

October Monthly Email

Our annual Tenant Survey is still open, and we want to hear from you!

Complete our annual Tenant Survey!

As part of new national standards introduced by the Regulator of Social Housing, we are now required to report on how well we're performing as a social housing provider. These standards, known as Tenant Satisfaction Measures (TSMs), are designed to give tenants a stronger voice and help hold landlords to account.

We want to hear from you to ensure we are providing the best services possible.

[Complete your survey here.](#)

Alternatively, you can email, tenantinvolvement@dover.gov.uk, to request a paper copy for you to complete and send back to us.

If you have already completed a survey, please do not complete another, if you do, we will use the response from the most recent survey.

We have prizes worth £300 up for grabs (3 x £100 All4One vouchers) as a thank you for giving up your time to tell us what you think. You must answer every question and submit your answers to be entered into the prize draw and for your answers to be included in the results. The prize draw will be held after the closing date and announced via email or your preferred contact method!

Your Tenancy Agreement and Tenant Handbook

Some of our tenants would have received their new Tenancy Agreement in the post, which was introduced on the 24th of August 2026.

We are sending them out in batches, so some people are yet to receive them. Every tenant will receive a Tenancy Agreement in due course.

Alongside your Tenancy Agreement, we are in the process of creating a Tenant Handbook which you will be able to view on our website. The handbook will provide more detailed information about the different sections of your Tenancy Agreement and it will include answers to frequently asked questions.

It is designed to help you better understand your rights and responsibilities as a tenant and allow you to access useful guidance whenever you need it.

Tenant Newsletter

Our latest edition of the Tenant Newsletter is available to read!

You can view it online [here](#) or you can request a paper copy from us by emailing tenantinvolvement@dover.gov.uk.

Afternoon Tea and Scrutiny update

We would like to thank everyone who attended our Afternoon Tea and Scrutiny event, and we hope you found it useful!

It is not too late to join the group. If you are interested but could not attend the initial Afternoon Tea and Scrutiny meeting, you can still become a member.

The details for the next meeting are:

When: Monday 2nd November 2026

Time: 1-3pm

Where: HMS Tracker, Council Offices, Whitfield.

To register your interest, complete this [form](#).

If you would like more information about the group, please email tenantinvolvement@doover.gov.uk.

Armchair Assistants

Want to help influence the services you receive from the comfort of your own home? Then become an Armchair Assistant!

Being an Armchair Assistant consists of completing short surveys that we will regularly send you. The aim is to be able to gather feedback quickly from a group of tenants who would like to have their say heard.

If this is something you would be interested in, then complete this [form to register](#).

Respect your neighbours this Halloween and Bonfire Night.

Halloween can be a fun time for everyone, but it is important to be respectful of your neighbours.

Keep noise levels down, especially later in the evening, and avoid knocking on doors that are not decorated or displaying signs that they are not taking part.

Make sure children stay on paths and do not walk across gardens or property. By being considerate and respectful, everyone can enjoy a safe and enjoyable Halloween.

If you're planning a bonfire or any celebrations this Bonfire Night, please remember to be a good neighbour. Let people know beforehand, avoid creating excessive smoke, and only burn suitable dry garden waste.

A little consideration goes a long way in keeping our community safe and pleasant for everyone.

Check your heating

With winter fast approaching, it is important to remember to check your heating is working properly.

If you are having issues with your heating, it is important to report these now and get them fixed before it is too late.

How to check your heating is working?

- Turn your heating on and leave it for a few hours to see if it is operating correctly.
- Check all radiators – ensure all of your radiators are working and there are no cold spots. If some radiators stay cold, they may need bleeding. To help you with this, you can find information from Sureserve [here](#) to walk you through it.
- Check your thermostat is working correctly and ensure your boiler is showing no error codes.

If any of these issues arise, you may be able to find useful information on the [Sureserve website](#). If the problems persists, it is best to report it as soon as possible.

Contact Sureserve:

Email: SCS.CallCentre@sureserve.co.uk

Phone: 020 8138 9758

You can also get in contact with them via WhatsApp by clicking [this link](#).

What's on in the district?

Looking for some fun activities this October? Well take a look at [what's on this month!](#)

Kind Regards,
The Strategic Housing Team
Dover District Council