

April 2021

Tenant & Leaseholder News

thanet.gov.uk/myhome

Survey results
are in! See what
you told us.

Who have been
your community
champions?

Calling all
budding
photographers.

Your **annual gas**
inspection: what
to expect

How to make a
complaint.



Meet the Housing
Response Team
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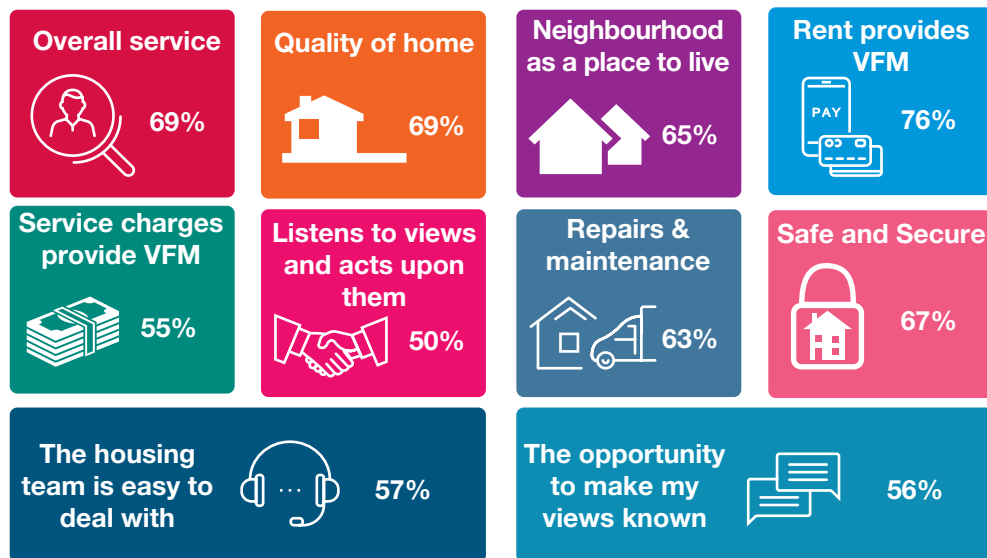


Tenant & Leaseholder Survey

The results are in, here's what you told us

A big thank you to the 384 residents who took part in our satisfaction and improvement survey. Here is a snapshot of what you told us.

The percentage of residents who said they were very or fairly satisfied with different areas of the service are shown below. We know we have a lot of work to do to improve services and gain your trust.



Residents who completed the survey said the three most important improvements were:

1. Carrying out estate reviews to identify areas for improvement.
2. Improved information about planned home improvements.
3. The opportunity to scrutinise our service, including contractors' performance.

Other areas for improvements included:

- Home improvements, repairs and mould
- Rubbish, litter, pest control and cleaning
- Communication and engagement

Three prize draw winners!

Residents who took part in the survey were entered into a prize draw with a chance to win one of three £100 prizes. Here's what the winners had to say.

"I will be spending it locally to support our independent retailers. We are lucky that Ramsgate has a good selection. Thank you"

Gary, Ramsgate

"I am still so surprised that I won. I will spend my winnings on my children. Thank you again for the wonderful news."

Elizabeth, St Peters

"I will probably spend my winnings on home DIY projects"

Paul, Margate



Paul being presented with his winnings by Sally O'Sullivan, Tenant and Leaseholder Services Manager.

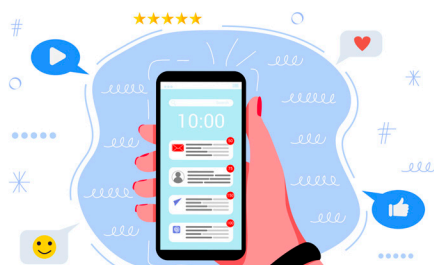
How are we using your feedback?

We have used your feedback and suggestions to develop an improvement plan. This will be delivered over the next 12 to 18 months.

This is an exciting time for us and we will keep you updated with what we are doing. If you'd like to be involved with this work, please get in touch with us.

Should we start a Residents' Online Forum?

We want to find ways to make it easier for you to give us your suggestions and opinions on what we are doing. We'd like to suggest an online residents' forum. The forum will provide residents with a platform for sharing ideas, feedback and suggestions. It will be interactive with us and you. It will be a space for us to talk about various matters, including how we use what you have told us to improve your housing services.



Would you be interested in being part of this? Let us know what you think of this idea by completing this 1 minute survey by **Monday 17 May -** thanet.gov.uk/forum-survey

Let's talk about rubbish...

Overflowing bins and piles of rubbish are an eyesore and a health hazard

Bins are often not collected if they contain the wrong type of rubbish, you can help by making sure you are using the correct bin for recycling and for general rubbish.

Food Waste

Brown lockable bin & silver kitchen tidy
Compostable bags only - no plastic bags or liners please

- Garden waste
- Plastic bags
- Pet waste
- Nappies
- Liquids
- Oil or liquid fats
- Food packaging

Paper & Card

Red bag/red box & red handled bin insert
All recycling must be loose - no plastic bags or liners please

- Hardback books
- Greeting cards with metallic or shiny finishes
- Glass
- General rubbish
- Used tissues/face coverings

Mixed Dry Recycling

Blue lidded wheelie bin or blue box
All recycling must be loose - no plastic bags or liners please

- Paper & cardboard
- Plastic bags
- Plastic film
- Polystyrene
- Cartons (e.g. Tetra Paks)
- General Rubbish
- Drinking glasses
- Lightbulbs
- Over-proof glass
- Sheet glass/windowpanes
- Garden Waste

Non-recyclable

Black wheelie bin or black sack/seagull proof bag
Please do not place additional rubbish outside of your bin

- Recyclable materials
- Garden waste
- Hot ashes
- Electrical items
- Clinical waste
- Hazardous waste
 - Paint
 - Fluorescent tubes



If you live in a flat

You may only have the ability to recycle using the blue bin.

If you live in a high rise block, you are currently unable to recycle. You must dispose of rubbish using the bins and bin chutes provided or by taking larger items to the tip.

Fly-tipping costs more than you think

Fly-tipping is the illegal dumping of rubbish. This includes leaving bin bags and small items in communal spaces like gardens, external and internal walkways.

The presence of rubbish on your estates is an issue that is important to you. Please help us by disposing of your rubbish responsibly and reporting incidents of fly-tipping.

Fly-tipping is a criminal offence and you can be fined up to £50,000!

We take this matter very seriously and we will use all the powers at our disposal to press charges against anyone that we can prove is fly-tipping.

Help keep your community safe and clean, report fly-tipping on **01843 577000** or email **sse@thanet.gov.uk**



Can't get to your local tip?

Use the bulky waste collection service. We will collect up to 5 items or 15 black sacks of household rubbish for £25.50.

To find out more and to book a collection slot visit **thanet.gov.uk/online-services/bulky-waste-collection** or call **01843 577115**.

Meet the Housing Response Team

Our dedicated team of Housing Response Officers are out and about in your community, helping to keep it safe and clean.

They look after our blocks of flats inspecting them regularly for communal repairs and fire hazards such as dumped rubbish or broken door closers. Some blocks of flats are inspected every day, whilst others are inspected weekly or monthly.



Their daily tasks include:

- Cleaning the entrances and lifts in our high-rise blocks every day.
- Unblocking the bin chutes and picking up rubbish that has been left beside communal bins instead of inside them.
- Litter picking inside and outside the blocks.
- Rotating bins where there are communal bin chutes.
- Investigating and reporting any incidents of fly tipping.

The team spends a lot of time dealing with fly-tipping and rubbish left for the seagulls to pull apart. This reduces the time they have to talk to residents or to pick up litter.

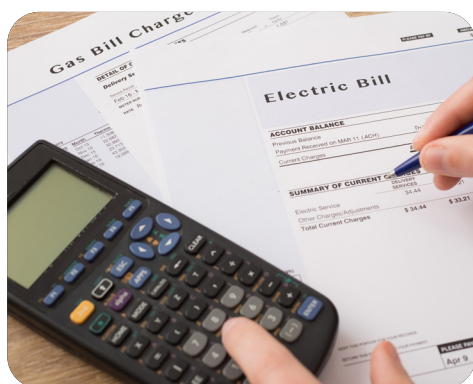


Money matters

By now you will have received your annual rent letter which tells you how much rent you will need to pay until April 2022. Contact us today, if you are having difficulty making rent payments.

Your Rent Officer and our Financial Wellbeing team are here to help.

Contact the team by
Calling : **01843 577262**
Email: **myrent@thanet.gov.uk**



Calling all budding photographers!

Do you love taking photos with your phone or camera?

Do you have a view from your window, or of your local community you'd like to share?

We would love to see photos of your community through your eyes and use them in our future publications.

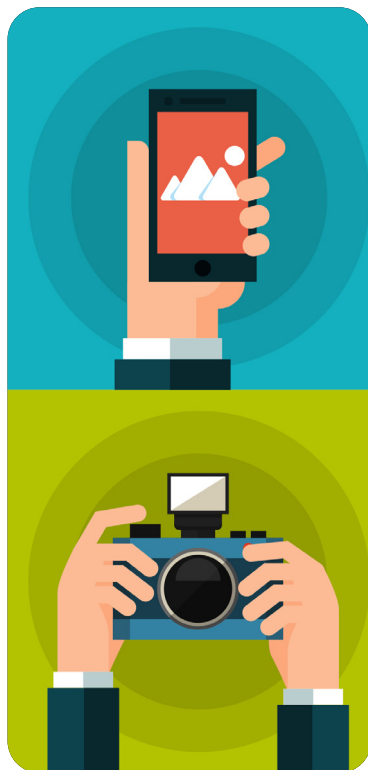
Send your photos (Between 1 and 5 MB is a good size) along with your name and where the photo was taken to

residentinvolvement@thanet.gov.uk

Please do not send photos which include people (even if they are your family) or of individual homes.

If we publish your photo we will credit you, for example 'photo by John from Ramsgate'

By sending a photo to us you are consenting to us using your photo in our future publications.



Gas safety in your home

Making sure your gas appliances are safe to use is a top priority for us. We do this by inspecting your gas boiler and gas cooker every year.

Your annual gas safety inspection

If you have a gas boiler heating your home or a gas cooker, as your landlord we are legally required to carry out an annual inspection of these appliances.

How will I know when my annual inspection is due?

Our gas contractor will send you a letter with an appointment when your inspection is due. If the appointment given is not convenient for you, please call to rebook.

Who carries out the inspection?

All gas safety inspections are carried out by a Gas Safe registered engineer. We regularly check with our contractors to make sure their engineers are qualified and registered. If you are unsure, please ask to see their ID.

What is checked during the inspection?

The engineer will need to enter your home to check the following:

- Your gas meter
- Your gas boiler is operating at the right pressure and burning gas correctly
- The gas supply going to your appliances flues and chimneys are releasing gases and fumes safely
- Safety devices on appliances are working correctly
- Your smoke and carbon monoxide alarms



What happens if the inspection uncovers a problem?

The engineer will let you know and will book an appointment for a repair to be carried out. In cases where your appliance is unsafe, the gas supply will be shut off until the repair is complete.

What is a Gas Safety certificate?

This is a record of the inspection. You will receive a copy of your Gas Safety certificate by post within 28 days of the inspection taking place.

Top tips for gas safety:

- Always follow the operating instructions for your gas appliances
- Make sure where and how to turn off your gas supply
- Never install a gas appliance yourself, get a gas safe registered engineer to do it
- Get your appliances regularly checked by a gas safe registered engineer
- Never use a gas appliance if you think it isn't working properly
- Never cover an appliance or block the convection air vents
- Never block or cover outside flues
- Never sleep in the same room as a gas fire



During the Covid-19 Pandemic

We are continuing to carry out inspections as per government and HSE (Health & Safety Executive) guidance. All engineers will follow social distancing and wear appropriate personal protective equipment as well as sanitising areas where they have worked.

If you are concerned about the inspection or letting engineers into your home, please let us know. Gas Call has a Tenant Liaison Officer who can provide further advice and support.

Who to contact

For gas, hot water, central heating repairs or to book your annual gas inspection contact Gas Call Services:

Call:
FREEPHONE 0800 012 9958

Email:
TDCcustomerservices@gascall.co.uk

If you smell gas please call the National Gas Emergency number on
FREEPHONE 0800 111 999.

Housing complaints - help us make things better



If you are unhappy with the service provided by the Tenant and Leaseholder Service, we want to hear from you.

Ways you can make a complaint:

Submit a complaint online
thanet.gov.uk/services/complaints-compliments/

Write to us at **Thanet District Council, PO Box 9, Cecil Street, Margate, Kent, CT9 1XZ**

Call us on **01843 577262** or **577000**

How we deal with complaints

Stage One

- We will acknowledge your complaint within two working days advising you when to expect a response.
- The relevant service manager will investigate your complaint and you will receive a response within ten working days.
- If necessary we may need to contact you for more information to help us in the investigation.
- If you are not happy with our response, you may write to us with your reasons within ten working days, to request a further review, this is known as a stage two complaint.

Stage Two

- If you are unhappy and contact us setting out the reasons you remain dissatisfied, we will open a stage two complaint which will be acknowledged within two working days.
- The complaint will be investigated by a Head of Service or Director and the response will be sent to you within twenty working days.
- If the complaint is complex the investigation may take longer, but we will keep you informed and will let you know the reasons for any delay.

If you're still unhappy about the outcome you have the right to contact the Housing Ombudsman.

How we learn from complaints

We are committed to resolving complaints as quickly as we can. We use the information collected from complaints to help us understand where things are going wrong and what we need to do to improve.

Who is your Community Champion?

What a year! We have experienced multiple lockdowns, extremely challenging and sometimes very sad times.

Amongst this, there have been those people who have been there to support us, for example

- Helped with shopping or the garden
- Stopped for a chat through the window or end of the garden
- Tidied up communal areas
- Fundraised

Tell us about someone you know who deserves thanks and recognition!

Please let us know who they are by contacting residentinvolvement@thanet.gov.uk or 01843 577090.

We want to know:
why they are your community champion, what have they done, what difference has it made to you and others in your community.

Please check with them first that they are happy for you to give us their name as we would really like to celebrate your champion in our next newsletter.

Find out how we use your data, you can see our updated privacy notice on our website: thanet.gov.uk/privacy-statement/



Get involved and help shape your housing service

There are lots of ways for you to be involved. Your voice can help shape your housing service. If you are interested and would like more information:

Visit: **thanet.gov.uk/get-involved**

Call: **01843 577090**

Email: **residentinvolvement@thanet.gov.uk**

If you need this publication in a different format, please let us know by calling **01843 577090** or visiting **thanet.gov.uk/myhome**