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**Open Letter from Dover District Council
to all Tenants and Leaseholders**

Date: 12 September 2019

Dear Tenant /Leaseholder,

Tenant Health and Safety

It is likely you will have seen the recent publicity about the way in which the Council's homes have been managed by East Kent Housing (EKH). This has focused on the way in which EKH has managed and kept records of some services related to health and safety.

I am sorry if any of this has given rise for any concern. Our priority remains the safety and welfare of our tenants. The council has made additional resources available to step up its programme of health and safety checks, re-establish good record keeping, to undertake the necessary works and to carry out an investigation into how this came about, so that these issues are not repeated.

Significant progress has already been made on these issues. Gas safety inspections are now up to date and positive progress has been made on fixing the problems in other areas.

The Council's housing stock is managed by East Kent Housing and the Council is now reviewing the current management arrangements.

Listening to and involving tenants is an essential part of improving our services and so on 2 September the Council's Cabinet instructed officers to start preparing a tenant consultation of the future management of the stock. I therefore plan to contact you again when this has been progressed.

I hope this letter reassures you that we are taking this matter seriously and I will continue to update you over the coming months.

If you have any health and safety concerns regarding your home, please contact East Kent Housing on 01304 872296 or, if you still have concerns, please contact the Council on 01304 872490.

Yours sincerely

Councillor Sue Chandler
Cabinet Member for Housing and Health