



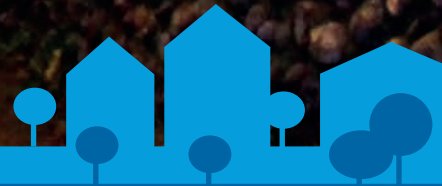
TENANT NEWS

Edition 5
Winter
2022



How you can make
your money go further

Cost of Living Special



What's in the magazine

- Money advice and how to seek help if you're struggling
- Meet our new staff
- Who's your Housing Officer?
- Find out about our Garden Competition 2023

Welcome

As we move closer to the end of 2022, we can reflect on how much the Housing service has changed this year, with new staff, new strategies and policies strengthening our service to residents.

We hope you'll be able to see the impact of this now and over the coming months.

Residents have had more say than ever before, with new opportunities to become involved with the Dover District Tenants' Consultative Group and the new Housing Performance Scrutiny Group, this will be strengthened next year with the return of the garden competition and the opportunity for residents to get involved and have their

say in the annual perception survey. Please keep an eye out for this as there will also be a chance to win a prize! DDC Housing staff will be attending events, walkabouts, door knocking and calling residents to hear your views about the service throughout summer 2023.

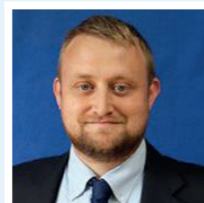
This year has also seen more Councillor involvement, with Cllr Dan Friend and Cllr Pamela Brivio being involved in the Housing Performance Scrutiny Group, looking at DDC's performance and making recommendations for improvement.



Nadeem Aziz
Chief Executive



Cllr Derek Murphy
Housing Portfolio Holder



Cllr Dan Friend
Lead Member for Social Housing

Getting in touch - There are a range of ways in which you can get in touch



By letter

Write to us at Housing Landlord Services, White Cliffs Business Park, Whitfield, Dover, CT16 3PJ



By telephone

Call us on 01304 801084 for housing management enquires and 01304 801110 for property enquiries such as repairs and permissions. Lines are open 9am to 5pm Monday to Friday (except Bank Holidays). This line can also be used for out of hours emergencies.



By email

For tenancy matters email housing@dover.gov.uk

- If you've already reported your repair and want to speak to someone in DDC's repair team email housing.repairs@dover.gov.uk
- If you have a problem or query over grounds maintenance you can email: GMenquiries@dover.gov.uk
- If you have a problem or query over trees you can email: tree.enquiries@dover.gov.uk
- Household and communal repairs: email Mears at repairs@mearsgroup.co.uk or call 0800 023 4320
- Gas, hot water and central heating repairs: email Gas Call Services at DDCCustomerservices@gascall.co.uk or call 0800 012 9958.



In person

We are happy to meet you face to face, however please ensure that you book appointments in advance at your home or at the Council offices. If you turn up unexpectedly at the Council Offices, staff will be unable to see you as they are often busy, out and about on visits or are working from home.



What happens if you aren't happy with our services?

We try to provide a right first time service to our tenants and leaseholders but we know that things don't always go to plan and that sometimes our customers may want to complain. You can send us your complaints and compliments using our Feedback form in the 'Housing For Tenants' section of our website

£ Help with the Cost of Living

Energy Price Guarantee

The Energy Price Guarantee will ensure that a typical household in Great Britain pays an average £2,500 a year on their energy bill, for the next 2 years, from 1 October 2022 (some properties may pay more, and some less).

If you're on a standard variable tariff, the average unit price for dual fuel customers paying by direct debit will be limited to

34.0p/kWh for electricity and 10.3p/kWh for gas, inclusive of VAT, from 1 October. Energy suppliers will adjust

standard variable tariffs automatically. Customers on standard variable tariffs do not need to take any action to get the benefits of this scheme.

Energy Bills Support Scheme

The Energy Bills Support Scheme is a government initiative which provides a £400 non-repayable discount to eligible households to help with their energy bills over winter 2022 to 2023.

How you'll get the discount:

You do not need to apply for the discount, and there's no need to contact your energy supplier.

The discount will be applied to your monthly household electricity bill for 6 months starting in October 2022. You'll get:

- £66 in October and November
- £67 in December, January, February and March.

You'll get the discount monthly, even if you pay for your energy quarterly or use a payment card.

Traditional prepayment meter users will get equivalent vouchers that you will need to redeem.

Your electricity supplier should provide more guidance on the scheme before it starts.

If you have not received your first instalment by the end of October 2022, you need to contact your supplier.

If you're a direct debit customer you'll get the discount automatically in one of the following ways, as:

- A reduction to your monthly direct debit amount
- A refund to your bank account following the monthly direct debit collection.

The Priority Service Register (PSR)

Are you disabled or vulnerable?

You may qualify for additional services and support. As part of their licence obligations domestic gas and electricity suppliers (and water/sewerage companies) must offer special services to customers who are:

- Of state pension age
- Disabled (Inc. chronic illness, visual or hearing impairment)
- Are in a vulnerable situation / experiencing a life changing event (this could include customers with mental health issues which prevent them from understanding their bill, or who have injuries which stop them

topping up their prepayment meter).

Among the services provided are:

- Password scheme
- Statements available in large print and Braille as well as talking bills
- Meter reading service
- Meters moved to an accessible location for free (if possible)
- Controls and adapters for appliances
- Statement nominee scheme
- Priority in an emergency, this could include providing

alternate heating and cooking facilities in the event of loss of supply, or delivery of bottled water in the event of supply failure.

It is important that eligible customers sign up to their suppliers' register to ensure they receive the additional benefits and support provided. If you have a debt with any provider, you can call and register for this scheme without prejudice – but you may find your provider can better help you with your account if they know you need it.

Maximising income through benefits – Are you getting what you're entitled to?

Many people think that because you work, you're not entitled to any Universal Credit. You may still be entitled, so please apply and see if you could be better off.

Here's a case study of a family recently helped by our benefit and money advisors:

Phillip & Jessica – A working family

Phillip and his partner Jessica have three school age children, 2 girls and a boy. They rent their home for £750.00 per month. Phillip and Jessica both work full time with a combined annual gross salary of £55,000 per year.

Phillip and Jessica are currently receiving Child Tax Credits only at the rate of £17.00 per week / £73.67 per month.

Due to their level of earnings, they believed they could only claim Child Tax Credits and would not have any entitlement to Universal Credit (UC) – But they do!

Their maximum UC would be £2054.88 which allows for 2 adults, three children (all born prior to April 2017) and their rent.

£344.00 of their joint earnings is disregarded as their work allowance and 55% of the rest - £1726.63 – is deducted from

their maximum UC to give them a monthly payment of £328.25.

Making a claim for Universal Credit ends their Child Tax Credits claim and they would never be able to return to it but the Universal Credit award makes the family better off by £254.58 per month.

Making your money go further

There might be small steps you can take to reduce your costs where you can, think about how much energy you use to do certain tasks and how you could change habits to save money. We've thought of some tips for you below.

Keeping the lights on?

A 100watt bulb left on 4hours a day for a year will use 146kWh - costing £49.64.

If you replace with an energy efficient 20watt blub (100w brightness equivalent) it will use 29.2kWh and cost you £9.93, saving you £39.71 a year.

Thinking of using a candle instead? A popular commercial scented candle costs £10 in Asda and burns for 150 hours, in comparison a 10w light bulb, on for 150hrs would cost 51p.

Not only are candles far more costly, they are dangerous as they can cause fires, burns and because of the lower and flickering light, it can cause more accidents.

How much does a cup of tea cost?



Boiling an average kettle uses 0.11kwh per use, according to Carbon Footprint, if you're heating one litre of water. Under the Energy Price Guarantee, each boil costs 3p.

That adds up if you keep boiling the kettle repeatedly throughout the day. To save energy, don't overfill your kettle, just boil the water you need.

How much does a load of washing cost?

Your tumble dryer and dishwasher are likely to be among the most energy-hungry devices in your home, around 14% of your energy bill, according to the Energy Saving Trust.

Washing a typical 2kg load of clothes uses 0.63kwh, while tumble drying them afterwards uses 2.5kwh - it comes out at just under 22p for the washing, plus 85p for drying, £1.07p per load.

Always ensure the machines are full before using, and switch both machines to the 'eco' setting: this typically takes longer, but uses cooler water and far less power.

Budget calculator

We've put together this handy budget sheet for you. By filling it in, it can help you see all in one place where your money goes. This may help you work out how much you can afford to spend, and which areas you could afford to spend less.

Income

	Week/Month (delete as appropriate)		Week/Month (delete as appropriate)
Wages/Salary	£	Jobseekers Allowance	£
Partners Wages/Salary	£	Income Support	£
Universal Credit	£	Child Benefit	£
Working Tax Credit	£	Work/Private Pension	£
PIP	£	State Pension	£
Carers Allowance	£	Maintenance	£
DLA	£	Other benefit (Please specify)	£
Attendance Allowance	£	Other income (Please specify)	£
Child Tax Credit	£	TOTAL INCOME	£

Outgoings

	Week/Month (delete as appropriate)		Week/Month (delete as appropriate)		Week/Month (delete as appropriate)
Bills		MOT	£	Satellite/Cable/Internet/TV Licence	£
Rent	£	Car Repairs/Maintenance	£	Socialising	£
Ground rent/Service Charge	£	Petrol/Travel expenses	£	Takeaways/ Food out	£
Garage Rent	£	Public Transport costs	£	Gambling/Bingo/Mobile Apps	£
Council Tax	£	Children		Subscription services (Amazon Prime/ Disney+/ Netflix/Spotify)	£
Water Rates	£	Childcare/Clubs/Activities	£	Loan/debt repayments	£
Electric/Gas	£	Days Out	£	Purchase repayments (furniture, appliances etc)	£
Contents Insurance	£	School Meals/School Bus Pass	£	Other outgoing (please specify)	£
Shopping		Child Maintenance Payments	£		
Groceries/Cleaning materials	£	Social/entertainment			
Clothing	£	Gifts/Cards/Christmas/Occasions	£		
Toiletries	£	Telephone	£		
Pet Food	£	Mobile telephone contract/ top up	£		
Cigarettes	£				
Alcohol	£				
Travel					
Car Insurance	£				
Road Tax	£				

New patches and new Officers

We've been busy recruiting new members of staff to boost our team and help us to work together to improve the service you receive.

A big welcome to Andy Friend, Hayley Rose, Faye Martinez, Simon Drew, Carina Wilson, Charlie Hughes, Alex Barnes, Darren Fordred, Paul Flewker, and Louise Wilde.

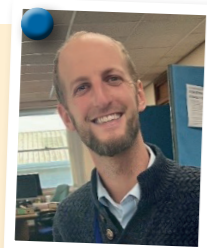
To speak to your Officers on your patch you can call them on 01304 801084 and select the option suitable for your enquiry. If you have an enquiry that relates to housing maintenance and repairs, contact 01304 801110

The Duty line is manned by our Housing Officers on a rota system, they can answer your query or pass it on to your Officers who can call you back.

We have a variety of ways you can contact us. See page 2.



Alex Barnes



Andy Friend



Carina Wilson



Faye Martinez



Hayley Rose



Paul Flewker



Simon Drew



Darren Fordred



Charlie Hughes

Housing Officers

Housing officers have a geographical patch and deal with:

- Tenancy checks
- Authorising tenancy changes, successions and ending the tenancies
- Low level nuisance and tenancy disputes
- Support for vulnerable tenants and attending case conferences
- Attending gas forced entries and evictions
- Untidy gardens, garden clearances and tree removals
- Tenancy enquiries
- Serving notices
- Some arrears visits
- Housing officers also act as duty officer for our telephone system.

Geoff Robinson

- Tower Hamlets and St Radigunds
- Canadian Estate
- Villages: Martin, Whitfield, Guston, East Langdon, Ashley, Shepherdswell, Tilmanstone, Nonington, Coldred, Aycliffe, Capel-le-Ferne, Church Hougham, Temple Ewell and Alkham.

Flora Evans

- Dover Town
- Aylesham
- Villages: Eythorne and Elvington, Wingham, Preston, Staple Stourmouth, Goodnestone, Shatterling and Ash.

Faye Martinez

- North and Middle Deal
- Upper Deal
- Villages: Sholden, Walmer, Kingsdown, Ringwould and St Margaret's.

Denise Knight & Theresa Spelzini

- Sandwich
- Buckland and Green Lane
- Melbourne and South African Estate
- Villages: East Studdal, Ripple, Northbourne, Woodnesborough, Worth, Hacklinge and Eastry.

Assistant Housing Officers (Estates)

Our Assistant Housing Officers (Estates) are out on estates every day, carrying out health and safety checks in blocks and on estates.

They monitor the cleaning contractors, work closely with DDC grounds maintenance and

waste teams and serve notices to enforce safety requirements.

If you see them in your area, say

'Hello' and let them know if you have any questions or concerns.

Hayley Rose

- Dover
- Villages: Whitfield, Martin, East Langdon, East Studdal, Guston, St Margaret's, Ringwould, Ashley, Aycliffe, Capel, Temple

Ewell, Alkham and Church Hougham.

Andy Friend

- Deal and Walmer
- Sandwich
- Aylesham, Eythorne and Elvington

- Villages: Kingsdown, Sholden, Ripple, Worth, Northbourne, Hackinge, Ash, Eastry, Woodnesborough, Coldred, Goodnestone, Nonington, Shepherdswell, Tilmanstone, Preston, Shatterling, Staple, Stourmouth and Wingham.

Assistant Housing Officers

Our Assistant Housing Officers, Rebecca Willoughby Reed and Hannah Allen, are responsible for our lettings process, you may meet them when you sign up.

Other things they do include:

- Empty home management
- Viewings and lettings of homes.
- Deal with tenancy terminations
- Liaise with housing options to advertise empty properties.
- Arrange offer letters
- Arrange to view properties with applicants.
- Liaise with property services to get work completed on empty homes
- Sign up new tenants.

Housing Officers (Anti-social Behaviour)

The ASB officers deal with more serious nuisance cases and usually manage cases in a particular patch. They:

- Prepare cases for court and attend
- Install sound recording equipment
- Manage ASB cases
- Obtain injunctions
- Support for victims and vulnerable perpetrators

Simon Drew

- Dover Town
- Tower Hamlets/St Radigunds
- South Africa Estate, Green Lane/Buckland, Canadian, Melbourne Avenue
- Villages: Whitfield, Martin, East Langdon, East Studdal, Guston,

St Margaret's, Ringwould, Ashley, Aycliffe, Capel, Temple Ewell, Alkham and Church Hougham

James Hatton

- Deal and Walmer
- Sandwich
- Aylesham, Eythorne and Elvington

- Villages: Kingsdown, Sholden, Ripple, Worth, Northbourne, Hackinge, Ash, Eastry, Woodnesborough, Coldred, Goodnestone, Nonington, Shepherdswell, Tilmanstone, Preston, Shatterling, Staple, Stourmouth and Wingham

Customer and Transaction Officers

The Customer and Transactions Team provide administrative support for the housing service. They primarily log and respond to customers by manning the phones and monitoring email inboxes.

They also log post, administer mutual exchanges, monitor complaints, log tenancy changes in our computer systems and

various other tasks to support the housing management service.

Natalie Vince (Lead for Garages)
Michelle Barber

Carina Wilson

Gemma Fletcher (Lead for Mutual Exchanges)

Independent Living Managers

Our ILM's look after our Independent Living Schemes and residents.

Doing everything from sign ups, viewings, health and safety checks, liaising with contractors/ external agencies and signposting.

Julie Peters

- Sunny Corner
- Goschen Road and Lowther Road

Fiona Young

- Lambert House
- Norman Tailyour House
- Wilmott Place

Kerstin Darkes

- Hazelwood Meadow
- St Barts Road
- Barnesende Court

Tanya Philpott

- Eastry Court
- Harold Street

Kate Pawlica

- Reece Adams House
- Cauldham Close
- Wellington Gardens



Benefits and Money Advisors

Jennifer Owen

Area: CT3, CT13, CT14, CT16 2B & 2D

Marie Kent

Area: CT15, CT16 (but not 2B or 2D), CT17 & CT18

Our Benefits and Money Advisors offer our tenants:

- Comprehensive welfare benefits and money/financial inclusion advice to help tenants maximise their income and minimise rent arrears
- Information and advice on Welfare Reform changes as they relate to Housing and other Benefits.
- Help identify vulnerable tenants to target support to them
- Support tenants to take up appropriate benefits and return to work initiatives
- Practical support to address debts and manage and budget their income
- Support to all new tenants to help prevent them falling into rent arrears and sustain tenancies
- Information on all national and local benefits changes, both legislative and administrative, through research and maintaining networks.

Our Income Recovery Team

Our Income Recovery Team look after our rents and help support residents to pay their rent and avoid court action.

For information about your rent and our service, visit the rents section of our website.

To contact the Income Recovery Team call **01304 801084** and **select option 1.**

Income Collection/Recovery Officers

Sotiris King, Income Collection Officer
Area: CT13, 15, 18, CT17 9H plus CT16 2D

Graeme Cook, Income Recovery Officer
Area: CT17 9A/9B/9E/9L/9R/9S/9Q plus CT16 2R/2S

Janet Glanville, Income Recovery Officer
Area: CT3
Christine Sayer, Income Collection Officer
Area: CT14 plus CT16 2B/2H

Our Income Recovery/Collection Officers are responsible for:

- Regularly monitoring rent accounts and promptly contacting tenants who miss payments
- Collecting payments
- Processing of Direct Debits and refunds
- Negotiating repayment agreements
- Case management and escalation to more formal legal action where needed
- Preparing and issuing Notices.
- Liaising with the Legal team.
- Processing of Housing Verification forms from the DWP
- Managing and monitoring Court and Eviction cases
- Ensuring tenants receive appropriate support and advice to enable them to receive their full benefit entitlement
- Provide basic debt and welfare benefit advice, including referral to and liaison with external agencies and the Benefit and Money Advisor.

Wendy Parkins, Senior Income Recovery Officer
Area: CT16 minus CT16 2R/2S/2D/2H/2B

Our Senior Income Recovery Officer:
● Deals with some of the more difficult and complex arrears cases for the Income Recovery Officers particularly when they involve court and eviction

● Deputises for the Income Manager and supports when necessary
● Responsible for a small patch of properties.

Times are tough

We are in a time of intense change nationally with the Covid-19 pandemic, cost of living crisis, NHS backlog and waiting lists and many people face an uncertain future.

Here are some organisations that are here for you if you need someone to talk to:



If you're struggling, it's okay to ask for help. Even if you want to reach out and have a chat.

Damp and Mould

You might have seen the very sad news about the death of the toddler, Awaab Ishak who tragically died due to exposure to mould in his social housing property in Rochdale. Dover District Council take reports of damp and mould very seriously and are keen to ensure that such reports are dealt with in a timely manner.

If you have a damp or mould problem please have a look at our website which will give you advice on this. We would also advise that you report damp and

mould problems either to Mears or alternatively to the Housing Assets team. Details on how to contact us are on page 16.



Communal Areas, fire safety and mobility scooters

Christmas decorations

We love to see residents embrace interior decoration and having pride in their homes. Christmas time is no exception! Please follow some simple guidelines to keep yourself and your neighbours safe.

- Communal Areas must be kept free of any decorations as it poses a fire and evacuation risk
- Please test and lightly dust your fire alarms prior to putting up decorations. Replace batteries if necessary
- Before putting up lights, read and follow the manufacturer's instructions and ensure you do not overload extension leads
- Check all electrical items have a British standards kitemark logo: 
- When burning candles, leave at least a foot perimeter around the candle and ensure they have a sturdy base or holder. Never leave candles unattended.



New Mobility Scooter Policy

We have a new Mobility Scooter Policy which has been approved by Cabinet, it sets out how we must deal with Mobility Scooters, specifically in blocks of flats.

Mobility Scooters contain flammable and combustible batteries which can pose a fire risk, not to mention the risk of obstruction. DDC has responsibility to ensure high standards of health and safety within blocks of flats so we



have set out some rules to keep you safe, in line with national guidelines and your tenancy agreement.

If you live in a block and would like a mobility scooter, you must obtain permission to store and charge it. Please contact us before purchasing a mobility scooter so that we can help and advise you.

Repairs & maintenance

Our repairs contract

Our current repairs contract is with Mears. The contract is due to run out in 2025, this seems a long time away but there is a long process for us to go through to ensure the best contract is written up, which has tenants' interests at heart and provides the best possible value for money.

We have recently asked an external company to help us complete an options appraisal which helps us make informed and accurate decisions on our options and what to expect when we write the new contract. It's

the first step to understand our options.

We'd like to work closely with residents to write the contract and ensure residents are at the heart of the process. Please scan the QR code to give your views in

our repairs survey to let us know what you'd like to see in the new contract and help us shape the service.



Scan here for our repairs survey

We're also going to put together a Repairs focus group, so if you'd like to be involved in this, please contact Beth Becks at tenantinvolvement@dover.gov.uk

Disrepair claims

You may have heard about, or experienced, approaches from firms asking whether you have any concerns regarding your housing conditions and perhaps inviting you to consider making a disrepair claim against the Council.

We hope you are satisfied with our repairs and / or responses but if you have any outstanding repairs issues, please notify us or if you are unhappy with the repair and / or the response we have a complaints process for you to

follow, and ultimately the housing ombudsman can be involved.

Dealing with issues in this way offers a number of benefits including, a timely resolution of the issues, simple and flexible approach to redress, no legal

costs incurred by the resident, and keeps the Council's resources focused on working on the ground, raising jobs, being able to run the repairs service more quickly and allowing greater expenditure on investment programmes.

Aid and adaptations

If you have a disability, we can provide qualifying tenants certain adaptations to help them remain independent in their home and enjoy a good quality of life.

If you think you'd benefit from an adaptation, please contact your GP or appropriate professional for a referral to Occupational Therapists. They will then assess your medical needs during a home visit which will be used to make a referral to us for adaptation work to happen.

Here is a photo of a recent adaptation to help the resident access their property, with the installation of a ramp.



ASB and rechargeable works

If you have experienced antisocial behaviour (ASB) then you'll understand how frustrating and stressful it can be. We understand this and are committed to tackling ASB and ensuring that residents stick to the terms of their tenancy agreement.

One of the ways we're doing this is by using new powers given to us. Our 2 Antisocial Behaviour Officers both have warrant cards and have the ability to issue Community Protection Warnings and Notices (CPNs and CPWs). These can result in fixed penalty notices for non-compliance with the terms of the notice.

CPWs are delivered prior to a CPN and act as a deterrent, if the problem persists, we can issue

a Community Protection Notice (CPN). They are issued when conduct is:

- Having a detrimental effect on the quality of life of those in the locality
- Persistent or continuing in nature, and
- Unreasonable.

Failing to comply with a CPN is a criminal offence, similar to breaching an injunction.

Committing a criminal offence in the locality of your home is grounds for possession which means a judge may decide to give the property back to the council – known as eviction.

Ultimately, our role is to house people and eviction is always the last resort. We want to work with the community to help resolve problems using the best outcomes for all.

Tenancy fraud

Most people applying for housing wait their turn to be allocated a home based on their need, with some people sofa surfing or struggling in difficult circumstances until they are able to be offered accommodation. Housing cheats don't wait and aren't in the greatest need, they jump the queue. It's not fair.

There isn't an abundance of social housing in this country so it is important that fraudsters do not use up valuable housing spaces which deprive those in greater need.

We work hard to ensure that fraud does not happen and we

investigate every case we suspect. If you think someone has moved out (left a property empty or given the property to family/friends), sublet to a third party, renting out via Airbnb (or similar) or given false information to obtain a tenancy, PLEASE let us know.



Building Safety Act

The Government's new Building Safety Act 2022 came into effect on 28 April this year.

It is written with a number of new measures to ensure that residents feel and are safer than ever. Following the Grenfell Tower fire tragedy, many of the new safety

guidance are regarding high rise blocks. DDC do not own or manage any such properties but we take safety extremely seriously and along with adhering to safety regulations, we have ambitious inspection rotas in both general needs blocks and independent living schemes, inspecting them

at a maximum of 4 weekly but many blocks are inspected much more often.

If you live in a block and see one of our team conducting safety inspections, please have a chat, and we encourage you to raise any safety concerns you have directly with our estates team.

Day in the life of Andy Friend



Andy Friend is one of our new Assistant Housing Officers (Estates), since joining us in June 2022 he's made a huge impact on our team and estates with his can-do attitude, friendly nature and sense of care for our estates.

"I am out on estates every day, you might see me on a tablet or phone, filling in forms and taking photos to check and prove that our blocks meet health and safety requirements. This is a vital role to keep you safe.

I look for any defects I can report to be fixed and I also make sure that residents are kept safe in the event of a fire by ensuring communal areas are kept clear of waste and personal items. This means that occasionally I have to serve notices.

I take out with me a pair of secateurs, litter picking and cleaning equipment because sometimes its quicker and easier for me to quickly cut things back, pick weeds or pick up litter instead of reporting it and waiting for it to be done.

If anyone wants to join me to collect litter, I've got spare litter pickers you can use and I will dispose of the waste collected.

If you see me out and about,

please say 'Hi'. I'm happy to help with any concerns you have, particularly about waste, litter, fire safety and estate matters."



Before

After

New online forms

We are committed to improving communications, by making it easier for you to contact us and for your enquiry to go to the correct person.

We've done this in the past by making improvements to our phone system. We're now working on creating online forms, similar to other DDC departments, you'll be able to choose to make an enquiry based on the following options:

- Disabled Adaptations requests
- Rent or payment enquiry
- Leasehold or service charge enquiry

- Right to Buy enquiry
- Mutual Exchange enquiry
- Update your contact or household details
- Report ASB
- Make a complaint
- End your tenancy
- Enquiries about your tenancy
- Garage enquiries
- Report or follow up on a repair

- Property offer and viewing enquiries
- Grass cutting, cleaning or tree enquiries

Your enquiry will be passed directly to the relevant Officer, which will help speed up the process and will provide an additional way of contacting us.

Online forms will 'go live' in January and will be available within the 'Housing For Tenants' section of the website.

New gas contract

The gas contract is up for renewal and will put in place on 1st April next year. We are currently undergoing all the preparation work and will announce the details about the contract when we can.



Happy 100th Birthday!

We were delighted to congratulate our tenant Florence Bradley on her 100th birthday.

Florence is one of the first centenarians in the district to receive a 100th birthday card from

The King and Queen Consort and was joined by her Independent Living Manager, Kate Pawlica,

and the team to celebrate this milestone.

Pride in our gardens

Green fingered residents Dean Hughes (pictured) and Allen Green at Charles House and Pittock House, Deal have been hard at work this year reinstating beautiful flower beds around their blocks

Dean and Allen have worked with DDC ensuring all permission is granted and that their fellow residents are happy with their efforts.

Well done Dean and Allen, we look forward to seeing what you achieve in the next year!



Get involved

DDTCG

The Dover District Tenant Consultative Group is a group of tenants and leaseholders who help DDC by scrutinising services and working with us when we write policies and strategies. They regularly hear from different service managers and recommend ideas for improvements.

They currently have 8 members, with space for 4 more, so if you're interested in joining,

we'd love to hear from you. Please contact Beth Becks at tenantinvolvement@dover.gov.uk

for more information and come along to their next meeting in January.

Repairs Focus Group

Separate to our Dover District Tenants' Consultative Group, we'll be running a separate group for residents interested in our Repairs service and contract.

Why sign up? Here are some of the benefits:

- Speak directly with DDC's repairs team and use your expertise as a tenant to help shape the contract
- Meetings held at DDC Offices in Whitfield

- Get to know your landlord
 - Light refreshments provided
 - Make a difference to the service you and your fellow residents receive.
- We specifically want to hear from you if you have experienced

repairs, whether good or bad, and are passionate about improving the service.

To find out more, or put your name forward, contact Beth Becks on tenantinvolvement@dover.gov.uk.

Garden Competition

Green fingered residents rejoice! Our Annual Garden Competition is back! Next summer we are launching our new competition with a chance to receive a prize.

The categories will include:

- Best Front Garden
- Best Back Garden
- Most Improved

Best Small Space (pot plants/balconies etc)
DDC encourages residents to take pride in their green spaces, so if that's you, please look out

for details regarding entering the competition next year. Judging will take place in June 2023. You will be able to enter yourself or a neighbour.



Christmas opening hours



We will be closed from 5pm on Friday 23rd December 2022 and will reopen on Tuesday 3rd January 2023.

Bin collection arrangements.

There will be no collections on Monday 26th December 2022 and therefore all collections for that week will move forward a day:

Monday 26th December to Tuesday 27th December

Tuesday 27th December to Wednesday 28th December

Wednesday 28th December to Thursday 29th December

Thursday 29th December to Friday 30th December

Friday 30th December to Saturday 31st December

Christmas Tree Recycling

Having a real tree this year? Dover District Council offers a real Christmas tree recycling service to all its garden waste subscribers.

There are also a Household Waste Recycling Centres in Honeywood Road in Whitfield, Southwall Road in Deal and Ramsgate Road

in Richborough, near Sandwich where you can take your trees and other waste and recycling.



Useful numbers for your Housing Service

You can reach us during normal working hours (9am – 5.00pm Monday to Friday) on one of our two new telephone numbers:



For Tenancy matters call **01304 801084**



For housing maintenance issues including disabled

adaptations, ongoing works and permissions, our new number is **01304 801110**

As usual you can call Mears for household and communal repairs on **0800 0234 320** or email [dover.repairs@mearsgroup.co.uk](mailto:repairs@mearsgroup.co.uk).

For central heating repairs call Gas Call Services on **0800 012 9958** or email DDCcustomerservices@gascall.co.uk.

For other ways to get in touch, visit our website and click on the section 'Housing for Tenants'.

