

Housing domestic abuse policy launched

We have introduced a new policy to assure tenants and residents experiencing domestic abuse of the support the housing team can provide.

The council is committed to ensuring the health, wellbeing and safety of all residents and staff. We have a zero tolerance approach to domestic abuse. Anyone who is experiencing, or has experienced, domestic abuse should be able to raise this with us without fear of stigmatisation, whilst being provided with sufficient and appropriate support.



The overarching objectives of the policy are to:

- Set out how the council recognises and responds to incidents of domestic abuse (DA)
- Detail how the council works with other agencies to facilitate support for survivors of DA and their children
- Support and safeguard survivors of DA (including children) wherever possible
- Ensure staff are clear and confident about the council's approach to DA and are confident in providing a consistent, sensitive and confidential service
- Hold perpetrators of DA to account for their actions
- Ensure cases of DA are robustly monitored to identify and explore opportunities for improvement

You can read the full Housing Domestic Abuse Policy by visiting folkestone-hythe.gov.uk/policies-plans-documents/council-policy-documents

To ensure we can provide the best possible support, all officers in the housing team have recently completed domestic abuse awareness and skills training.

The council is also working to achieve Domestic Abuse Housing Alliance accreditation, and we will let you know once we have achieved this.

New tenancy terms and conditions – update

Late last year, we wrote to you and to all council tenants to ask for your feedback on our plans to update the terms and conditions of your tenancy agreement with us.

Thank you to everyone who came along to one of the drop-in consultation sessions or who responded online or by post.

We have acted on your feedback and based on the comments received, we have made some changes to the wording of the new terms and conditions.

You will be sent a formal letter giving you notice that the terms and conditions of your tenancy will be changing. The letter will include a copy of the new terms and conditions and will tell you the date they will come into effect. There will be no need for you to sign a new tenancy agreement, or to take any action.

If you have any questions or concerns about this, please do not hesitate to get in touch with the housing team by emailing tenant.involvement@folkestone-hythe.gov.uk



Neighbourhood Inspections 2024 results

Our neighbourhood inspections take place during spring and summer. They are an opportunity for tenants to meet with staff and contractor representatives to share any concerns and help us identify problems in their area.

As part of the inspection, tenants help check the condition of their neighbourhoods, buildings and communal areas. They can also feedback on issues such as caretaking, rubbish and fly-tipping, as well as reporting any repairs they feel are needed in their neighbourhood.

The issues identified are separated into two categories by the neighbourhood officers:

Immediate: minor or day to day repairs or other issues that can be solved quickly.

Long term: landscaping issues, planned repairs, external decoration, fly-tipping, anti-social behaviours, quality of cleaning or other services.

The team then actions the issues identified, including referring to other council teams, if appropriate.

Here are just a few examples off the issues raised in 2024 and how they were actioned/referred:

➡ **Weeds along footpaths:** To be cleared by caretaking team

➡ **Fly-tipping:** Clearance ordered

➡ **Vegetation above sheds to be removed:** Request to cut back sent to grounds maintenance and caretakers

➡ **Trees to be cut back:** Requests to cut the trees back sent to grounds maintenance

➡ **Loose kerb stone outside homes:** Passed to Kent Highways to action

➡ **Blocked gullies:** To be cleared by Mears

➡ **Roof tile replacement and work:** Mears to attend

➡ Garden note drops took place where needed with Neighbourhood Officers to follow up if the situations do not improve

★ **In total 162 of the 163 issues raised in the 2024 inspections have been actioned or referred.**

For a full breakdown of the number of issues raised in each location, visit our website:

🔍 folkestone-hythe.gov.uk/council-tenants-leaseholder-service/neighbourhood-inspections

If you are interested in taking part in this year's inspections or would like further information about how you can get involved and share your views, please email tenant.involvement@folkestone-hythe.gov.uk. Please see Page 3 for the dates of this year's inspections.

Contractor updates

❗ **Our repairs and maintenance contractors Mears is changing its phone number. Please call 0800 028 7010 for day-to-day repairs from Thursday 1 May.**

Swale Heating has changed its name to Sureserve Compliance South.

For a short while, you will continue to see the old Swale Heating vans and uniforms as they move over to the new branding with the new Sureserve Compliance logo.

All of the operatives will have information cards explaining about the brand change, but if you are not sure please ask to see our operatives' ID, and phone **0208 269 4500** to check.



2025 Neighbourhood inspections dates. All inspections start at 9:30 am.

Date & location	Meeting point	Streets and blocks covered
Tues 20 May – Blackbull Road	Cubitt House, Black Bull Road, Folkestone, CT19 5SH	Cubitt House, Blackbull Road, Shepway Close, Eastfields, Telford Court, Sidney Street, Tolputt Court, Bridge Street, Denmark Street, Walmsley House, Princess Street, Bradfoord Court, Stephen Court, Albert Costain Court, Bradstone Road, Bradstone New Road, Quaker Court
Tues 3 June – Reachfields	Win Pine House, Hythe, CT21 5JD	St Georges Place, Martello Cottages, Princes Terrace, Longbridge Terrace, Ettrick Terrace, Chestnut Terrace, Alexandra Court, Reachfields, Win Pine House, Lyell Close
Tues 10 June – Phoenix Court	Phoenix Court, Clarence Street, Folkestone, CT20 1HZ	Phoenix Court, Clarence Street, Rowan Court, Peter Street, Abbott Court, St Gabriels Court, Rossendale Court, Rossendale Road, Rossendale Gardens, Harvey Place, Radnor Park Road
Tues 17 June – Creteway	Swiss Court, Folkestone, CT19 6PW	Brabner Close, Montgomery Way, Plimsoll Avenue, Creteway Close, George Gurr Crescent, Fleming Way, Hollands Avenue inc. Fairling Court, Neame Court and Swiss Court
Thurs 26 June – Elham & surrounding villages	Minnis Green, Stelling Minnis, CT4 6AA	Minnis Green, Elham Page Cottages, Cherry Gardens, The Orchards, Manor Fields Honeysuckle Cottages, Palm Tree Way, Nailbourne Court, Woodland Cottages, Mayfield Road, Station Road, Everist Court, Brook Lane Cottages, Underhill Cottages
Fri 27 June – Warren Close	Philippa House, Warren Road, Folkestone, CT19 6DW	Neason Way, Neason Court, Warren Close, Philippa House, Thanet Gardens, Penfold Road, Burrow Road, Lawrence Court, Dallas Brett Crescent, Keyes Place
Wed 9 July – Cheriton East	Stockham Court, Cheriton, CT19 4QP	Stockham Court, Bigginwood Road, Elventon Close, Dennis Way, Charles Crescent, Woodfield Avenue, Woodfield Close, Salisbury Road, Shaftesbury Avenue, Appledore, Cheriton Wood House, Tudor Road, Middelburg House, Coronation Cottages, Taylor Road, Ashley House
Tues 15 July – Seabrook & Lympe	Belcaire Close, Lympe, CT21 4JT	Belcaire Close, Rowland Cottages, Alder Cottages, Otterpool Lane, Hammell Cottage Spring Lane, Hampton Vale, Paraker Way, Eversley Road, Springfield Way Saltwood Castle Crescent, New Road
Thurs 17 July – Harbour	Ryland Court, Folkestone, CT20 1RF	The Stade, Channel View, Bennett Court, Boulogne Court, Harbour Way Flats, Kingsbridge Court, St Michaels Court, Margaret Street Flats, Harvey Street, Ryland Court, Lennard Court
Tues 22 July – Burmarsh & Dymchurch	The Green, Burmarsh, TN29 0JL	Church Road, The Green Thorndyke Road, Dunkirk Close, Eastbridge Road, Marine Avenue, Marshlands, Marshlands Close, Orgarswick Way, Romney Marsh House, Rush Close, Seabourne Close, St Marys Road
Thurs 24 July – Lydd & Old Romney	Whiting House, Lydd, TN29 9HE	Brooks Way, Greenway, Queens Way, Rype Close, The Green inc. Mill Bank, Whiting House Old Romney Elmfields, St Catherines, The Limes
Thurs 31 July – Sir John Moore Avenue	Mackeson Court, Hythe, CT21 5BJ	Mackeson Court, Bartholomew Street, Sir John Moore Avenue, Hay House, Bridgeman Court, Halliday Court, Setterfield House
Wed 6 August – Lydd & St Marys Bay	Mittell Court, Lydd, TN29 9BJ	Tourney Terrace, Chestnut Cottages, Eastern Road, Mittell Court, Oak Bungalows, Station Road, The Derings, Vinelands, Rectory Road St Marys Bay Taylors Lane, Newbridge Way, Newlands, Grassmere, Meads Way, Jenners Way
Wed 13 August – Cheriton West	Herne Court, Cheriton, CT19 4QT	Canada Close, Herne Court, Roman Court, Roman Way, Samian Crescent, Tiber Close, Tolsford Close, St Martins Road, Risborough Lane, Craufurd Green, Naseby Avenue, Cavalry Court, Gurkha Way, North Road, Ross House, Freemantle Road, Oxenden Road, Highland Close, James Morris Court, Sandgate High Street
Tues 19 August – Hawkinge	Densole Way, Densole, CT18 7BQ	Densole Way, Canterbury Road, Millfield Close, Elvington Lane, The Street, Areodrome Road, Benson Lane, St Lukes Walk, St Michaels Walk
Thurs 21 August – Marsh Villages	The Gardens, Ivychurch, TN29 0AN	East View, King Street, Moore Close, Ranmoore, Rosemary Corner, Salthouse Close, The Haven, West Place, East View, King Street, Moore Close, Ranmoore, Rosemary Corner, Salthouse Close, The Haven, West Place, Ivychurch, Patchways, Church View, Rectory Close, The Gardens
Wed 27 August – Cinque Ports	Churchill Court, Hythe, CT21 6HR	Wakefield Way, Cinque Ports Avenue, Churchill Court, Beach Flats, Fort Road, Sutherland Close, Newman Court, Queens Court, Elizabeth Gardens, Worthington Court, West Parade, Range Road, St Leonards Road
Wed 3 September – Wood Avenue	Wood Avenue Library, 17 Wood Ave, Folkestone, CT19 6HS	Beatty Road, Page Place, Beatty Close, Hill Road, Tyson Road, Wood Avenue, Browning Place, Tennyson Place, Ingoldsby Road, Green Lane, Green Court, Ivy Way, Holly Close, Calgary Crescent, Kitchener Square, Park View, West View.
Fri 19 September – New Romney	Prescott House, New Romney, TN28 8RG	Carey Close, Churchlands, Derville House, Haywards Close, Marsh Crescent, Prescott House, Rolfe Lane, St Martins Road, Wiles Avenue, Wiles House, Langport Road





Garden competition

We're running our popular garden competition again this year. If you've got a garden to be proud of then we'd love you to get involved, even if you haven't done much gardening before.

There are some great prizes up for grabs and plenty of categories to choose from, no matter how big or small your space is.

The deadline for entries is **15 June 2025** and judging visits will take place in July. We will contact you nearer the time to let you know when we will be visiting you.

To enter the competition, you can:

Email

tenant.involvement@
folkestone-hythe.gov.uk

Call

01303 853723

Send the form to

Garden Competition
Civic Centre
Castle Hill Avenue
Folkestone
Kent
CT20 2QY

Garden competition entry form

Name

Address

Phone number

Email

Category you'd like to enter

- | | |
|---|--|
| <input type="checkbox"/> Best front garden | <input type="checkbox"/> Best new garden |
| <input type="checkbox"/> Best back garden | <input type="checkbox"/> Best community or communal garden |
| <input type="checkbox"/> Best vegetable patch | <input type="checkbox"/> Best containers, pots and baskets |
| <input type="checkbox"/> Junior gardener | |



Have your say in the 2025 tenant satisfaction survey

You will shortly receive an invitation to complete this year's tenant satisfaction survey. Please do take the time to respond and tell us what you think about the various aspects of the housing service.

The survey should only take you around 10 minutes to complete and your views are really important to us as they help shape how we run the housing service. We'll use the responses to calculate performance information for annual tenant satisfaction measures, which we are required to report to the Regulator of Social Housing. We will publish the data – and what we plan to do as a result – in a future issue of the tenant bulletin.

