

August 2021

# Tenant & Leaseholder

# News

[thanet.gov.uk/myhome](http://thanet.gov.uk/myhome)

Hear how  
community  
champions  
are making a  
difference

Packed with  
opportunities to  
get involved

Free training

Repairs affected  
by shortages

Complete the survey  
and have your say!

Help us build a better relationship with you

Be  
in with  
a chance to win

**£100!**  
prize



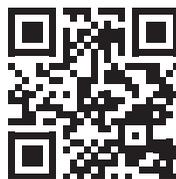
# Help us build a better relationship with you.

## We want to hear your views

In our January survey, residents said they wanted us to improve our communication and engagement.

As your landlord we want to build a better relationship with you; by listening to your views on what we should do to understand your needs and build a trusting, fair and respectful relationship.

Complete this survey and return it in the enclosed Freepost envelope by **Monday 20 September 2021** to be in with a chance to WIN a £100 prize. Or take part online at <https://rb.gy/foggal> or by scanning the QR code.



## Complete the survey and have your say!

Help us build a better relationship with you.



Competition Terms & Conditions apply and can be found at [thanet.gov.uk/myhome](https://thanet.gov.uk/myhome). Find out how we use your data, you can see our updated privacy notice on our website: [thanet.gov.uk/privacy-statement/](https://thanet.gov.uk/privacy-statement/)

# Neighbourhood Inspections and Housing Hubs



## You said, We're doing

Residents who completed our January survey, told us they wanted estate inspections to be carried out to identify improvements.

In response to this we've rolled out an estate inspection programme which started in July and is continuing over the summer months.

**Join us on your neighbourhood inspection and help us check on things** like communal cleaning, grounds maintenance, repairs and identify improvements.

### Talk to us and our partners at our Housing Hub

Share your views about where you live, report repairs, suggest improvements and get involved in our latest consultations.

### Join in the community litter pick

Date	Time	Inspection Area	Housing Hub Location
Wednesday 18 August 2021	2pm - 4pm	Brunswick Court/ Loughborough Court/ Sussex Street	Communal garden behind Loughborough Court
Wednesday 25 August 2021	2pm - 4pm	Harbour Towers	Green space next to car park
Wednesday 1 September 2021	2pm - 4pm	Eastcliff - Trove Court, Kennedy House, Conflans Court, Albion Mews, La Belle Alliance and Camden Square	Green area next to Kennedy House

Please note: Dates are subject to change. Please check our website or local notice boards for updates.

# Meet the Resident Involvement Team

We provide opportunities for you to have your say and support the residents who get involved with our groups.

We feedback what you have told us to help shape your housing service.



## What we do:

- Support and meet with the Thanet Tenant and Leaseholder Group (TTLG)
- Support resident focus groups to help us carry out service reviews
- Support residents to scrutinise our performance and monitor estate services
- Organise community events, such as the Neighbourhood Inspections and Housing Hubs on page 3
- Ask your views through online, postal and face-to-face consultations
- Feeding back what residents have told us to our operational teams
- Provide free training for residents. Check out pages 8 and 9
- Produce newsletters like this one

## Best parts of the job:

- We love listening to your stories about personal or community achievements, getting to know you better and working with you to improve the service.
- It's great hearing your views, sharing them with our operational teams who turn them into actions.
- Our favourite thing is organising events like the neighbourhood inspections, getting out into communities and working in partnership.
- You can find lots of ways to get involved in this newsletter.

For more information get in touch.

Visit: [thanet.gov.uk/getinvolved](https://www.thanet.gov.uk/getinvolved)

Email: [residentinvolvement@thanet.gov.uk](mailto:residentinvolvement@thanet.gov.uk)

Call: **01843 577090**

## Working with residents to improve our phone system



We recently supported residents to test our telephone options. Residents used scenarios to call and see how easy it was to get through.

They recommended a number of improvements which are currently being implemented and include:

- An option to select 'All other council services'
- A new option to select 'Tenancy, home or neighbourhood enquiries'
- Making it clear if the option will connect you to an automated service
- Helped us choose a new clear and friendly voice for our telephone options.

## Help us improve our website

Improving the information we provide was one of the top priorities for residents who completed our January survey. We want you to tell us what you think about our website pages for tenants and leaseholders at [thanet.gov.uk/myhome](https://www.thanet.gov.uk/myhome)

- Is it easy to find what you need?
- Is there anything else we could be offering online?

If you would like to take part, you can do so from the comfort of your own home and you won't be asked to attend any meetings. Email: [residentinvolvement@thanet.gov.uk](mailto:residentinvolvement@thanet.gov.uk) to volunteer or to find out more by **Monday 13 September.**

## Our budding photographers.

You've been sending in photos of views from your home, communities or parts of Thanet that you enjoy.

Thanks to Leysi, from St Peter's who sent us the cover photo and said: 'I can watch beautiful sunsets from my living room window. I love my little flat and appreciate nature's way of presenting itself, all we have to do is capture the moment'.

Claire, in Ramsgate, took this great photo of the view from her flat lit up in the moonlight.



Get your cameras and phones out and send us more!

Please email your photos to: [residentinvolvement@thanet.gov.uk](mailto:residentinvolvement@thanet.gov.uk)

We may use your photos in our publications.

# Celebrating Community Champions

**A big thank you to all those Community Champions who are making a difference in their neighbourhoods. Here are just a few we've been made aware of!**

## Neighbour Suzanne is our Community Champion.

Sabrina, from Ramsgate wants to thank her Community Champion and neighbour Suzanne. Suzanne takes the time to brighten up the square where we live with flowers, she always stops to say hello and have a chat and has certainly made me feel better during the lockdowns. Outside our home is a small basement area that was always being filled with rubbish. Suzanne got my children to help and together they tidied up the area replacing rubbish with pebbles and a plant pot so no more rubbish could get in! Thank you Suzanne for everything you do for your community.



## Litter Picking Community Champions

We know there are lots of residents who litter pick around their neighbourhoods to help keep them tidy. We've been made aware of the dedicated groups of residents that are regularly spotted litter picking around Staner Court, Clements Road and Trove Court and Kennedy House, Ramsgate. Thank you to you all!



## Community Champions help the fight against fly-tipping

Clements Road residents have had enough and are helping tackle fly-tipping in their neighbourhood.

Fed up with pick-up trucks and vans flytipping next to their bin stores. Residents are working with us to get new no fly-tipping signs put up to deter fly tippers and are capturing evidence and reporting the culprits!

A spokesperson for the residents had this to say - 'We care about our neighbourhood and are already noticing a difference so far, it's an ongoing battle but working together with the council is the only way to tackle the problem'.

Help keep your neighbourhood safe and clean, report fly-tipping on **01843 577000** or **email [sse@thanet.gov.uk](mailto:sse@thanet.gov.uk)**

If you've got a great story of how residents are making a difference in your area that you'd like to share. Get in touch, **email [residentinvolvement@thanet.gov.uk](mailto:residentinvolvement@thanet.gov.uk)** or **call 01843 577090.**



# Free Training

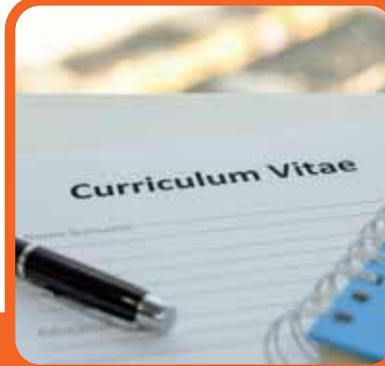


## Boost your CV with these courses!

Free training is available to Thanet District Council's tenants and leaseholders, delivered in local friendly community venues.

The accredited courses, delivered by Adult Education are free if you are over 19 years, on a income of less than £20,000 per year or unemployed. All other courses are free.

Spaces are limited, book your place now!  
**Call or text Debra on 07920 085 517**  
**or email residentinvolvement@thanet.gov.uk**



## Accredited Emergency 1st Aid at Work Level 3

Excellent if you want to work in care or just want to learn how to save someone's life.

**Millmead Hall, Margate.**  
**Thursday 16 September 2021, 9.30am - 4.30pm.**  
**The Brunswick Hub, Ramsgate.**  
**Thursday 23 September 2021, 9.30am - 4.30pm.**



## Accredited Food Safety Level 2

Necessary if you want to work with food such as a pub, restaurant, cafe or nursery or if you just want to learn more about preparing food safely.

**Millmead Hall, Margate.**  
**Wednesday 13 October 9.30am - 4.30pm.**  
**Ramsgate venue to be confirmed.**  
**Wednesday 20 October 9.30am - 4.30pm**

## Self Confidence Workshop

This workshop will give you the tools to help you improve your confidence and self esteem.

**The Brunswick Hub, Ramsgate.**  
**Thursday 26 August, 11am - 2.30pm.**  
**Millmead Hall, Margate.**  
**Wednesday 8 September, 11am - 2.30pm.**



## Job Clubs

Free internet access to help you search for jobs. Workshops include CV writing, interview skills and completing job applications.

**Millmead Hall, Margate.**  
**First Monday of every month, 1pm - 4pm.**  
**The Brunswick Hub, Ramsgate.**  
**First Thursday of every month - 1pm - 4pm .**

## Sign up now for November and December courses!

Dates and venues to be confirmed.

## Paper Craft Workshop

Make 3D cards and other card craft in time for Christmas!

## Accredited Health and Safety in Construction Level 1

Health and Safety course necessary for working in construction. Part one of obtaining a CSCS Card.

## Accredited COSHH

Learn about hazardous substances, how to use and store them Essential if applying for cleaning jobs.

## Accredited Manual Handling

Learn to handle and lift items safely. Essential if you're applying for warehouse, packing or care worker jobs.

# Home safety

In this issue we're focusing on water safety in your home, especially important at this time of year when you may be spending time away from your home on holiday or visiting friends and relatives. Our full Home Safety leaflet which covers fire, gas, asbestos, electrical and water safety is now available on our website [thanet.gov.uk/myhome](http://thanet.gov.uk/myhome) Get in touch if you'd like a printed copy.



# Water safety in your home

## What is Legionnaires' disease?

Legionnaires' disease is a form of pneumonia caused by Legionella bacteria, which can be found in water. Some facts about Legionnaires disease.

- Not everyone exposed to Legionella bacteria becomes ill
- The symptoms are like flu
- You can't catch it from other people
- You can do some simple things to prevent Legionnaires disease
- It could kill you

## How do people get Legionnaires' disease?

You can get it by breathing in air that has tiny droplets of water and the bacteria in it.

The risk is increased if:

- The water temperature in the system is 20-45 °C
- Breathable water droplets can be created in the air e.g. shower spray
- Water is stored and/or re-used
- There are deposits that help bacteria grow, like rust, sludge and scale
- You don't usually get it from drinking water

## In your home, the risk of Legionnaires' disease is low.

### Who is most at risk?

Anybody can get it, but older people and those with lung conditions are most at risk.

### How to prevent Legionnaires' disease

- If you have been away or your water has not been used for a while, run showers and taps for 5 minutes. When you run the shower, try not to make any spray.
- Take off the shower head or catch the water in a plastic bag and get rid of it carefully
- Keep all shower heads and taps clean using a suitable cleaning solution
- Make sure all taps are run weekly
- Flush toilets with the lid down if they haven't been used for a while Drain hose pipes after use and keep out of direct sunlight. Run for a couple of minutes before filling up paddling pools etc
- Keep hot water in your system at a temperature of 60°C or more (for example, in combi boilers). This will kill the bacteria
- Do monthly readings of the hot water temperature displayed on your boiler, make sure it hasn't dropped below 60°C

Increasing the water temperature is one way to control Legionella growth. But it could increase the risk of burns. Please take care, especially if you have young children.

If you have any concerns about Legionnaires' disease, or would like more information, you should contact us: **Call: 01843 577262 Email: [myhome@thanet.gov.uk](mailto:myhome@thanet.gov.uk)**

# Summertime BBQ's

The weather is warming up perfectly for having a BBQ. In blocks of flats, this can be difficult due to lack of outside space. If you have a balcony, please do not be tempted to light a BBQ on it. This causes a fire risk to you and to your neighbours all around you.

Visit [thanet.gov.uk/bbqs](http://thanet.gov.uk/bbqs) for more information about using BBQ's



# National shortage of building materials, causing delays!

You may have seen in the news that there is currently a shortage of materials for use in building and repair works due to Covid19 and Brexit.

As a result, our contractors are experiencing delays to repairs of fences, plastering and obtaining certain other materials.

This may mean you experience longer than usual waiting times for work to be completed and for this we apologise. We will continue to prioritise emergency and urgent repairs and ensure that all repairs are completed as quickly as possible.

We are doing everything we can to minimise the disruption to our services, and thank you for your patience during these challenging times.

## **Contacting the Tenant and Leaseholder Service**

### **General housing enquiries**

Call: 01843 577 262

Email: [myhome@thanet.gov.uk](mailto:myhome@thanet.gov.uk)

### **Household and communal repairs**

Mears: 0800 023 4320

Gas, hot water and heating

Gas Call Services: 0800 012 9958

Visit [thanet.gov.uk/myhome](https://www.thanet.gov.uk/myhome) for more information.

### **For all other Thanet District Council services**

Call: 01843 577 000

Email: [thanet.gov.uk](mailto:thanet.gov.uk)

