

May 2024

TENANT NEWS

**In this
issue:**

**TENANT SURVEY
RESULTS**

**GARDEN
COMPETITION
NOW OPEN**

**NEW REPAIRS
CONTRACT**

...and lots more!



RESIDENT ENGAGEMENT PANEL
APPROVED 

New repairs contract

On 2 April, our repairs contractor changed from Mears to Cardo. We're pleased to welcome Cardo on board to help look after your homes.

They're based in Canterbury and have taken on some staff from Mears so we're sure you'll still see some familiar faces visiting your homes. The team has been working hard on the contract to make it easier for tenants to have repairs done.

One of the biggest changes is appointment times. You can now have a weekend appointment and you'll be given a two-hour appointment window to avoid having to stay in all day.

If you need to report a household repair please contact Cardo on **01227 202 321*** or email **canterburycallcentre@cardogroup.co.uk**

*Calls charged at your local rate.



Are you planning to carry out DIY in your home?

Many older homes have low levels of asbestos in them because it was a popular building material at the time they were built. Asbestos is completely harmless and safe if it is left alone. It only becomes dangerous when it is disturbed and fibres are released into the air. Before carrying out any DIY in your home, contact us for advice in case there is any asbestos in your property.

If you think you have damaged or disturbed something that might contain asbestos, you must stop work straight away and let us know. We will arrange for professionals to come and take a look and remove the asbestos if needed.

Call **01227 862 142** or email **asbestos@canterbury.gov.uk** for advice on asbestos before you do any work or to organise a removal of materials.



Engaging with residents in high-rise buildings

The law has recently changed on how we look after our high-rise buildings. We have three high-rises, Windsor House in Whitstable and Margaret Court and Elizabeth Court in Herne Bay.

We've been working with the tenants in those buildings on a new Resident Engagement Strategy which includes information on how they can contact the right person if they have any concerns or questions.

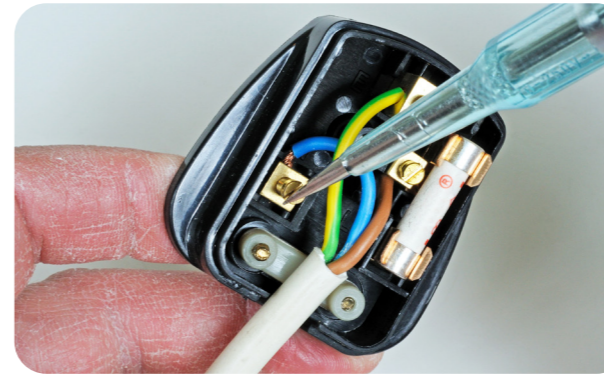
If you'd like to know more about this, or want to get in contact about high-rise buildings, please email **getinvolved@canterbury.gov.uk**

Tenant responsibilities



There are many jobs that we're responsible for as a landlord, like looking after the outside of your property, the main structure and communal areas. As a tenant it is your responsibility to make sure any work you arrange to take place in your home is finished to a professional standard - that includes work you do or ask friends to do. So-called bodge jobs are not acceptable.

Below you can find a list of repairs you're responsible for. If you'd like a full list then please email **repairs@canterbury.gov.uk** or call **01227 862 142**.



- Replacing lost keys to internal and external doors
- Replacing broken or cracked glass
- Maintaining all internal doors
- Repairing built-in cupboards, including kitchen units, apart from where the sink is
- Replacing fuses in appliances and plugs
- Changing light bulbs except in non-standard fittings
- Clearing internal blockages in sinks, basins and toilets
- Repairing and maintaining taps
- Repairing and maintaining fencing (except where it is next to a public footpath)
- Maintaining your garden (except in shared flats)
- Maintaining all paths (except the one leading to your front door)
- Repairing any damage caused by you, a member of your family or a visitor to your home
- Keeping all communal staircases, corridors, hallways, landings and external areas (including bin stores) tidy, safe and free of obstructions
- Maintaining and repairing locks to garage doors



The above content does not apply to independent living

Make sure your belongings are covered

We strongly recommend you take out contents insurance for your home that will cover you against damage to your personal belongings, carpets, furniture and any household contents.

For example, if there was a water leak in your home, the council is not responsible for any damage to your belongings or any fittings in your home or your neighbour's home. You should also check any insurance you take out covers you for lost keys and break-ins.

Treating staff with respect

Recently, Canterbury City Council staff members have been verbally and physically attacked by tenants. This is happening almost daily and has led to a number of tenants losing their tenancy.

This is not acceptable behaviour. Please treat everyone, especially those just doing their jobs, with kindness and respect.

We're working closely with Kent Police and the law courts to tackle this issue. If you see anyone abusing a member of Canterbury City Council staff please report it to us by calling **01227 862 000**.

TENANT SURVEY RESULTS

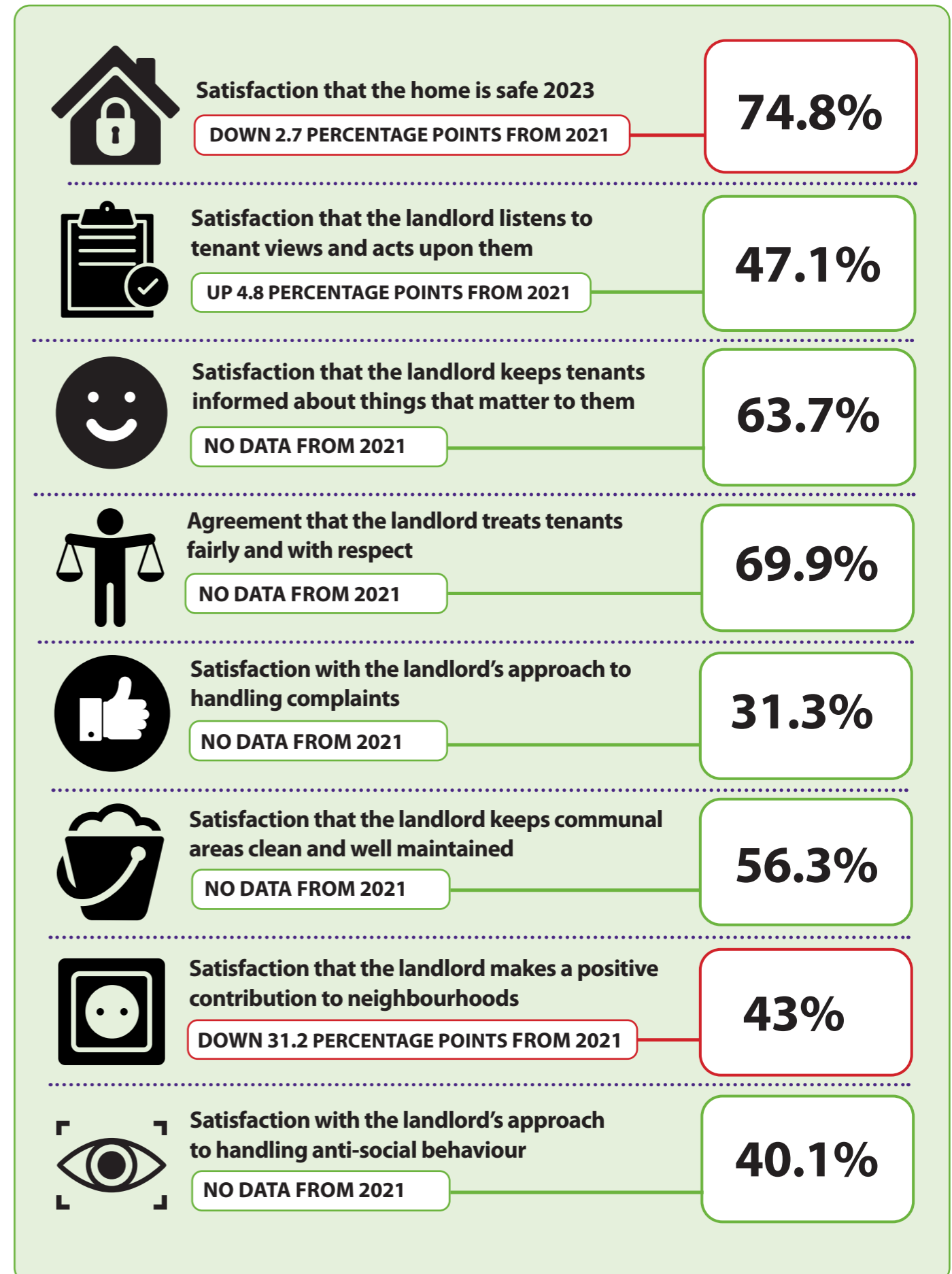
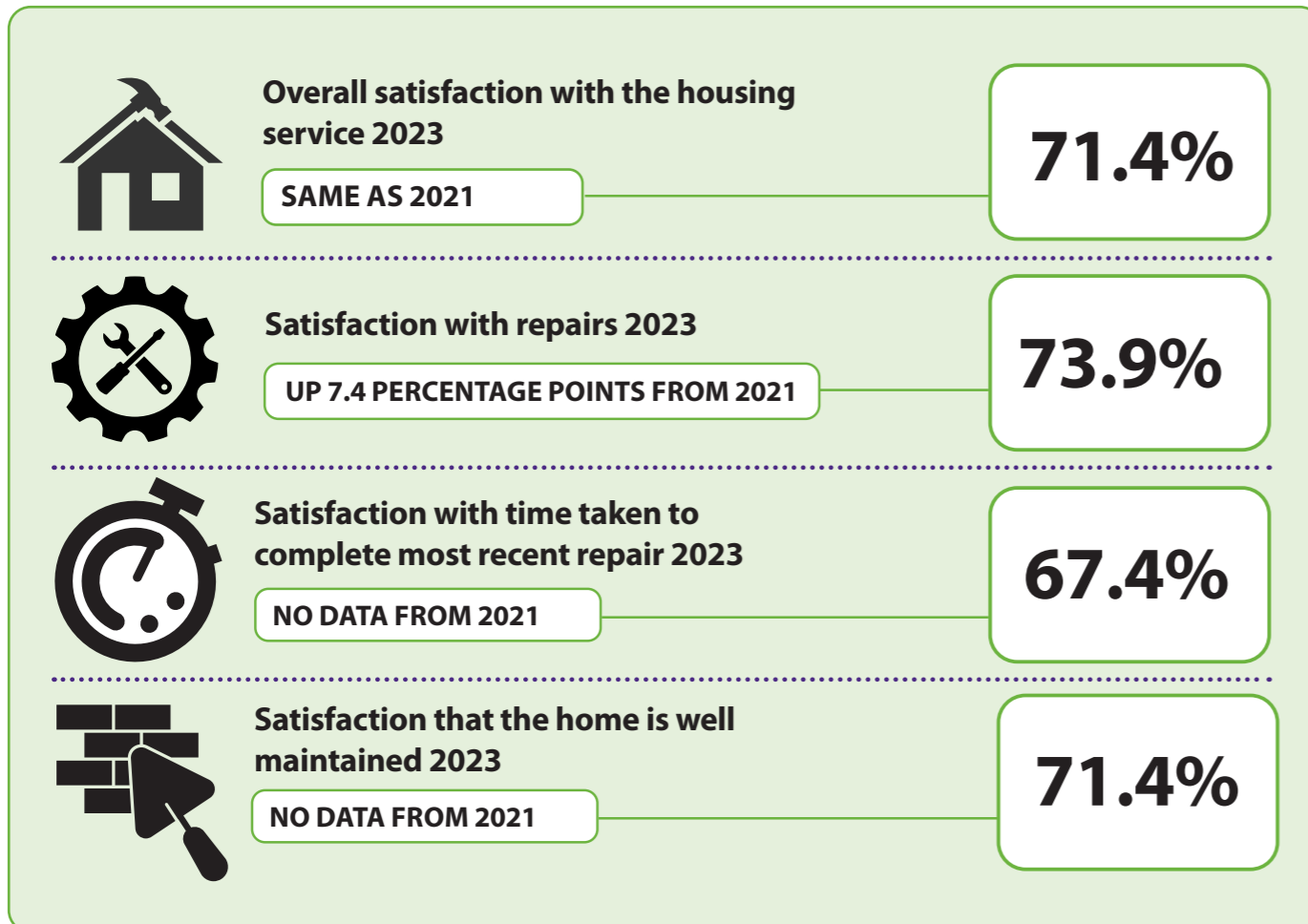


Thank you for taking the time to complete our tenant survey last summer. We received 699 responses telling us what you think about the housing service.

Congratulations to the three winners of our prize draw, one tenant from Canterbury, one from Petham and one from Barham, who each received a £50 voucher of their choice.

We're required to report tenant satisfaction data to the Regulator of Social Housing, which also allows us to see how we compare to other social landlords across the country. We really value your feedback and will be working with our Resident Engagement Panel and Disability Forum to complete an action plan based on the findings from the survey.

THIS IS WHAT YOU TOLD US:



READY, STEADY, GROW

Each year we carry out a successful garden competition for our tenants. This is to encourage people to take care of and look after their outside areas. It can be anything from a full garden to a small balcony or some potted plants. Our contractors and local businesses sponsor the competition which leads to some fantastic prizes such as garden centre or shopping vouchers.

THERE ARE FOUR CATEGORIES YOU CAN ENTER:

- Front garden
- Back garden
- Communal garden
- Containers, pots and baskets



We view every single entry received. Our Resident Engagement Panel shortlist and pick a winner and highly commended for each category.

In August, we'll have an awards ceremony at Age UK in Herne Bay.

You can enter by either filling in this online form canterbury.gov.uk/gardencompetition or calling the engagement team on **01227 862 000** stating your name, contact details and which category you'd like to enter.

Entries close on Friday 28 June 2024.
We look forward to receiving your entry and visiting your outside area!

Community days

This summer we'll be hosting four Community Days across the district. You'll find us at the below locations along with our contractors Cardo, Canenco, Swale Heating and other local businesses and service providers.

This gives you a chance to raise any issues and get involved with your community. Cardo will be providing some great entertainment for children and there'll be a community litter pick.



PLEASE DO POP DOWN AND GET INVOLVED

MEETING PLACE	TOWN	DATE	TIME
Sydney Road	Whitstable	Wednesday 31 July 2024	11am to 1pm
St Albans Road	Hersden	Wednesday 7 August 2024	11am to 1pm
The Square	Knight Avenue, Canterbury	Wednesday 14 August 2024	11am to 1pm
Victoria Park	Herne Bay	Wednesday 21 August 2024	11am to 1pm

UPCOMING EVENTS

We're lucky to live in a district with lots of amazing events, especially over the summer. We've listed a few that you may be interested in.

- City Sound Project**
Canterbury City Centre
Sat 25 and Sun 26 May 2024
- Tankerton and Whitstable Festival**
Sat 25 to Mon 27 May 2024
- Canterbury Pride**
Dane John Gardens, Canterbury
Sat 8 and Sun 9 June 2024
- Bay Fest Herne Bay**
Thurs 25 July to Sun 25 August 2024
- Whitstable Carnival**
Sat 3 August 2024
- Herne Bay Carnival**
Sat 10 August 2024
- Herne Bay Pride**
Sun 25 August 2024
- Canterbury Festival**
Sat 19 October to
Sat 2 November 2024

NEW

Canterbury City Council reception

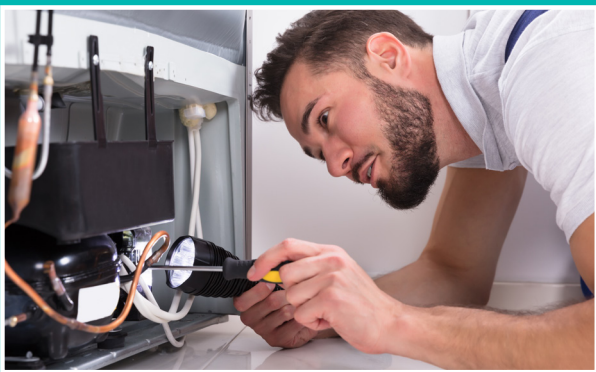


In the summer, our offices will be moving from Military Road to 14 Rose Lane. This is the old Royal Bank of Scotland building. As you can imagine, removing a bank safe was no easy task!

The work is currently ongoing and we'll keep you updated when it's open to the public.

If you have any questions or need an appointment in the meantime, we're still open at our Military Road offices for appointments only or call us on **01227 862 000**.

Important information - please keep it handy



Household repairs

If you need to report a household repair like a leaking roof and broken drain pipes please contact Cardo
Call **01227 202 321***

Email canterburycallcentre@cardogroup.co.uk

*Calls charged at your local rate.

Gas, hot water and heating repairs

If you have a problem with your gas, hot water or heating please contact Swale Heating
Call **0800 987 4033** OR register for an online account at customerportal.swaleheating.com

Grounds maintenance and waste

If you need to report any issues with grass cutting, general grounds maintenance or waste, please contact Canenco
Call **01227 947 860** You can report a missed bin by visiting our website canterbury.gov.uk/missedbin

Neighbourhood manager

Each area has an assigned neighbourhood manager. If you want to get in contact with your neighbourhood manager about anything, please use the contact information below

Call **01227 862 142 option 3**

Email neighbourhoodmanagement@canterbury.gov.uk

Independent Living

If you live within one of our independent living schemes, please contact your Independent Living Manager for any help and advice. If you don't have it already, you can get their direct phone number by calling **01227 862142**

RIGHT TO BUY SCAM ALERT

Please be aware that there is SCAM in circulation relating to Right to Buy schemes. If you have any concerns call us on **01227 862 000**.



Have your say on council consultations

WHAT DO YOU THINK?

All the consultations we run are available at canterbury.gov.uk/consultations while they are active. You can also sign up for email notifications at news.canterbury.gov.uk or by emailing consultations@canterbury.gov.uk.