



TENANT NEWS

Edition 11
Summer
2026



**YOUR
HOME,
YOUR
VOICE**

Tenant Conference at the Maison Dieu Saturday 22 August

What's in the magazine

- 'Your Home, Your Voice' Tenant Conference Information
- New homes update
- Regulatory Inspection Outcome Repairs Contract
- Opportunities to get involved



You're Invited to the Your Home, Your Voice Tenant Conference 2026!

A free event for all DDC tenants and residents

We're excited to invite all tenants and their families to our Tenant Conference 2026, a fun and informative community event taking place this summer.

Where: The Maison Dieu,
Biggin Street, Dover, Kent CT16 1DL

When: Saturday 22 August 2026

Time: 9.30am – 1.30pm



Visit, www.dover.gov.uk/HousingEvents for your FREE tickets.

Tickets are also available on the day. Pop-in anytime.

This is a **drop-in event**, so there's no need to stay for the whole session. Come along whenever it suits you, spend as much time as you'd like, and enjoy everything on offer.

Have Your Say on the Future of Housing

The Tenant Conference is an opportunity for us to share our vision for the future and discuss with you:

- How we are investing in homes, neighbourhoods and housing services
- Changes and improvements to housing allocations, ensuring a fair and transparent process for those who need housing most
- Enhancing opportunities for you to get involved and have your voice heard in shaping services.

Most importantly, we want to hear from you. Your opinions, experiences and ideas help shape our services and influence the decisions we make.

Meet the Teams Behind Your Services

A wide range of council departments will be attending, including:

- Housing Officers
- Repairs Team
- Community Development Team
- Waste Services
- Housing Development and Shared Ownership Team
- And many more

We'll also be joined by a number of partner organisations, including:

- Kent Police
- Kent Fire and Rescue Service
- Repairs including, Mears, Sureserve, NRT and PJC

This is a great opportunity to ask questions, find out about available services, and speak directly with the people who support your community.

Fun for the Whole Family

This is a **FREE event**, and we warmly encourage children and families to come along.

There will be plenty of activities to keep all ages entertained, including:

- Free Face Painting by The Painted Face Lady
- Arts and crafts activities hosted by the Maison Dieu team
- Giant Connect 4
- Giant Jenga
- And much more!

We'll also be providing **free refreshments** courtesy of our Kearsney Café.

We Look Forward to Seeing You

Whether you want to learn more about housing services, share your views or meet local organisations. DDC Tenant Conference 2026 has something for everyone.

Join us on Saturday 22 August 2026 and help shape the future of housing in Dover District.

Complete the Tenant Survey

Your feedback matters and helps us understand what we're doing well and where we can improve. The annual Tenant Survey is your opportunity to share your experience of our services and influence future improvements. Your survey is enclosed with this edition of Tenant news and you can either complete it on paper and send it back, or fill it out online. Please take a few minutes to complete it before the closing date of 24 December. Every response helps us make positive changes that matter to residents.

[Take the
Tenant
Survey](#)

Click the 'Take the Tenant Survey' link above to fill in our tenant survey on Survey Monkey.

**Have
your
say!**

Need to Contact the Housing Service? We're Here to Help

At DDC Housing Services, we are committed to providing support, advice and assistance to all our tenants. Whether you need to report a repair, ask about your rent account, discuss your tenancy, or seek housing advice, our team is here to help.

How to Contact Us

There are several ways to get in touch with the Housing Service:

By Telephone

Contact our Customer Services Team on 01304 801084 for tenancy related queries, or 01304 801110 for repairs queries during normal office hours. Our advisors will direct your enquiry to the appropriate team.

By Email

You can send us an email at Housing@dover.gov.uk, housing.repairs@dover.gov.uk or housingplannedmaintenance@dover.gov.uk and a member of the team will respond as soon as possible.

Online Services

Your question might be answered by a visit to our website and many housing services can be accessed online, including reporting antisocial behaviour, making payments and completing consultations. Visit: www.dover.gov.uk/myhome

To report a fault to Kent County Council regarding potholes, streetlights, bollards, drainage, flooding and other issues, please report these directly to KCC: Report or track a problem on the road or pavement - Kent County Council.



Keeping Your Details Up to Date

To help us provide the best service possible, please ensure we have your current contact details, including your telephone number and email address. This allows us to contact you quickly about repairs, tenancy matters and important updates.

Kent Police's My Community Voice

My Community Voice is a messaging service that helps Kent and Medway residents, businesses, and community groups to keep in touch with their local policing teams.

The service sends updates about your local area directly from the police officers themselves.

My Community Voice is more than just a messaging service; it allows you to reply to the alerts Kent Police send you, share

information and tell them about the issues affecting you.

Please sign up to My Community Voice via the following link or visit their website:
www.mycommunityvoicekent.co.uk/



Celebrating Our Garden Competition Winners

A huge congratulations to all our tenants who took part in this year's Garden Competition. The judges were incredibly impressed by the creativity, dedication and hard work on display, with beautiful gardens of all shapes and sizes showcased across our communities. We are delighted to recognise this year's winners and thank everyone who entered for helping to make our

communities greener, brighter and more welcoming places to live.

For a full list of winners and photo gallery, click the next link code or visit:

www.dover.gov.uk/GardenCompetition



Most improved garden winner

Regulatory Inspection Outcome

We are pleased to share that Dover District Council has been found compliant with the Government's Consumer Standards following an inspection by the Regulator of Social Housing (RSH).

The inspection resulted in a **C2 grading**, making DDC one of only two councils in Kent to achieve this rating so far. The result recognises the hard work taking place across our housing service and confirms that we are meeting the standards expected of social landlords.

While this is a positive outcome, we recognise there is still more to do. We are already working

on improvements in key areas identified during the inspection and remain committed to delivering high-quality, safe and responsive services for our tenants.

Councillor Kevin Mills, Leader of Dover District Council, said:

"We are pleased the regulator has recognised we are compliant with the Government's Consumer Standards for social landlords. However, we are not complacent. We know there is more to do, and we are already

taking action to improve the services we provide. Our priority is to ensure all our tenants receive a safe, high-quality service, and we are committed to delivering meaningful and lasting improvements."

We would also like to thank all the tenants who contributed to the inspection process. Your feedback and experiences were invaluable in helping the regulator assess our services and will continue to help shape future improvements.



Investing in More Affordable Homes for Local People

Providing high-quality, affordable homes remains a key priority for Dover District Council. Across the district, we continue to invest in new housing opportunities to help meet local demand and provide a range of housing options for residents, whether through affordable rent or shared ownership.

Over the past year, we have expanded our housing offer through the purchase and delivery of new homes at several developments across the district. These homes will help more local people access safe, secure and affordable housing while supporting thriving communities for the future.

SHOLDEN MEADOWS

We purchased 39 new homes at Sholden Meadows in Deal, offering a mix of 1, 2, 3 and 4-bedroom properties.

Ten of these homes were available for purchase through our shared ownership scheme, while the remaining properties will become part of our council housing stock and will be let at affordable rent.

CROSS ROAD

We have purchased 12 new homes at Cross Road, Deal, comprising a mix of 2 and 3-bedroom properties. Eight of these are available to buy through the shared ownership scheme, while the remaining homes have been added to our housing stock and let at affordable rents.

SHOLDEN PASTURES (Artemis Gardens)

We purchased homes from this new development in the village of Sholden. We bought seven properties for shared ownership and two homes for affordable rent.



CHURCHILL STREET

This new site in Dover was purchased in December 2025 and comprises five three-bedroom terraced houses. The purchase was funded through the Local Authority Housing Fund. These homes have now been added to our housing stock and have been let on Affordable Rents.

CAVELL SQUARE

This new site in Deal was completed in September 2025 and includes four 2-bedroom bungalows, purchased with

support from Homes England funding. These homes have now been added to our housing stock and will be let at social rent.

EASOLE STREET

This new development was completed in autumn 2025 and delivers six new homes, including 1-bedroom and 2-bedroom flats let at affordable rent. There are also two 2-bedroom houses, which are available through the shared ownership scheme.



Interested in Shared Ownership?

Several of the new homes being built will be available through our Shared Ownership scheme, offering an affordable route into home ownership for those who may not be able to purchase a property on the open market outright.

Shared Ownership allows eligible buyers to purchase a share of a property and pay rent on the remaining share, making home ownership more accessible and affordable for local people.

Details of available Shared Ownership properties can be found on the Share to Buy website (www.sharetobuy.com), where prospective buyers can view current listings, eligibility



information and guidance on the purchasing process. We're also pleased to announce that our affordable rented homes are now being advertised

through Kent Homechoice, making it easier for applicants to find suitable properties across the district.

For more information about Shared Ownership opportunities and affordable housing options, visit the Share to Buy and Kent Homechoice websites or contact the New Homes Officer on housingdevelopment@dover.gov.uk.

Could You Benefit from Downsizing? Consider our Tenant Incentive Scheme

With demand for council housing continuing to grow across the district, we're always looking for ways to make the best use of our homes and ensure tenants are living in properties that suit their current needs.

If you're aged 55 or over and feel your home is now larger than you need, or if you're living in a property with adaptations that are no longer required, our Tenant Incentive Scheme could help you make a move while freeing up much-needed family-sized accommodation for other residents.

Moving to a smaller, more manageable home can offer a number of benefits, including lower running costs, less maintenance, and a property

that better meets your current lifestyle and future needs. You also might feel happy knowing another family will be making new memories in a much-wanted home.

Financial Incentives Available:

To help with the costs of moving, eligible tenants who agree to downsize can receive:

- £1,000 for making the move, plus
- An additional £1,000 for every bedroom reduced



For example, if you move from a three-bedroom property to a one-bedroom property, you could receive £3,000.

Interested?

If you've recently seen one of our new developments and are considering whether a move might be right for you, we'd love to hear from you. Our Housing Team can discuss your circumstances, explain the scheme in more detail, and help you explore the options available.

Allowing Access to Your Home

As set out in your tenancy agreement, Dover District Council and its contractors may need access to your home from time to time to carry out our responsibilities as your landlord. This could include completing repairs, carrying out tenancy audits, undertaking routine safety inspections such as Landlord Gas Safety Record

(LGSR) checks, conducting electrical or fire safety checks, or providing tenancy support visits where needed. These visits help us ensure your home remains safe, well maintained and suitable for your needs. We will normally give notice where required and arrange appointments at a convenient time. Refusing access

can delay essential works and may put your safety or tenancy at risk, so we ask all tenants to work with us to ensure these important checks and services can be completed. If you need to rearrange an appointment, please contact us as soon as possible so that an alternative date can be agreed.

Your Housing Performance Update

Each year we produce and publish performance data to both inform you how we're doing and to send to the Regulator of Social Housing. This is from our Tenant Survey, and performance-based data that we collect and hold:

Tenant satisfaction measure (Tenant Survey)		2023/24	2024/25	2025/6
TP01	Proportion of respondents who report they are satisfied with the overall service from their landlord.	68%	77.3%	77.4%
TP02	Proportion of respondents who have received a repair in the last 12 months who report they are satisfied with the overall repairs service	72.8%	78.7%	76.8%
TP03	Proportion of respondents who have received a repair in the last 12 months who report they are satisfied with the time taken to complete their most recent repair.	68.7%	73.1%	73.6%
TP04	Proportion of respondents who report they are satisfied that their home is well maintained.	64.4%	74.4%	73.8%
TP05	Proportion of respondents who report they are satisfied that their home is safe.	70.2%	81%	77.1%
TP06	Proportion of respondents who report they are satisfied that their landlord listens to tenant views and acts upon them.	53.9%	61.9%	61.4%
TP07	Proportion of respondents who report they are satisfied that their landlord keeps them informed about things that matter to them.	59.5%	66.3%	68.2%
TP08	Proportion of respondents who report they agree their landlord treats them fairly and with respect.	71.1%	78.7%	77.7%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34.2%	48.3%	35.3%
TP10	Proportion of respondents with communal areas who report they are satisfied that their landlord keeps communal areas clean and well maintained.	55.2%	59.6%	63.2%
TP11	Proportion of respondents who report they are satisfied that their landlord makes a positive contribution to the neighbourhood.	51.2%	57.6%	58.4%
TP12	Proportion of respondents who report they are satisfied with their landlord's approach to handling anti-social behaviour.	49.3%	54%	56.5%

For the full results visit the website or select the following link.
www.dover.gov.uk/TenantSatisfactionMeasures



Ways to Get Involved

At Dover District Council, we believe tenants and leaseholders are at the heart of everything we do. Your views, experiences and ideas help us improve services, shape policies and create better neighbourhoods for everyone.

Getting involved is a great way to have your voice heard, influence decisions that affect your home and community, and meet new people. Many residents also find that involvement helps build confidence, develop new skills and enhance their CV.

There are lots of ways to get involved, whether you can spare a few hours a year or want to play a more active role.

Resident Scrutiny Group

Take a closer look at housing services and help identify improvements. Members work together on specific reviews, looking at just 1 topic at a time, meeting with staff and making recommendations that help shape future services. Working on Scrutiny is a great way to take a deep dive, using detective skills, having the confidence in challenging the way things are done and the creativity to recommend solutions.

Click the following link to sign up to the Resident Scrutiny Group:

[Sign up to Resident Scrutiny Group here.](#)



Dover District Tenants' Consultative Group (DDTCG)

An independent group of tenants and leaseholders that represents resident views and works with the council to agree policies, discuss and recommend improvements.

Can you spare 2hrs every 6 weeks on a Tuesday lunchtime (11am-1pm)

We're looking for new members, so if you want to give it a try, please come along! All tenants are welcome, contact tenantinvolvement@DOVER.GOV.UK for joining instructions.

Focus Groups

Want to influence a specific project? Focus groups meet for a short series of sessions and have already helped shape our Repairs Contract. We're currently looking for residents to join our Cleaning Contract Focus Group and help design the future service.

Click the following link to sign up to join our Cleaning Contract Focus Group:

[Sign up to the Cleaning Contract Focus Group.](#)

Estate Walkabouts

Join us on your estate to highlight issues, discuss improvements and meet the officers, councillors and contractors working in your area. All estates have 1 walkabout each year, and we love to see tenants and residents joining us! Find the times, dates and locations of our walkabouts on our website, just search 'estate walkabouts'.

Leaseholder Forum

Our dedicated Leaseholder Forum gives leaseholders the opportunity to discuss issues that matter to them directly with council officers and service managers. We're introducing these at 6month intervals.

Armchair Assistants

If you'd prefer to get involved from home, our Armchair Assistant scheme could be perfect for you. Simply complete occasional surveys and share your views on housing services when it suits you – get involved as little or as much as you like.

Click the following link to become an Armchair Assistant.

[Become an Armchair Assistant](#)

Surveys and Consultations

From repairs and tenancy agreements to anti-social behaviour policies and future service improvements, your feedback directly influences the decisions we make. We contract residents who are directly affected by changes to hear views, please respond to us, we love to hear from you.

Don't Let Cost Be a Barrier

We don't want anyone to be out of pocket for getting involved. Tenants and leaseholders can claim expenses for approved engagement activities in line with our Tenant Engagement Expenses and Incentives Policy.

Have Your Say

Whether you'd like to join a group, attend a walkabout, take



part in a focus group or simply complete occasional surveys, there's an opportunity for everyone.

To find out more and register your interest, visit our Get Involved pages or contact the team at tenantinvolvement@dover.gov.uk.

Your voice matters, and together we can continue to improve housing services across Dover District.



Leaseholder Forum Round-Up

Thank you to everyone who attended our latest Leaseholder Forum on 23 June 2026.

Residents heard updates on a range of topics, including the new cleaning contract, repairs and maintenance, waste services, anti-social behaviour, and upcoming changes through the Renters' Rights reforms.

A key discussion centred on the future cleaning contract, with leaseholders invited to join a

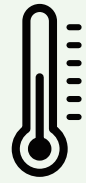
resident focus group to help shape service standards and contract requirements.

Residents also raised concerns about waste disposal, fly-tipping, communal cleaning, parking and ASB. Officers provided updates on improvements being made, including increased staffing within estate management and tenancy enforcement teams.

We appreciate the valuable feedback provided and look forward to continuing these conversations at future forums.

Your Money Matters

Fun Facts:

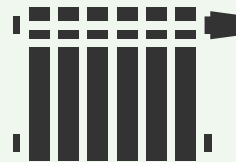


The Energy Saving Trust says dropping the temperature by one degree could save around £90 a year on average for a typical home.

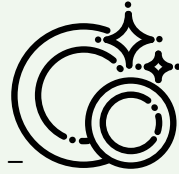


year – across all households that's 2,422 Olympic-sized swimming pools of clean water each year."

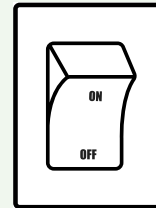
Smart Energy GB says you could save around £40 a year turning radiator valves down to the midway point, in rooms you don't use.



And don't rinse dishes before putting them in the dishwasher – you're wasting hot water on a job your dishwasher is about to do. According to Utilita Energy, "the average cost of double dishwashing is £25.48 per household and wastes 4,576 litres of clean water each



The Energy Saving Trust estimates that UK households waste around £30-£80 per year on standby power alone. Switching appliances off at the wall costs nothing.



Warm Home Discount Scheme

As the colder months approach, energy use tends to increase, which can lead to higher electricity bills. If you're on a low income, or if you receive the Guarantee Credit element of Pension Credit, you may be eligible for support.

The Warm Home Discount Scheme will reopen in October 2026. If you qualify, your electricity supplier will

automatically apply a £150 discount directly to your bill, you won't need to apply or receive the payment separately.

If you think you may be eligible, keep an eye on your energy account and statements to ensure you receive this support.



Estates success!

Stembrook Court

Dover District Council employed the services of Wynsdale Environmental to support us in clearing waste and weeds at Stembrook Court.

Wynsdale attended site on 9th July 2026 and cleared almost all the weeds and the outstanding fly-tipping. Our new Estates Officer for the area, Ben, has been working hard on making progress for residents.

A polite reminder to residents, when we pay to undertake works such as these, if you don't move your car when asked (we provide clear notice), we will be unable to clean or clear areas underneath or in areas your vehicle is



blocking. This reduces the impact of positive works such as these.

Adrian Street

A long-standing waste collection issue at the Adrian Street bin store has seen a positive transformation thanks to a collaborative effort between residents and staff.

Over the past three months, work has been carried out to improve the area, creating a practical solution with minimal cost to you, the rent payer.

The project has focused on improving the appearance and usability of the bin store while encouraging residents to dispose of waste responsibly. Positive engagement with residents has been key to the success of the initiative, with four of the six households in the block actively supporting the improvements.

Particular thanks go to Wynsdale, who attended the site and quickly recognised the scale of the clearance required. At very short notice, arrangements were

made to clear the remaining two-thirds of the bin store the following day, helping to achieve a significant improvement to the area.

The improvements have been welcomed by local residents, including a neighbouring resident who has previously raised concerns about the bin store. She has been kept informed throughout the process and has expressed her appreciation for the efforts made to address the issue.

This project is a great example of how teamwork, resident engagement and low-cost practical solutions can make a real difference to our neighbourhoods.



Your new Tenancy Agreement

We have recently updated some of the terms and conditions of your Tenancy Agreement. This follows a consultation with tenants between March and May 2026. The Tenancy Agreement has been updated to ensure it reflects current legislation, regulatory requirements and best practice, while clearly setting out the rights and responsibilities of both tenants and the council.

You will have receive a letter in the post called a Notice of Variation. This is a legal letter informing you that we have made changes to your Tenancy Agreement, and stating the date the changes come into effect. This notice does not mean you are being evicted or being asked to move from your home.

The updated Tenancy Agreement will replace the current agreement from 24 August 2026. From this date, all council tenancies will be governed by the updated version.

To view your new tenancy agreement, please see our website or click the following link:

www.dover.gov.uk/housing/council-tenants/tenancy-agreement-and-your-rights



Recycling

in your new Tenancy Agreement

To keep our district clean and tidy, recycling is one of the small ways in which we can help the environment.

With the introduction of the new Tenancy Agreement, tenants are now obligated to recycle, and we aim to make it as easy to follow as possible!

Your recycling bin (Blue lidded bin) gets collected every fortnight and it can include food/

drink containers, plastic bottles, yoghurt pots, glass bottles and jars, as well as other things. We ask that you empty and rinse out your containers, as well as leave the lids on plastic bottles, as the Mixed Recycling Facility is equipped to deal with this.

We also ask that you make sure your bins are kerbside by 7am the day of your collection.

By recycling, you are not only helping the environment, but you are helping to create jobs as well as community engagement.

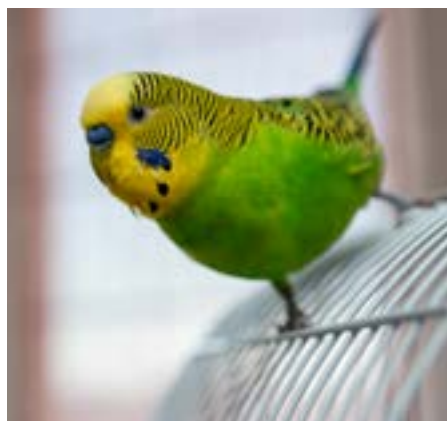
Keeping Pets

Many of our tenants enjoy the companionship of pets and animals, and we know how important they can be to wellbeing, routine and family life.

To help us manage this safely and fairly across all our homes, all tenants, regardless of the type of property you live in, must request permission before keeping a pet or animal in their home.

This helps us make sure pets are being kept responsibly, that homes are safe, neighbourhoods remain safe, and any additional needs (such as outdoor space, noise considerations or welfare requirements) are properly supported.

If you already have permission to keep a pet or animal, you don't need to do anything. If you're unsure whether permission was granted or you know you don't have permission, it's best to get in touch with us so we can check for you.



What's changed?

We've recently updated our website with clearer guidance on:

- How to request permission
- Responsibilities for pet owners
- What happens if permission isn't granted
- Where to get help if you're struggling with pet care

Need support?

If you need support understanding how to get permissions, or what the permission process is, you can find this on our webpage, or you can contact us to discuss this with one of our team.

You'll also find links to external organisations that offer advice, financial support, and practical help with animal welfare—useful if you're facing unexpected costs or changes in circumstances.

For more help and advice please click the following link or visit our website: www.dover.gov.uk/housing/council-tenants/your-responsibilities/keeping-pets-and-animals