

Thanet District Council

Tenant and Leaseholder Services

Estate Strategy



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Summary

This strategy sets out our vision for our estates. It builds upon the work we have done in the last 12 months, and our aspirations towards making our estates places our residents are proud to live.

We know this is important to our residents as this is what they told us in the satisfaction survey carried out in January 2021.

We want to build a better relationship with our residents; and through this strategy we see a great opportunity to work in partnership with tenants, leaseholders and other key stakeholders to improve our estate services.

Introduction

The aspirations for the Tenant and Leaseholder Services are strongly linked to the Councils' Core Business Objectives and the role we play in 'delivering high-quality housing, safer communities and enhancing the health and wellbeing of our residents.'¹

The Tenant and Leaseholder Services team cares about delivering the best landlord experience for our residents:

- Our team is proactive, collaborative and committed to providing great landlord services.
- Our dedicated officers are respectful, professional and take pride in their work.
- Our values are at the core of our vision and guide the behaviour of our team.

In our Tenant and Leaseholder survey, carried out in Jan 2021, our residents told us they wanted:

- To carry out estate reviews to identify areas for improvement
- Have improved information on planned improvements
- Opportunities to scrutinise our services

Our residents also suggested other areas for improvement which includes:

- Improvements to repair, maintenance and cleaning
- Renovations and improvements
- Communication and engagement
- Environmental health (waste/litter, mould and pests)

Reviews of our complaints support the need to improve our service for the areas identified above.

¹ Thanet District Councils' Corporate Statement, Core Business Objectives 2019 - 2023

This strategy sets out our aspiration and gives direction as to how we will review the condition of our estates and aligns with the Housing White Paper and regulatory Consumer Standards and gives our residents a voice, ensuring they feel listened and valued.

This strategy gives regard to The Regulator for Social Housing which sets the consumer and economic standards, the Fire Reform Act 2005 and incoming Building Safety Bill.

Background

Since 2011, the tenant and leasehold services had been delivered by an arms length management organisation, the service transitioned into the Council on 1 October 2020 and it was recognised that there was a lack of investment which has led to a deterioration of our estates.

Since taking the service back in-house, we have reviewed what we need to do to improve the service, and consulted with our customers on their priorities.

Work has already begun to improve our estates. For example:

- Estate inspections commenced in Summer 2021
- Introduced inspections to monitor the performance of our cleaning contractor and obtain complaints data from the contractor.
- Building better working relationships with other Council departments to tackle issues like abandoned vehicles and fly tipping.
- Capital programme is being progressed with better information and communication to our residents
- Training programme for our officers for technical and soft skills.

This strategy set outs the further improvements we want to make to our service with four key objectives:

Objectives

We aim to enhance our estates as a place to live with four key objectives:

1.Promote Community

- Greater sense of community so residents take pride in their homes and work in partnership with TLS to promote social well being.

2.Improve estate appearance

- Estates are cleaner and tidier
- In good repair/decoration
- Grounds are maintained and tidy (including tree management)

3.Better vehicle management

- Review of parking on estates
- Management of abandoned vehicles

4.Safe place to live

- Communal areas free from belongings and rubbish
- Improved fire safety on estates
- Tackling ASB
- Pest control

Our Approach

Each estate is unique. Built in different periods, with different layouts, each has an individual community and culture. We will therefore adopt a tailored approach and deliver our objectives to our individual estates in a flexible way.

We will:

- Apply the four key objectives to carry out individual estate reviews
- Improve transparency with better information on our website and in our newsletters
- Provide more opportunities for our residents to have their say
- Improve efficiency through better use of technology
- Ensure we have the right people in the right place
- Ensure our officers have all the tools they need to carry out their role

Housing Stock

We need to apply a methodology to prioritise the order in which we will review each estate and allocate budget.

Estates will be prioritised by:

- Health and safety requirements
- Density of units
- Density of population
- Number of complaints received
- Volume of antisocial behaviour

Linked internal documents

Estate policy

[Resident Involvement Strategy](#)

Fire Strategy

Water

Electrical

ASB