

Tenant Satisfaction - Your Voice, Our Action

The Regulator of Social Housing uses a set of measures for all social housing landlords, like us, which we are required to report on every year. These are called Tenant Satisfaction Measures (TSMs), and they give you information about how well we are doing in providing our housing service to you. The percentages for some of the TSMs comes from your direct feedback in the annual tenant satisfaction survey. Below we've also added some other data from our performance information that we collect and report on monthly.

● 2025/26 tenant satisfaction measures (TSMs)

More than 680 of you took the time to respond to our tenant satisfaction survey this summer and we'd like to take this opportunity to thank-you for telling us what you think of the housing service. We're pleased that satisfaction this year has increased in all areas!

These are the headline results along with some of what you told us:

Tenant satisfaction measures	Result	Change from last year
Overall satisfaction with the housing service	76.4%	+6.9%
Satisfaction with repairs	75.8%	+8.7%
Satisfaction with time taken to complete most recent repair	73.0%	+10%
Satisfaction that your home is well maintained	75.6%	+10.5%
Satisfaction that your home is safe	78.5%	+8.2%
Satisfaction that we listen to your views and act on them	61.8%	+7.4%
Satisfaction that we keep you informed about things that matter to you	71.6%	+10.5%
Agreement that we treat you fairly and with respect	74.6%	+6.4%
Satisfaction with our approach to handling complaints	36.4%	+9%
Satisfaction that we keep communal areas clean and well maintained	74.3%	+10.2%
Satisfaction that we make a positive contribution to neighbourhoods	60.7%	+7.4%
Satisfaction with our approach to handling anti-social behaviour	54%	+6.2%

We are still going through all your feedback in more detail, and we will use this to develop an action plan to help us improve the service we provide. We will tell you about the action plan in the January newsletter.



● Comparison with TSM results for 2024/25

Some of the TSMs measure how we are performing against the Regulator of Social Housing's standards, keeping tenants safe in their homes, managing complaints and tackling anti-social behaviour. This data shows the results for the performance TSMs for the year which ended on 31 March 2025:

Emergency repairs completed within target time	99.4%	Non-emergency repairs completed within target time	96.9%
Fire safety checks	100%	Gas safety checks	99.9%
Water safety checks	100%	Asbestos safety checks	100%
Homes that do not meet the Decent Homes Standard	1.1%	Lift safety checks	100%
Number of Stage 1 complaints received per 1,000 homes	13.8	Number of Stage 2 complaints received per 1,000 homes	2.4
Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	95.7%	Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
Number of anti-social behaviour cases opened per 1,000 homes	16.4	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0

Nominating someone else to talk to us on your behalf

If you would prefer that you are supported by a friend or relative when you deal with us as your landlord – we are happy to arrange this. As this would involve sharing personal information about you with someone else, we will need a letter confirming that you give us permission to talk to the person, including their name and contact details. Alternatively, if you have a power of attorney in place for someone to act on your behalf, giving us a copy of the power of attorney is all we need.

Please rest assured that this will be stored securely and your friend or relative's details will not be shared with anyone outside of the housing team. If you would like to take this up, please contact us at housing.service@folkestone-hythe.gov.uk or on **01303 853300**.



Local government reorganisation

Government ministers want councils in Kent and Medway to deliver the services they provide in a different way. In the biggest shake up of local government in almost 50 years, they want to merge councils across the county of Kent to create a smaller number of unitary councils serving roughly 500,000 people each. This is known as Local Government Reorganisation.

Under the current system Kent County Council delivers some services like education, social services and roads, and district or borough councils deliver others like emptying your bins and providing council housing. In the proposed new system unitary councils would deliver all council services in one area. The existing councils are in the process of working out the best way to organise themselves including, how many unitary councils there should be and what areas they should cover.

This is a long process and Folkestone & Hythe District Council will remain your landlord at least until 1 April 2028. And rest assured, you will remain a council tenant or leaseholder after that date. The only difference will be the new unitary council will become your landlord. We will keep you updated every step of the way so you know what is happening and when.



Housing Fair Access Policy

Cabinet approved the new Housing Fair Access Policy in July. The Regulator of Social Housing expects the council as a landlord to make sure that our landlord services are accessible, and that tenants have equitable and fair access to our services. The Housing Fair Access Policy sets out our commitment to ensuring all tenants can access our services fairly and receive any support they may need to do so. You can find the policy on our website by visiting folkestone-hythe.gov.uk/council-tenant-guides-information.

“De-pooling” your service charges – what does this mean for me?

We have recently conducted a survey regarding proposed changes to the way we calculate and apply service charges and your answers will be used to inform a decision due to be made by district councillors in Autumn 2025. Not all tenants will pay a service charge which is separate from the rent. Service charges are required to meet the cost of services such as grounds maintenance, communal area heating and cleaning. If you live in a block of flats or Independent Living scheme it is likely that you will pay a service charge.

Tenants currently pay a flat rate ‘pooled’ service charge, which doesn’t cover the actual services they receive in the flat they live in. We are working on what will be a fairer way of sharing out the service charges. This process is known as ‘de-pooling’, which breaks down the cost into each individual service element, enabling tenants to find out exactly how much they are paying for the specific services they receive in their block or scheme.

Service charges for communal services are classed as eligible for Housing Benefit or the housing element of Universal Credit. The service charges can be included within any claim a tenant makes. We will be writing to all tenants that currently pay a service charge to let them know more about this important change before any new charges will be applied from 1st April 2026 next year.

If you are concerned about the affordability of charges, then it’s very important that you contact us as soon as possible so we can help and support you. If you are worried about this, please contact our Income team on 01303 853300. You can also find out more about the support we can offer on our website at folkestone-hythe.gov.uk/help-support-cost-living. You will find an update about this project in the January newsletter.





Garden competition winners

Green-fingered council tenants and leaseholders have been recognised for their excellent efforts at the annual gardening competition.

The event is run and managed by Strategic Tenant Advisory Panel (STAP) members Gillian Jenkins and Sharon Gasson, both of whom also judge the event.

All winners received a £100 voucher and runners-up received a £50 voucher.

A big thank you to our sponsors Mears, Sureserve, Cleanscapes, Grovewell Garden Centre, Cllr Jim Martin, Cllr Rebecca Shoob and the FHDC Grounds Maintenance Team.

Keep an eye out in our January newsletter for details on how to enter next years competition.

Joint winner of best communal garden



Cheriton Wood House

Joint winner of best communal garden



Alexandra Court

Winner of the Keren Belcourt Award



Juliette Metcalf

Winner best front garden



Louise Long

Runner up best front garden



Julie Ward

Best pots and containers



Mr & Mrs Plummer

Winner of the best back garden & Sue Willshire Cup



Dion Sessford

Joint runner up best back garden



Tracey Goodchild

Joint runner up best back garden



Mr & Mrs Horne



A big congratulations to all of our winners and runners up.

