

Dear tenant,

If you would like to help improve our services, have your say in our annual Tenant Survey.

Our Tenant Survey is open!

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 request a paper copy for you to complete and send back to us. Please do not complete more than one, if you do, we will use the responses 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!

Afternoon Tea and Scrutiny

Are you interested in being a Resident Scrutineer?

We are welcoming tenants and leaseholders along to an informal Resident Scrutiny Group welcome meeting, details are:

Date: Friday 25th September

Time: 2pm-4pm

**Where: HMS Brave, DDC Offices, White Cliffs Business Park,
Dover CT16 3PJ.**

(Please use Council Chamber entrance)

We hope that this will be an opportunity for you to get to know one another and learn more about scrutiny.

Training will be provided to all members of the group to ensure they are equipped with the knowledge, skills, and confidence needed to contribute their full expertise to each report.

The purpose of the meeting is to help members understand the role and objectives of the Resident Scrutiny Group, while also providing an opportunity for them to make key decisions, including selecting the topics that will be subject to scrutiny.

If you are interested in joining, please complete this [form](#).

Tenant Newsletters

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

You can view it online [here](#).

Or if you would prefer a paper copy you can request one by emailing tenantinvolvement@doover.gov.uk.

‘Your Home, Your Voice’ Tenant Conference update.

We would like to say a big thank you to everyone who attended the ‘Your Home, Your Voice’ Tenant Conference. It was a great success,

and we truly valued hearing your views, ideas, and feedback. We hope you found the event informative, engaging, and worthwhile.

We look forward to welcoming even more tenants to future events as we continue to build on this success and work towards hosting the conference every year.

To have a look at the conference please see the link at the bottom of this email.

Armchair Assistants

Would you like to have a meaningful impact on the services we provide in the comfort of your own home? Then become an Armchair Assistant!

We are starting up a group of dedicated tenants who will agree to complete short surveys which will be used to gain your feedback and ultimately influence our services.

The more feedback we receive, the better we can tailor our services to meet your needs.

Sign up [here](#).

Community Safety Partners: Autumn Day of Action

We will be joining our Community Safety Team for a day of action where teams from the Council as well as external partners, will be touring the town centre, visiting local businesses and inspecting public spaces to identify and address environmental concerns, safeguarding issues and other community safety matters.

When: 17th September 2026

Where: Dover Town Centre

Time: 10am – 1pm

For more information, please visit our [website](#).

Annual Canvass

Have you received a letter, form or email about the Electoral Register? The Annual Canvass runs from July to November each year and helps us keep the Electoral Register up to date. This information is important for elections, including the local elections in May 2027, and is also used by credit reference agencies. If you've received a form or email, please respond using the details provided.

[Find out more information](#)

What's on in the district!

Even if Summer is coming to an end, there is still a lot to do around the district, so make sure you enjoy the last of the sunshine and explore the local area.

Find out what's on [here](#).

Kind Regards
The Strategic Housing Team
Dover District Council

View the 'Your Home, Your Voice' Tenant Conference photos here:
https://www.notifications.service.gov.uk/d/M4JuM0o5S0GIVtBQuuiVXg/b8iB-82ySPOOD7pcE5FtsQ?key=NT0iHW-NQ_CufWQ5C4LzOQ&template_version=49