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 a housing service to you.

The percentages for some of the TSMs comes from your direct feedback in the annual tenant satisfaction survey. We've also added data from our performance information that we collect and report on monthly to give you a fuller picture of how we're performing as a housing service.

2025/26 tenant satisfaction measures (TSMs)

More than 600 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:

Tenant satisfaction measures	Result	Change from last year
Overall satisfaction with the housing service	79.4%	+3%
Satisfaction with repairs	82.0%	+6.2%
Satisfaction with time taken to complete most recent repair	79.0%	+6%
Satisfaction that your home is well maintained	78.5%	+2.9%
Satisfaction that your home is safe	84%	+5.5%
Satisfaction that we listen to your views and act on them	67.8%	+6%
Satisfaction that we keep you informed about things that matter to you	76.3%	+4.7%
Agreement that we treat you fairly and with respect	80.7%	+6.1%
Satisfaction with our approach to handling complaints	36.8%	+0.4%
Satisfaction that we keep communal areas clean and well maintained	79.8%	+5.5%
Satisfaction that we make a positive contribution to neighbourhoods	66.3%	+5.6%
Satisfaction with our approach to handling anti-social behaviour	62.5%	+8.5%

We are currently going through all your feedback in more detail, and 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.

2025/26 Performance TSMs

Some of the TSMs measure how we are performing against the Regulator of Social Housing's standards, keeping tenants safe in your 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 2026:

Emergency repairs completed within target time	98.8%	Non-emergency repairs completed within target time	97.9%
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	5.7%	Lift safety checks	100%
Number of Stage 1 complaints received per 1,000 homes	10.6	Number of Stage 2 complaints received per 1,000 homes	4.7
Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	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	31.3	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.3

New Housing Staff Competence & Conduct Policy and Code of Conduct

We are committed to providing safe, respectful, professional and resident-focused housing services. To help reinforce this commitment, we have launched our Housing Staff Competence & Conduct Policy and Code of Conduct.

The Housing Staff Competence & Conduct Policy sets out how the council will manage and develop the skills, knowledge and experience of the staff who work in the housing landlord service, and take appropriate steps to make sure staff employed by partners who deliver housing landlord services on our behalf (such as repairs contractors) also have the necessary skills, knowledge and experience.

The Housing Staff Code of Conduct sets out the standards of behaviour expected from all housing landlord service staff, for the clarity of staff and tenants alike.

You can read both documents on our website at **folkestone-hythe.gov.uk/policies-plans-documents/council-policy-documents.**

Top rating for council's housing standards

Folkestone & Hythe District Council (F&HDC) has been recognised as one of the country's best performing council housing landlords after being awarded the highest possible consumer standards judgement by the Regulator of Social Housing (RSH).

The council received the regulator's top rating for social housing consumer standards, known as a C1. It is currently the only council in Kent to achieve this rating and is among just 13% of councils nationally to hold the top grading.

What does this mean for tenants?

The judgement provides independent assurance that the regulator found that the council is meeting all four consumer standards.

- Safety and Quality Standard – safety and quality of tenants' homes.
- Transparency, Influence and Accountability Standard – how landlords provide information, listen to tenants and act on feedback.
- Neighbourhood and Community Standard – how landlords support safe and well-managed neighbourhoods.
- Tenancy Standard – how homes are allocated and let, and how tenancies are managed.

You can read more about our result on our website:

folkestone-hythe.gov.uk/council-tenants-leaseholder-service/regulator-social-housing-inspection-result



Elaine Cox, Chair of the Strategic Tenant Advisory Panel (STAP) said this about the result:

"Since 2020, when F&HDC took the housing service back in house from East Kent Housing (EKH), I was approached to co-create a strong and meaningful tenant engagement group. I was hesitant at first as the tenant engagement previously, had felt a little bit like a box ticking exercise. This team have been completely different, I have felt fully supported and have been given full access to leadership, councillors, contractors and officers, as well as full transparency regarding data and documentation and can see all the changes and improvements that have come directly from our engagement.

"Since we created STAP in 2021, I have been very privileged to be chair to a group of wonderful, like-minded tenants, who have been instrumental in helping to shape the service and improve conditions for all tenants. We feel heard and respected, and we know the work we do and the effort we put in, really counts. I am delighted that the RSH team recognised this in their inspections with STAP and the Scrutiny Panel observations and interviews; and we are overjoyed for the Housing Team, they have done such great work and it has been wonderful to have been able to be part of such a well-deserved outcome."

Help us, help you

To help us provide the best possible service for you, we want to find out more about you, so we'd really appreciate it if you could fill in our survey to tell us a bit more about yourself.

By giving us your gender, ethnicity, religion, sexual orientation and any other information which will help us deliver the housing service to meet your individual needs, you will enable us to tailor our services accordingly.

Your data will be stored securely and confidentially, and will not be shared outside of the housing service. You can complete the survey at **folkestone-hythe.gov.uk/tenant-data-survey**

Garden competition winners

Tenants have been recognised for their impressive efforts in the annual Folkestone & Hythe District Council gardening competition.

Despite the intense weather conditions this year, green fingered tenants and leaseholders in the district have braved the elements to tend to their gardens.

The event is run and managed by Strategic Tenant Advisory Panel members Gillian Jenkins and Gemma Atkins, both of whom also judge the event.

An excellent range of gardens and outdoor spaces were entered into the competition by tenants and judged during the summer, with winners receiving £60, and the runners-up in each category being awarded £40.

Thanks to sponsors Mears, Highview Homes, Cleanscapes and Grovewell Garden Centre for supporting the competition.

You can find out more about the winners and their gardens on our website

folkestone-hythe.gov.uk/council-tenants-leaseholder-service/tenant-garden-competition

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



Winner best front garden	**Winner best community garden**	**Winner best back garden**	**Winner best communal garden**
Eleanor Ashdown & Nick Brooks	**Sandy Bate, Churchill Court**	**Jean Monk**	**Karen Piper, Bradfoord Court**
Winner pots and containers	**Sue Willsher Award**	**Winner best new garden**	**Keren Belcourt Award**
Dion Sessford	**Dion Sessford**	**Nick Brooks**	**Terri Julians**

Runner up best front garden	**Runner up best back garden**	**Runner up best back garden**	**Runner up best pots and containers**
Tracey Goodchild	**Louise Long**	**Mr & Mrs Horne**	**Mr & Mrs Plummer**

Runner up best pots and containers	**Runner up best communal garden**	**Runner up best communal garden**
Jean Monk	**Tina Greenland & Shirley Kane, Middelburg House**	**Lesley Manwaring & Debbie Whittaker, Bradfoord Court**