

Tenants Panel Subgroups –
Housing Anti-Social Behaviour, Neighbourhoods and Rents

30th June 2026 2pm – 4pm

Connaught Room, Town Hall, Station Road, Clacton on Sea

In Attendance
Panel Members
Helen Dodridge
TDC Staff
Heidi Foster (Senior Tenancy Management Officer), Daniel Kingham (Tenancy Management Officer), Loraine Pruden (Tenant Involvement Officer)

1. Welcome and Introductions

Heidi welcomed everyone to the meeting and introduced Daniel Kingham.

2. Apologies for Absence

Apologies were received from Carol McDougall and Kim Mayhead. Chris Gill sent apologies after the meeting.

3. Update on setting up waste resident groups or identifying any existing groups

Heidi shared **Appendix 1** from the website, which provides information about existing community groups. It was noted that there are a number of community groups already set up, including groups that carry out litter picking. Tenant Panel members have the opportunity to join local litter-picking groups if they wish.

4. Update on use of “Council Aware” signage

Tenant Panel members had previously asked for “Council Aware” posters (**Appendix 2**) that could be placed on fly-tipping or other items. Heidi showed the group the “Council Aware” sign and explained that these can be placed on items located on Council-owned land.

All members who attended were happy with the signage. Heidi can now send this to the Print Unit so that it can be used in future.

5. Draft Housing Anti-Social Behaviour Policy

Heidi handed out the Reading Group Feedback Summary (**Appendix 3**). Members were asked to take this away and review it.

Any comments on the ASB Policy and the Reading Group Feedback Summary should be returned to Tenant Involvement by Friday 31st July 2026. If no further comments are received, the feedback from the Reading Group will be taken forward.

ACTION: Loraine to send the feedback summary to all members and ask for comments by 31st July 2026.

6. Vandalism, damage to property & Hoarding (Concern for Welfare)

Heidi and Dan explained how ASB categories are separated between deliberate vandalism/property damage and neglect or concern for welfare, particularly where hoarding, mental health, disability, or safeguarding concerns may be involved. Last year, there were 39 complaints relating to vandalism and property damage, and 139 complaints recorded under the neglect category.

Dan explained that vandalism is generally more straightforward to categorise. Examples discussed included paint being applied to communal property and situations where access to a property is being refused.

Neglect cases can include hoarding, concerns about a tenant's wellbeing, mental health issues, or other support needs. Helen asked whether there are difficulties getting support from social services for people who need help. Heidi explained that outreach services are available and can support tenants in individual circumstances.

Heidi explained that cases involving deliberate damage are treated differently from cases where there are clear welfare or support needs. For example, where children with additional needs have damaged a property, this may be treated as neglect or concern for welfare rather than ASB.

Where damage is linked to drug or alcohol issues, this may be categorised as vandalism, as support can be sought for those issues and the circumstances are considered differently.

Heidi confirmed that all cases are considered on a case-by-case basis.

Hoarding was discussed as one of the biggest issues currently being raised, with increasing numbers of cases coming to the team's attention. Heidi explained that there are different types of hoarding, including tenants who recognise the issue and those who do not understand the extent of the problem. From a Tenancy Management perspective, the key concerns are safety and welfare. The local fire service can carry out fire safety assessments where needed. The approach is a mixture of enforcement and support, with clear and reasonable steps agreed with the tenant. The team can work with hoarding specialists, although these services can be expensive. Heidi noted that hoarding is something the housing service must consider carefully as landlord, particularly where the Council is aware of the risks involved.

Helen asked how a tenant would be supported to remove rubbish or unwanted items from their home.

Heidi explained that family or friends may be able to help by taking items to the local tip. The Council would not usually dispose of items unless the case had reached the enforcement or eviction stage.

The group discussed the use of the hoarding scale (FIND). Heidi explained that understanding and engaging with the tenant is important, and that engagement is key to making progress.

Neglect and concern for welfare cases can vary. Some tenants may be elderly or unable to keep their home clean, while others may be struggling with animals or general living conditions. The team may receive information from gas contractors if they are unable to work

safely in a property. In these cases, officers will visit the tenant and discuss short-term actions to improve access or safety. If further support is needed, tenants can be referred to the tenancy sustainment service. Heidi explained that some tenants may not realise they are not coping, and the aim is to help tenants maintain their tenancy wherever possible.

Heidi also noted that there have been cases where people have had to be housed in accommodation that is not ideal for their needs, which can also be difficult to resolve. Some issues cannot be easily addressed through a referral alone.

7. Suggestions for positive contributions towards the area: Community Fun Day

Sam attended the meeting to speak about the Community Fun Day. It was suggested that flyers could be shared with other members for display in windows and that we should circulate to schools.

8. Housing Pet Policy

Heidi handed out copies of the Housing Pet Policy and asked members to take it away and read it. The group discussed the RSPCA PawPrints Award (**Appendix 4**), noting that the Council has achieved silver for the last couple of years. Heidi explained that the award recognises the arrangements the Council has in place. Heidi also read out the housing criteria.

Barriers discussed included the temporary housing of pets for people who are homeless, and access to free or lower-cost neutering. It was noted that the Council may be able to help with neutering, and that support may also be available through organisations such as Dogs Trust, Cats Protection, or local charities.

Helen asked whether information is provided about fostering pets.

Heidi explained that this information is included in the pack that is sent out. The Council has also suggested this option in homelessness cases and understands that it has been explored.

The Pet Policy has gone to the Reading Group for members to review and provide any comments or feedback.

Heidi explained that she would like the Council to achieve gold in the RSPCA PawPrints Award and welcomed any ideas from members. The group discussed the challenge of temporary accommodation for pets.

9. Any other business and topics to discuss next time

The following topics were suggested for discussion at the next meeting:

Pet and animal nuisance, including feedback on the Pet Policy.

Garden nuisance.

It was suggested that James Hill, Steve Bowler or Shaun Biswell could be invited to the next meeting to discuss opportunities for residents to get involved and how greenswards are managed.

ACTION: Heidi to ask the Waste Team what is classed as household waste and whether they would collect a small bag of garden waste within the household waste.

ACTION: Loraine to send invitation to James, Steve or Sean to the next meeting

10. Date of next meeting

The next meeting will take place on 11th August 2026 in the Connaught Room.

Meeting	Action	Lead	Status	Notes
April 26	Draft of the Housing Anti-Social Behaviour Policy brought to the group once finalised and written.	Heidi	Ongoing	
June 26	Send feedback summary from Reading Group for Draft Housing ASB Policy	Loraine		To be received by 31 st July
June 26	Add to next Agenda: Pet and animal nuisance, including feedback on the Pet Policy.	Loraine		
June 26	Add to next Agenda: Garden nuisance	Loraine		
June 26	Discuss opportunities for residents to get involved and how greenswards are managed	James Hill		
June 26	Ask the Waste Team what is classed as household waste and whether they would collect a small bag of garden waste within the household waste.	Heidi Foster		