

Thank you for taking part in our 2025 inspections

We want to extend a big thank you to everyone who took part in our 2025 neighbourhood inspections. The inspections play a vital role in helping us keep our communities safe, welcoming and well-maintained.

Each spring and summer, these inspections give residents the opportunity to walk their neighbourhoods alongside our staff and contractor teams. The feedback helps shape our priorities for the year.

Together, we assessed the condition of neighbourhoods, buildings and shared spaces, identifying what's working well and where improvements are needed. Your feedback on issues such as caretaking, rubbish, fly-tipping and repairs was and is invaluable.

Here are just a few examples of the issues raised in 2025 and how they were actioned/referred:

- ➔ Fixing communal doors, gutters, downpipes and broken fencing.
- ➔ Addressing loose paving slabs and damaged brickwork.
- ➔ Cutting back overgrown hedges, brambles and trees.
- ➔ Clearing blocked drains and arranging specialist surveys where needed.
- ➔ Dealing with numerous items that had been fly-tipped.
- ➔ Carrying out weeding across estates and garage areas.
- ➔ Removing moss from communal steps and clearing areas where vegetation affected pathways or fencing.

In 2025, 166 of 178 issues were actioned.

The remaining 12 issues are taking longer to resolve due to ongoing investigations or processes that require external input. Several cases involve private owners where the council has limited authority, and some require continued support from Neighbourhood Officers. Others are known issues where actions have begun, but resolution will take additional time.

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](https://www.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.

New Neighbourhood Management Policy now in place – our commitment to keeping shared areas clean, tidy and safe.

As well as your actual homes, we also look after all the indoor and outdoor shared spaces (known as communal areas) in and around our blocks and estates.

We have set out our service commitments in a new policy. This covers a wide range of services ranging from block cleaning to gardening, communal bin areas, garages and graffiti.

There will be more information about our neighbourhood management services in the next edition of Tenant News in the summer. If you would like to see the full policy it is on our website here [folkestone-hythe.gov.uk/downloads/file/6337/housing-neighbourhood-management-policy](https://www.folkestone-hythe.gov.uk/downloads/file/6337/housing-neighbourhood-management-policy)

2026 Neighbourhood inspections dates. All inspections start at 9:30 am.

Date & location	Meeting point	Streets and blocks covered
Tues 19 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 2 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 9 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 16 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 25 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 26 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 8 July – Cheriton East	Stockham Court, Cheriton, CT19 4QP	Stockham Court, Bigginswood 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 14 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 16 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 21 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 23 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 30 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 5 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 12 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 18 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 20 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 26 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 2 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 4 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



Your service charges

If you pay service charges you will now have received your service charge summary. The summary breaks down what you pay for each service.

As a tenant, you pay a fixed service charge.

This means:

- ➔ Your charge is set for 12 months (April to March).
- ➔ The amount stays the same for the full year.
- ➔ Charges are based on the most recent actual cost of providing each service.

How we calculate your charges

Your share of the cost depends on how many homes receive a particular service. For example, if 10 homes share a service, each home pays one tenth of the cost.

Some costs are not part of your service charge because they are already included in your rent.

Depending on your tenancy agreement, you may also have other charges for things like water, utilities to your own home, or an intensive housing management fee.

Frequently asked questions

Are service charges covered by benefits?

Most communal service charges are eligible for Housing Benefit or the housing element of Universal Credit. Charges for services to your own flat (such as utilities) are not covered.

I don't receive benefits — what does this mean for me?

If you currently pay your charges yourself, you will continue to do so. If your circumstances change, support may be available. Please contact us for help.

Why do I have to pay a service charge?

Your service charge pays for the communal services that help maintain your building or estate, such as cleaning, caretaking, and shared utilities.

For more information visit: <https://www.folkestone-hythe.gov.uk/council-tenants-leaseholder-service/tenant-handbook-service-charges>

Worried about affordability?



If you are concerned about the affordability of service charges please contact us as soon as possible. You may be able to apply for help via the new service charge 'Tenant Support Fund'.

You can contact our income team on **01303 853300** or email us at housing.service@folkestone-hythe.gov.uk and they will help, support, and signpost you to the relevant organisations.

Contractor updates

We are pleased to announce that T Brown Limited (TBG) has been awarded the domestic and commercial gas heating and hot water contracts with Folkestone & Hythe District Council.

They will deliver routine and responsive repairs, safety checks and ongoing maintenance across the district, prioritising safety, reliability, and high-quality workmanship.

You should have already received your introductory letter from TBG. Their teams will be in touch shortly or over the coming months to arrange your annual service.

You can contact them on your dedicated local telephone number **01303 698 005**, or Free Phone: **0800 031 8849**. Alternatively you will be able to email on Servicing@tbrown.com for service appointments enquiries and Repairs@tbrown.com for any repair or breakdown enquiries. You can also chat with their teams via their online chat service via www.tbrown.com.



Garden competition

Our popular garden competition returns this year. Whether you're a seasoned gardener or just getting started, this is a great chance to celebrate your hard work and creativity.

There are fantastic prizes to be won and plenty of categories to suit every type of garden, big or small, patios, balconies, wildlife havens, or colourful containers. If you're proud of your space, we want to see it.

The deadline for entries is **30 June 2026** 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.

Why not give it a go? Your garden could be this year's winner!

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 | |
| <input type="checkbox"/> Independent living | |



Have your say in the 2026 tenant satisfaction survey

You'll soon receive an invitation to complete this year's tenant satisfaction survey. We'd appreciate it if you could take the time to respond and share your views about the housing service.

The survey should only take you around 10 minutes to complete. Your views are very important to us as they help us understand what's working well and where we need to improve. We'll use your 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.

