

July 2022

# Tenant & Leaseholder

# News

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

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## Community Partnership Events



Our Community Partnership events will be starting in July. Residents have told us they want estate inspections to identify improvements, therefore these events will include -

- **An estate inspection** led by the Housing Officer - checking communal cleaning, grounds maintenance, and communal repairs that are needed.
- **A housing hub** where you can talk to members of the team and our partners - share your views about where you live, report a repair (if it can be done on the day, it will) and get involved in our latest consultations.
- **A community litter pick** - staff, partners and residents litter pick (equipment will be provided).

If you would like to join the estate inspection on any of the dates listed below then please let us know in advance by emailing [residentinvolvement@thanet.gov.uk](mailto:residentinvolvement@thanet.gov.uk), or call us on **01843 577090**.

**\*\*You can still turn up on the day \*\***



| Date   | Inspection area  | Hub location  |
|--|--|---|
| <b>Wednesday<br/>20 July 2022<br/>2-4pm</b>      | Invicta House and Millmead - Appledore Close, Elham Close, Biddenden Close, St Anthony's Way and Millmead Road | Green space behind Invicta House, Margate                       |
| <b>Wednesday<br/>27 July 2022<br/>2-4pm</b>      | High Street and Churchfields   | Car park area near blocks 147-151, High Street, Margate         |
| <b>Wednesday<br/>3 August 2022<br/>2-4pm</b>     | Dane Valley Rd, William Ave, Tomlin Drive, Dane Gardens and Dane Mount   | Outside blocks 24/26 William Avenue, Margate                    |
| <b>Wednesday<br/>10 August 2022<br/>2-4pm</b>    | Staner Court and garage sites  | Green area behind Staner Court, Ramsgate                        |
| <b>Wednesday<br/>17 August 2022<br/>2-4pm</b>    | Brunswick Court/Loughborough Court/Sussex Street   | Green space beside Brunswick/in front of Loughborough, Ramsgate |
| <b>Wednesday<br/>24 August 2022<br/>2-4pm</b>    | Harbour Towers   | Green space adjacent to Harbour Towers, Ramsgate car park       |
| <b>Wednesday<br/>7 September 2022<br/>2-4pm</b>  | Trove and Kennedy Court, Conflans Court, Albion Mews, La Belle Alliance, Camden Sq                             | Green area adjacent to Kennedy House                            |
| <b>Wednesday<br/>14 September 2022<br/>2-4pm</b> | Conyngnam Close /Somerset Court/Lancaster Close  | Green space by pathway behind Conyngnam Close/Lancaster Close   |

**Please note: Dates are subject to change.**

**Please check our website and local notice boards for updates.**

If your area is not listed above and you would like to join a local inspection, please let us know- Call: **01843 577090** or email: [residentinvolvement@thanet.gov.uk](mailto:residentinvolvement@thanet.gov.uk)

# Our Antisocial Behaviour Team

We met up with Louise and Ben, who told us about their work, what they enjoy about their job and some of the challenges they face. Here is what they had to say:

As Antisocial Behaviour (ASB) Officers, we advise residents on how to be good neighbours and keep their tenancy. When this is not possible, we take enforcement action.

The job is very challenging and no two days are the same. It can be very rewarding, especially when you help someone recognise how their behaviour is affecting others and you see them making positive changes. It's satisfying to know the work we do makes a difference to people's lives.



## Our biggest challenge

It is never easy to explain to residents who are affected (and understandably upset) that it can take months, if not longer in some cases, to reach a resolution. Residents may be working with us for a long period of time to provide the evidence we need to take formal action.



## Our ASB Policy

Our policy outlines the measures we will take to investigate reports of ASB. It provides clear information to those affected by ASB and the people carrying out ASB. It's important that everyone knows what kind of action we take in different circumstances, whether that be preventative action, early intervention or legal action.

For more information and to download the full policy visit:  
**[thanet.gov.uk/policies-and-reports](https://thanet.gov.uk/policies-and-reports)**



## How can you help us

If you need to report incidents of ASB, please provide as much information as possible. Finding a resolution may not always go to plan, but we will look at all the options available.

You can now report incidents of ASB online visit:  
**[thanet.gov.uk/anti-social-behaviour](https://thanet.gov.uk/anti-social-behaviour)**  
or call: **01843 577262**.



## Our Housing Officer Team

The Housing Officer Team is here to help tenants with any questions they may have about their tenancy or local community.

If you are a new tenant, you will get a visit at 6 and 9 months into your tenancy. These visits help with settling in, understanding the responsibilities of the tenant and the landlord, as well as ensuring you know who to contact for different issues you may have.

Housing Officers also carry out visits called 'tenancy audits'. These visits check if the information we hold is correct, and provide tenants with an opportunity to talk to us face-to-face.

### We are here to help

When tenants are experiencing problems, we can provide advice. Where we cannot help, we will signpost to organisations that can, such as Citizens Advice, Porchlight, or our own Financial Wellbeing Team and Aids and Adaptations Team.

If you feel anxious about our officers or our contractors coming into your home during appointments, please contact us. We are here to answer any questions, and we will liaise with other teams to ensure tenants who need help are supported in the most appropriate way.

Please get in contact with us if you are struggling with any aspect of living in your home, or managing your tenancy.

If we have an appointment with you please keep it, or let us know if you need to re-arrange it.



## Here are the Housing Officers and the areas they cover:

|                       |  |
|-----------------------|--|
| <b>Ed Elston</b>      | Invicta House, Millmead, Dane Valley and Cliftonville.   |
| <b>Linda Stump</b>    | Staner Court, Newington, Whitehall, Minster and Manston. |
| <b>Mandy Gibbens</b>  | Margate, Westgate, Birchington and St Peters.            |
| <b>Jessica Dolton</b> | Trove Court and Kennedy House, Harbour Towers, Ramsgate. |

To contact them, please call **01843 577262**  
or email **myhome@thanet.gov.uk**

## Keeping your communal areas safe

**If you live in a block of flats, you must not leave belongings or refuse in communal areas.**

We have **zero tolerance** for the storage of personal items in communal areas. This means if you leave items such as toys, shoes, bikes, buggies, furniture etc. in communal areas, including in stairwells, they will be removed.

We need to keep our residents safe from the risk of fire, and trip hazards that may affect a person's ability to escape if there is a fire.

### This is what will happen to items left in communal areas:

1. They will have a legal notice called a TORT placed on them. The notice will give residents **7 days** to remove them.
2. After 7 days, we will remove the items and place them in storage for 1 month.
3. Residents can pick up items during this time. There is a charge applied for residents to collect items from our storage facility.
4. Items unclaimed after 1 month are destroyed.



**We have already removed approximately 3 large van loads of personal items from communal areas.**

## Our approach to Aids and Adaptations

Our Aids and Adaptations Policy enables us to provide housing which best meets the assessed needs of our disabled tenants.

### Did you know?

We operate an Aids and Adaptations programme. This is a service that provides things like stairlifts, flush floor showers, ramps and other fixed mobility related adaptations that allow disabled tenants to live comfortably in their homes.

### How it works.

The programme is operated in partnership with Kent County Council's (KCC) Social Care departments, specifically occupational therapy.

For us to provide an aid or adaptation, an occupational therapist will need to assess a tenant's disability. They will tell us what aids or adaptations are needed. There is no cost to you.

### To request new or further adaptations:

Contact KCC Social Care and request assessment:

Call: **03000 416161** (Adult Social Care)

Call: **03000 411111** (Children's Social Care)

Visit: **[kent.gov.uk/social-care-and-health/care-and-support](https://kent.gov.uk/social-care-and-health/care-and-support)**

**We cannot provide any aids or make any adaptations without a recommendation from KCC's occupational therapy department.**

We check to ensure a property is suitable for the adaptation requested and progress it in line with our Aids and Adaptations Policy. For more information, and to download the full policy visit: **[thanet.gov.uk/policies-and-reports](https://thanet.gov.uk/policies-and-reports)**



## Frequently asked questions

### What if my adaptations need some repairs?

Mears will carry out any repairs needed. To report a repair call **0800 0234 320**.

### What happens when my stairlift needs to be replaced?

Our repair records can help us predict when a replacement is necessary. When a replacement is needed, you will need to request an assessment from KCC occupational therapists. Their recommendations ensure that we fit the most appropriate equipment for your needs.

### What about mobility scooters?

Mobility scooters are not covered by this service. If you obtain a mobility scooter, you must consider where you are going to store and charge it so as not to cause a fire or trip hazard. Motorised wheelchairs are different and are covered under this service, as these are classified as vital aids by occupational therapists.

### What happens if my home cannot be adapted to suit my needs?

Our Housing Options team can help you find a property that is already suitable for your needs, or one that can be adapted for you. Your occupational therapist and Social Services departments may also be able to support you with this.

### I'm a leaseholder, does this service apply to me?

Our Aids and Adaptations programme is for tenants, however you may be able to access the Disabled Facilities Grant funding. Depending on the adaptation you may need permission from us before work starts. For more information about the funding visit: [thanet.gov.uk](https://thanet.gov.uk)

If you need any further information please call **01843 577262** or email **[myhome@thanet.gov.uk](mailto:myhome@thanet.gov.uk)**

## How are our repair services?



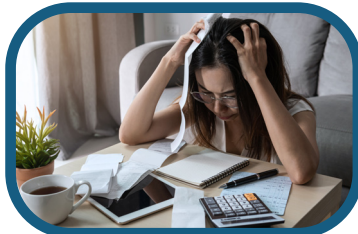
Have you recently had Mears or Gas Call carry out a repair in your home?

If you have, please give us your feedback by responding to the text survey they have sent you.

Your feedback will help us identify how the service can be improved. It consists of nine questions and will only take a couple of minutes.

## Rising cost of living

Across the country people are struggling to make ends meet as the cost of living continues to rise.



### We are here to help

If you are struggling financially, contact us on **01843 577262**. Our Rent Officers and Financial Wellbeing Team are here to give you the best advice we can, and we can talk you through any options available to you to maximise your income. These could include:

- Benefit checks - are you getting the right amount of money?
- Universal Credit (UC) and Wages - did you know you may still be able to claim UC while working?
- Budgeting advice - Are there more ways to make the most of the money you have?
- Food, fuel and white goods - We can advise you how and where to get access to these if you are struggling financially.

### Do you have any money and energy saving tips?

Share your money and energy saving tips with us and we will include them in future newsletters to help others make their money go further. Send your tips to **residentinvolvement@thanet.gov.uk** or call **01843 577090**

## Easy online home fire safety check

You can use the online home fire safety checker to discover how fire-safe your home really is.

This easy-to-follow home fire safety check has been developed through a partnership between the National Fire Chiefs Council (NFCC), Fire Kills and Safelincs. It will take you through your home one room at a time, with questions that will help you spot fire risks.

The tool will offer tips and advice on the steps you can take to reduce those risks. At the end, you will receive a personalised fire safety action plan to help keep you and your household safe from fire.

If you want to carry out the home safety check, visit **[www.kent.fire-uk.org](http://www.kent.fire-uk.org)**, click on the news tab, then scroll down to the 'Check your home is fire safe with easy online tool' article near the bottom of the page or alternatively scan the QR code.



### Do you live in a high-rise block?

If you live in a high-rise block of flats, you must follow the evacuation advice we have provided. As this is a national online tool, it may not take into account specific information about your block.

### Home safety

For more information and tips visit **[thanet.gov.uk/safety-leaflets-for-tenants](http://thanet.gov.uk/safety-leaflets-for-tenants)** or call us to request a copy of our safety leaflets.



**Kent Fire & Rescue Service**

# Summer Recipe

Have fun making these frozen chocolate banana lollies this summer.

## Ingredients

2 bananas  
4 large strawberries  
100g natural yogurt  
200g dark chocolate  
1 tbsp hundreds and thousands  
You will also need:  
4 wooden lolly sticks



## Method

1. Cut each banana into 4 equal-sized chunks. Thread a strawberry onto each lolly stick first, then push on the pieces of banana.
2. Lay your banana pops on a baking tray and put in the freezer, uncovered, for 1 hr.
3. Put the yogurt into a tall glass, dip each banana pop into the yogurt to coat (avoiding the strawberries), then place back onto the tray to refreeze until set.
4. Melt the chocolate in the microwave in 30 second bursts. Dip the end piece of each banana pop in the chocolate and sprinkle over the hundreds and thousands.
5. The chocolate should set pretty much straight away, but you can keep them in the freezer until you want to serve them for up to 1 week.

## Contact 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](http://thanet.gov.uk/myhome) for more information

### For all other Thanet District Council services

Call: 01843 577 000

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



If you need this publication in a different format  
please get in touch by calling **01843 577090**.