

Tenant Satisfaction - Your Voice, Our Action

The Regulator of Social Housing has introduced a set of measures for all social housing landlords, like us, which we are required to report on every year. These are called Tenant Satisfaction Measures (TSMs), and they tell you how well we are doing in providing our housing service to you. The percentages for some of the TSMs comes from your direct feedback in the annual tenant satisfaction survey. Below we've also added some other data from our performance information that we collect and report on monthly.

● 2024/25 Tenant Satisfaction (TSMs)

More than 700 of you took the time to respond to our tenant satisfaction survey this summer and we'd like to take this opportunity to thank-you for telling us what you think of the housing service. We're pleased that overall satisfaction this year remains similar to last year at 70%. These are the headline results along with some of what you told us:

| | | | |
|--|------------|--|------------|
| Overall satisfaction with the housing service | 70% | Satisfaction with repairs | 67% |
| Satisfaction with time taken to complete most recent repair | 63% | Satisfaction that your home is well maintained | 65% |
| Satisfaction that your home is safe | 70% | Satisfaction that we listen to your views and act on them | 54% |
| Satisfaction that we keep you informed about things that matter to you | 61% | Agreement that we treat you fairly and with respect | 68% |
| Satisfaction with our approach to handling complaints | 27% | Satisfaction that we keep communal areas clean and well maintained | 64% |
| Satisfaction that we make a positive contribution to neighbourhoods | 53% | Satisfaction with our approach to handling anti-social behaviour | 48% |

The main comments you made in your responses to the survey were:

| Where we do well | Where we need to improve |
|---|--|
| Good overall service and good quality home: 96 comments | Repairs reported but not completed: 106 comments |
| Tenants feel safe and secure: 44 comments | Problems with doors and windows: 66 comments |
| Safety checks carried out regularly: 36 comments | Poor communication: 66 comments |

We are still going through all your feedback in more detail, and we will use this to develop an action plan to help us improve the service we provide. We will tell you about the action plan in the January newsletter.

● 2023/24 Performance TSMs

Some of the TSMs measure how we are performing against the Regulator of Social Housing's standards, keeping tenants safe in their homes, managing complaints and tackling anti-social behaviour. This data shows the results for the performance TSMs for the year which ended on 31 March 2024:

| | | | |
|---|--------------|---|--------------|
| Homes that do not meet the Decent Homes Standard | 2.2% | Non-emergency repairs completed within target time | 93.3% |
| Emergency repairs completed within target time | 98.5% | Gas safety checks | 100% |
| Fire safety checks | 100% | Asbestos safety checks | 100% |
| Water safety checks | 100% | Lift safety checks | 100% |
| Number of Stage 1 complaints received per 1,000 homes | 18.5 | Number of Stage 2 complaints received per 1,000 homes | 1.4 |
| Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 100% | Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 80% |
| Number of anti-social behaviour cases opened per 1,000 homes | 33 | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0 |

Say hello to our new cleaning contractor



We are pleased to report that following a thorough procurement exercise, Cleanscapes are our new partner for cleaning blocks of flats from 1 October 2024.

The new contract has been amended following consultation with tenants in 2022, and tenants also helped us evaluate bids.

Cleanscapes has an agreed set of standards that the company will work to, and as part of the new contract we will have access to improved systems for monitoring the quality of the cleaning carried out.

This means that the day your block is cleaned may change. Over the next few weeks, we will be displaying details specific to where you live on your block noticeboard.

Daryl Goldring, Director at Cleanscapes said: "We are delighted to be working with Folkestone & Hythe District Council and look forward to providing an excellent service to all the council's tenants and leaseholders".

Green-fingered gardeners commended

We'd like to thank all of the blooming marvellous tenants and leaseholders for their outstanding efforts in our 2024 gardening competition.

The stunning green spaces submitted by F&HDC tenants and leaseholders were visited in July and certificates and prizes were given to the winners in August.

The event is run and managed by Strategic Tenant Advisory Panel (STAP) members Gillian Jenkins and Sharon Gasson, both of whom also judge the event.

The prizes were donated by sponsors Mears, Swale Heating, Grovewell Garden Centres, Folkestone & Hythe District Council grounds maintenance team, Cllr David Godfrey and Cllr Jim Martin.



Winner for the best communal garden and winner of the Sue Willshire Cup

Alexandra Court, Hythe



Runner up for the best communal garden

Bradford Court, Folkestone



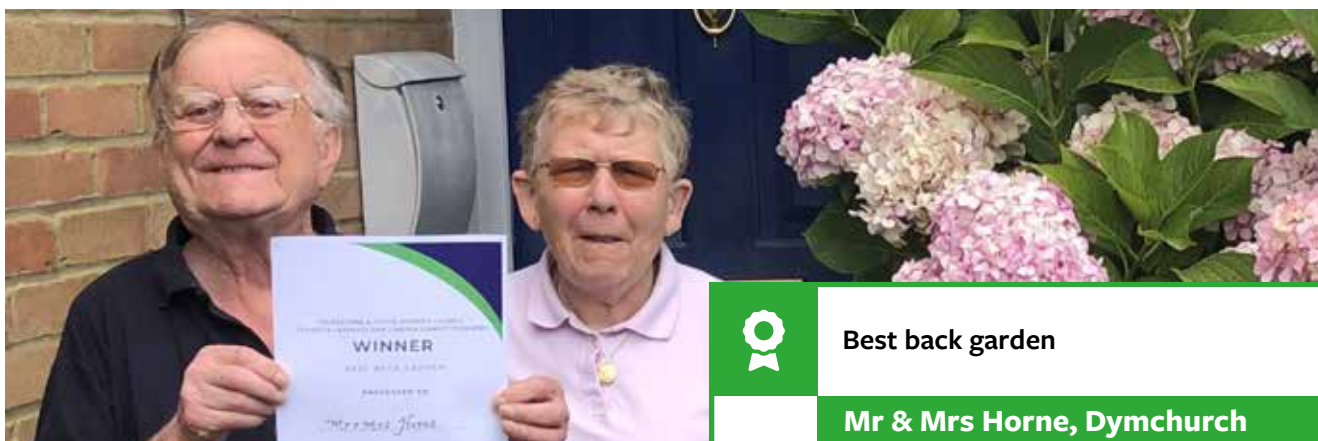
Winner of the Keren Belcourt Award for best new garden

Cheriton Wood House, Cheriton



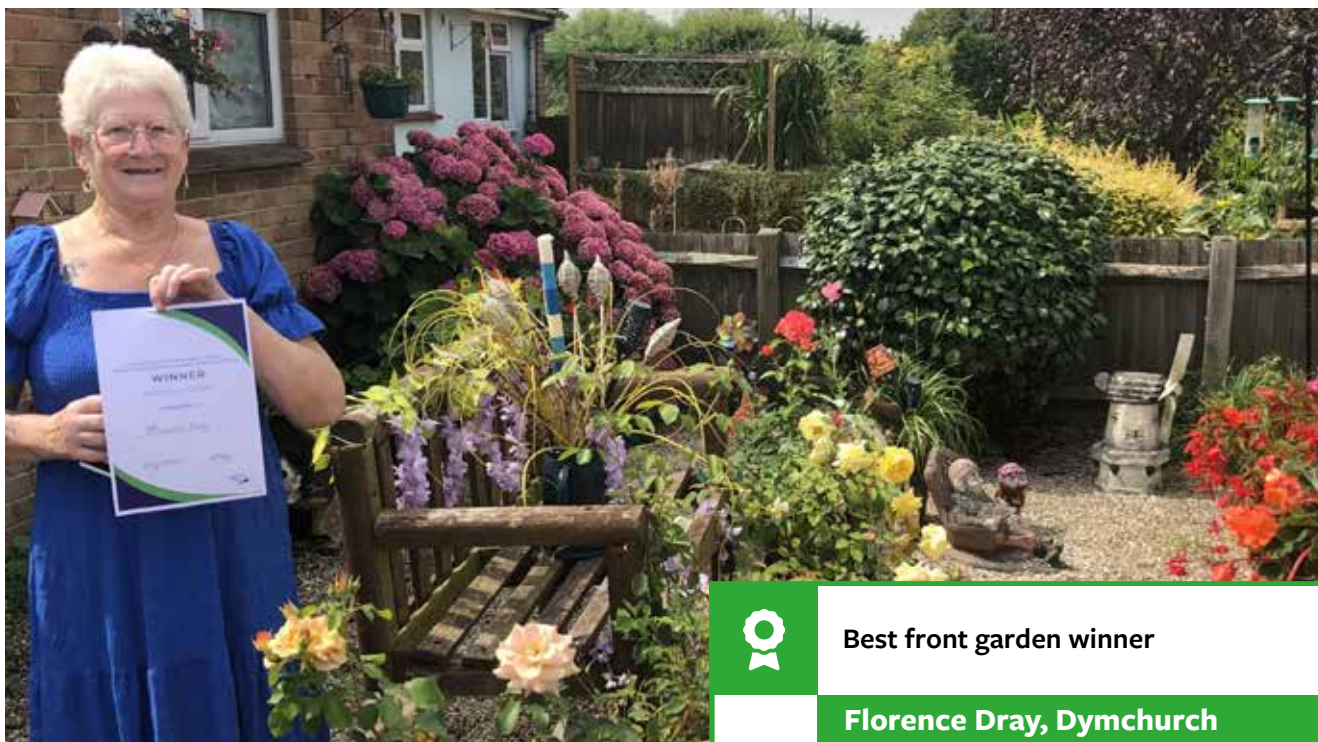
Runner up for the best communal garden

Cheriton Wood House, Cheriton



Best back garden

Mr & Mrs Horne, Dymchurch



 **Best front garden winner**
Florence Dray, Dymchurch

 **Runner up for the best back garden**
Dion Sessford, Folkestone



 **Best pots and containers**
Mr & Mrs Plummer, Cheriton

A big congratulations to all of our winners and runners up. We'll be sharing information about the 2025 garden competition in our January newsletter.