant awareness about the housing service's health and safety work

Complaints

- Reminding residents what is, and isn't, classed as a complaint, and of the housing service's target time for responding to complaints
- Exploring how to improve how the housing service can learn from complaints
- Conducting a Tenant Scrutiny Panel review of complaints and/or for certain types of repair

Neighbourhood management

- Advertising cleaning contract standards once the new contract begins
- Reviewing how best to promote work the housing service does to improve neighbourhoods

Anti-social behaviour

- Reminding residents what is, and isn't, classed as anti-social behaviour, and what the housing service is, and isn't, able to do
- Conducting a Tenant Scrutiny Panel review of anti-social behaviour

If you would like to read the full report on the survey results please email tenant.involvement@folkestone-hythe.gov.uk or write to the Tenant Liaison Officer at the council, and we will send a copy out to you

● Would you like to get more involved in your housing service?

Carrying out this survey is just part of what we do to involve tenants and leaseholders in developing the way we work. If you would like to get more involved in our housing service, perhaps by taking part in more surveys like this, or joining the Strategic Tenant Advisory Panel, please email tenant.involvement@folkestone-hythe.gov.uk or write to the Tenant Liaison Officer at the council and we'll get back to you to let you know more information.

Have your say in the 2024 tenant and leaseholder satisfaction survey

- 1** You will receive a letter and a copy of the survey in May. All you need to complete the survey is the link and your reference number, which will be in the letter.
- 2** Please fill in the tenant satisfaction survey and let us know what you think of the housing service. Don't forget by completing the survey you could be in with a chance to win a £50 voucher.
- 3** Complete the survey either online at lake-research.com/fhtenant or by filling in the paper survey and returning it in the freepost envelope provided. It should only take you around 10 minutes. Your views are really important to us as they help shape how we run the housing service. The survey closing date is 12 July.
- 4** We'll use the responses to calculate data for annual tenant satisfaction measures, which we are required to report to the Regulator of Social Housing. We will publish the data, and what we plan to do as a result, in a future issue of the tenant bulletin.

Join the housing team on your local neighbourhood inspection

Our neighbourhood inspections take place during spring and summer and they are an opportunity for tenants to meet with staff and contractor representatives to share concerns and help us identify any problems in their area.

As part of the inspection, you'll be involved in checking the condition of your neighbourhood, buildings and communal areas. You can advise on issues such as caretaking, rubbish and fly-tipping, as well as report any repairs needed.



In total 137 of the 140 issues raised in the 2023 inspections have been actioned or referred. You can visit [folkestone-hythe.gov.uk/council-tenants-leaseholder-service/neighbourhood-inspections](https://www.folkestone-hythe.gov.uk/council-tenants-leaseholder-service/neighbourhood-inspections) for a full breakdown of the number of issues raised in each location.

If you are interested in taking part in this year's inspections or would like further information about how you can get involved and share your views, please email tenant.involvement@folkestone-hythe.gov.uk



◆ RENT REMINDER: If you're a tenant in our district and receiving Universal Credit, here's some important information about your rent. This year there are 53 Mondays. If you receive Universal Credit, the Department for Work and Pensions will not cover the extra week of rent.

What this means if you're a tenant on Universal Credit

➡ you'll have a monthly shortfall to pay towards your rent in addition what you receive via Universal Credit.

➡ you'll need to make up the shortfall yourself from your earnings, or personal element of Universal Credit

If you're unsure how to work this out, and you're struggling to pay your rent, call us on **01303 853300**

Make things right

We are committed to always providing a high level of service and we want to know if you are dissatisfied with any service you have received. If you have an issue with your home there are steps you can take to make things right.

Step 1 – Report it to us

You can email any issues directly to us on housing.service@folkestone-hythe.gov.uk

Step 2 – Make an official complaint

If you've reported an issue and it hasn't been sorted or you're not happy you can complain using our complaints process. You can find out how to do that on our website: [folkestone-hythe.gov.uk/council-transparency/complaints-compliments-feedback](https://www.folkestone-hythe.gov.uk/council-transparency/complaints-compliments-feedback)

Step 3 – Escalate to the Housing Ombudsman

If you're not happy with our final response to a complaint, you can escalate it to the Housing Ombudsman. They are free to use, impartial and will investigate fairly. Investigations take six months on average but can be faster or slower, depending on the case. The Ombudsman will check the facts and be thorough.

✉ info@housing-ombudsman.org.uk

☎ 0300 111 3000

📄 [housing-ombudsman.org.uk/residents/make-a-complaint/](https://www.housing-ombudsman.org.uk/residents/make-a-complaint/)

For more information about the government's Make Things Right campaign visit [socialhousingcomplaints.campaign.gov.uk](https://www.socialhousingcomplaints.campaign.gov.uk)

Neighbourhood inspections dates. All inspections start at 9:30 am.

Date & location	Meeting point	Streets and blocks covered
Tues 21 May – Blackbull Road	Cubitt House, Black Bull Road, Folkestone, CT19 5SH	Cubitt House, Blackbull Road, Shepway Close, Eastfields, Telford Court, Sidney Street, Tolputt Court, Bridge Street, Denmark Street, Walmsley House, Princess Street, Bradfoord Court, Stephen Court, Albert Costain Court, Bradstone Road, Bradstone New Road, Quaker Court
Tues 4 June – Reachfields	Win Pine House, Hythe, CT21 5JD	St Georges Place, Martello Cottages, Princes Terrace, Longbridge Terrace, Ettrick Terrace, Chestnut Terrace, Alexandra Court, Reachfields, Win Pine House, Lyell Close
Tues 11 June – Phoenix Court	Phoenix Court, Clarence Street, Folkestone, CT20 1HZ	Phoenix Court, Clarence Street, Rowan Court, Peter Street, Abbott Court, St Gabriels Court, Rossendale Court, Rossendale Road, Rossendale Gardens, Harvey Place, Radnor Park Road
Tues 18 June – Creteway	Swiss Court, Folkestone, CT19 6PW	Brabner Close, Montgomery Way, Plimsoll Avenue, Creteway Close, George Gurr Crescent, Fleming Way, Hollands Avenue inc. Fairling Court, Neame Court and Swiss Court
Thurs 27 June – Elham & surrounding villages	Minnis Green, Stelling Minnis, CT4 6AA	Minnis Green, Elham Page Cottages, Cherry Gardens, The Orchards, Manor Fields Honeysuckle Cottages, Palm Tree Way, Nailbourne Court, Woodland Cottages, Mayfield Road, Station Road, Everist Court, Brook Lane Cottages, Underhill Cottages
Fri 28 June – Warren Close	Philippa House, Warren Road, Folkestone, CT19 6DW	Neason Way, Neason Court, Warren Close, Phillippa House, Thanet Gardens, Penfold Road, Burrow Road, Lawrence Court, Dallas Brett Crescent, Keyes Place
Wed 10 July – Cheriton East	Stockham Court, Cheriton, CT19 4QP	Stockham Court, Bigginwood Road, Elventon Close, Dennis Way, Charles Crescent, Woodfield Avenue, Woodfield Close, Salisbury Road, Shaftesbury Avenue, Appledore, Cheriton Wood House, Tudor Road, Middelburg House, Coronation Cottages, Taylor Road, Ashley House
Tues 16 July – Seabrook & Lympne	Belcaire Close, Lympne, CT21 4JT	Belcaire Close, Rowland Cottages, Alder Cottages, Otterpool Lane, Hammell Cottage Spring Lane, Hampton Vale, Paraker Way, Eversley Road, Springfield Way Saltwood Castle Crescent, New Road
Thurs 18 July – Harbour	Ryland Court, Folkestone, CT20 1RF	The Stade, Channel View, Bennett Court, Boulogne Court, Harbour Way Flats, Kingsbridge Court, St Michaels Court, Margaret Street Flats, Harvey Street, Ryland Court, Lennard Court
Tues 23 July – Burmarsh & Dymchurch	The Green, Burmarsh, TN29 0JL	Church Road, The Green Thorndyke Road, Dunkirk Close, Eastbridge Road, Marine Avenue, Marshlands, Marshlands Close, Orgarswick Way, Romney Marsh House, Rush Close, Seabourne Close, St Marys Road
Thurs 25 July – Lydd & Old Romney	Whiting House, Lydd, TN29 9HE	Brooks Way, Greenway, Queens Way, Rype Close, The Green inc. Mill Bank, Whiting House Old Romney Elmfields, St Catherines, The Limes
Thurs 1 August – Sir John Moore Avenue	Mackeson Court, Hythe, CT21 5BJ	Mackeson Court, Bartholomew Street, Sir John Moore Avenue, Hay House, Bridgeman Court, Halliday Court, Setterfield House
Wed 7 August – Lydd & St Marys Bay	Mittell Court, Lydd, TN29 9BJ	Tourney Terrace, Chestnut Cottages, Eastern Road, Mittell Court, Oak Bungalows, Station Road, The Derings, Vinelands, Rectory Road St Marys Bay Taylors Lane, Newbridge Way, Newlands, Grassmere, Meads Way, Jenners Way
Wed 14 August – Cheriton West	Herne Court, Cheriton, CT19 4QT	Canada Close, Herne Court, Roman Court, Roman Way, Samian Crescent, Tiber Close, Tolsford Close, St Martins Road, Risborough Lane, Craufurd Green, Naseby Avenue, Cavalry Court, Gurkha Way, North Road, Ross House, Freemantle Road, Oxenden Road, Highland Close, James Morris Court, Sandgate High Street
Tues 20 August – Hawkinge	Densole Way, Densole, CT18 7BQ	Densole Way, Canterbury Road, Millfield Close, Elvington Lane, The Street, Areodrome Road, Benson Lane, St Lukes Walk, St Michaels Walk
Thurs 22 August – Marsh Villages	The Gardens, Ivychurch, TN29 0AN	East View, King Street, Moore Close, Ranmoore, Rosemary Corner, Salthouse Close, The Haven, West Place, East View, King Street, Moore Close, Ranmoore, Rosemary Corner, Salthouse Close, The Haven, West Place, Ivychurch, Patchways, Church View, Rectory Close, The Gardens
Wed 28 August – Cinque Ports	Churchill Court, Hythe, CT21 6HR	Wakefield Way, Cinque Ports Avenue, Churchill Court, Beach Flats, Fort Road, Sutherland Close, Newman Court, Queens Court, Elizabeth Gardens, Worthington Court, West Parade, Range Road, St Leonards Road
Wed 4 September – Wood Avenue	Wood Avenue Library, 17 Wood Ave, Folkestone, CT19 6HS	Beatty Road, Page Place, Beatty Close, Hill Road, Tyson Road, Wood Avenue, Browning Place, Tennyson Place, Ingoldsby Road, Green Lane, Green Court, Ivy Way, Holly Close, Calgary Crescent, Kitchener Square, Park View, West View.
Fri 6 September – New Romney	Prescott House, New Romney, TN28 8RG	Carey Close, Churchlands, Derville House, Haywards Close, Marsh Crescent, Prescott House, Rolfe Lane, St Martins Road, Wiles Avenue, Wiles House, Langport Road



Garden competition

We're running our popular garden competition again this year. If you've got a garden to be proud of then we'd love you to get involved, even if you haven't done much gardening before.

There are some great prizes up for grabs and plenty of categories to choose from, no matter how big or small your space is.

The deadline for entries is 14 June and judging visits will take place in July. We will contact you nearer the time to let you know when we will be visiting you.

To enter the competition, you can:

Email

tenant.involvement@folkestone-hythe.gov.uk

Call

01303 853723

Send the form to

Garden Competition
Civic Centre
Castle Hill Avenue
Folkestone
Kent
CT20 2QY

Garden competition entry form

Name

Address

Phone number

Email

Category you'd like to enter

- | | |
|---|--|
| <input type="checkbox"/> Best Front Garden | <input type="checkbox"/> Best new garden |
| <input type="checkbox"/> Best Back Garden | <input type="checkbox"/> Best community or communal garden |
| <input type="checkbox"/> Best vegetable patch | <input type="checkbox"/> Best containers, pots and baskets |
| <input type="checkbox"/> Junior Gardener | |



Tell us what you think of our new anti-social behaviour policy

We are currently working on a new anti-social behaviour policy. This policy will set out how we, as your landlord, will deal with reports of anti-social behaviour.

We really want to hear what you think. To take part in our short online consultation, visit folkestone-hythe.gov.uk/asb-consult

Please note the closing date for the consultation is Monday 6 May.

If you do not have access to the internet, please call us on 01303 853300 and we will be happy to send you a consultation pack by post.

