Tenant Panel Meeting

Date: 16 June 2026 Time: 4:30pm – 6:30pm
Venue: Wix Village Hall, Harwich Road, Wix

In Attendance
Tenant Panel Members
Carol McDougall (Chair), **Mary Humm** (Vice-Chair), Chris Gill, Sid Payne, Madeline Pound, Helen Dodridge, Ellen Wright, Sheila Jones, Rita Dove
TDC Staff
Damian Williams (Corporate Director)**, Cllr Andy Baker** (Portfolio Holder), **Tim R Clarke** (Assistant Director Housing & Environment)**, Rod Richardson** (Interim Associate Director, Building and Public Realm), **Matthew Wicks** (Senior Housing Manager)**, Robert Goswell** (Senior Housing Allocations Officer), **Jessica Woods** (Senior Tenant Involvement Officer) & **Sam Carran** (Tenant Involvement Officer)

1. Welcome & Introductions

Carol welcomed everyone to the meeting and informed the Panel that Mr Coles had passed away. A minute's silence was then observed.

Damian expressed his thanks for Mr Coles' contribution and offered condolences to his wife.

2. Apologies for Absence

- Christian James

3. Role of the Tenant Panel

Tim reminded the Panel about the renewal of the Tenant Panel constitution and the need to keep discussions focused on housing policy and operational matters. He asked members not to raise personal issues during the meeting, noting that officers would be available during the break and at the end of the meeting to discuss specific matters.

4. Minutes of previous meeting and update on Actions

Carol asked the Panel whether they had any questions about the minutes of the previous meeting.

Tim updated the Panel on David Ousby's comments from the previous meeting. He confirmed that work on redeveloping Jaywick Sands is continuing, with community stewardship services being explored. Consultation is underway and planning submissions are expected. Following discussions with councillors, the market site near the Sunspot has been removed from the current scope but may be reconsidered in the future.

Damian asked about the land intended to support skills development for young people. Tim confirmed that no update had been received from David.

Cllr Baker raised concerns about the Jaywick Sands project, saying he had not been informed of recent site decisions and felt the Panel lacked sufficient progress updates. The Panel expressed dissatisfaction, and Cllr Baker agreed to raise the concerns at the next relevant meeting.

The following actions were reviewed and status updated.

Meeting	Action	Lead	Status	Notes
March '26	Invite Clean Green to June Tenant Panel meeting	Matthew Wicks	Amended Action	See Recap of Actions
March '26	Complaints and TSM figures to be an agenda topic at the next Tenant Panel	Jessica Woods	Complete	
March '26	Cllr Baker to attend Complaints and TSM subgroup	Loraine Pruden	Complete	
March '26	Cathy Low to be invited to June meeting to speak about Homelessness and Allocations	Jessica Woods	Complete	Senior officers attended in place of Cathy
March '26	List of abbreviations/housing glossary to provide tenant panel members with	Jessica Woods	Complete	Glossary handed out at June meeting

5. Cleaning Contract Review Discussion

Matthew outlined the current cleaning contract and noted that communal areas remain below the national Tenant Satisfaction Measure benchmark. Around 70 of the Council's 250 blocks are cleaned under contract, with tenants responsible for the rest. Feedback has remained below benchmark over the past three years, although performance improved by 6% last year. The Council is surveying residents to support further improvements.

Clean Green currently provides cleaning in Walton, Harwich, Lawford and Clacton with the contract ending on 31st December 2026. Complaints have remained in single figures for the past three years, but the Council still wants to improve the service.

The Housing and ASB subgroup is reviewing the contract, with Chris Gill appointed as a service assessor. The Council may begin procurement for a new contract, though costs could rise. Joint procurement with Colchester is also being explored, as its contract ends in January but may be extended for a year. The service is fully funded through service charges paid by around 400 tenants.

Matthew and Chris have started refining the specification ahead of possible procurement. Matthew will also meet Colchester to understand its contract size and whether this could help reduce costs.

Helen asked about Colchester's cleaning TSM results. Matthew said they had only just been received and not yet analysed. Clean Green must survey all residents and report results to

TDC with initial feedback appearing positive, but Matthew suggested TDC may be better placed to run future surveys.

Helen asked whether Matthew and Chris would visit a Colchester Council housing block to observe their communal cleaning, and they confirmed this was planned.

Matthew said that working with Colchester may require TDC to extend its current contract by one year. Matthew and Chris will meet Clean Green's Director and carry out site inspections.

Matthew said the Sheltered Housing cleaning contract is stable, with most residents paying for two hours of daily communal cleaning. A recent review was positive, and a 12 point improvement plan is being developed. The current review focuses on communal areas in blocks of flats, with Matthew continuing to work with Chris through the subgroup.

Carol asked whether a Clean Green representative could attend a Panel meeting.

Matthew felt this would have limited value with only six months left on the contract, but could be useful if it is extended. **Action**

Site inspections with the Director will help ensure any new or extended contract provider understands service expectations from the outset.

Cllr Baker asked what contract length TDC might consider during local government reorganisation and whether Colchester and Braintree may have longer extension options.

Matthew confirmed Colchester has a one year contract and said cleaning contracts are usually three years, with a possible one year extension.

Helen asked whether TDC could extend its contract by one year if discussions with Colchester progress, so both councils are aligned when Colchester's contract ends.

Cllr Baker noted that councils rarely agree one year contracts.

Damian said aligning services before local government reorganisation could be difficult, especially if both councils needed to use the same contract.

Chris G asked if Colchester could clean TDC's blocks.

Matthew and Cllr Baker said procurement rules could make this difficult.

Matthew was unsure how satisfied Colchester is with its contract and said TDC wants to keep service charge costs as low as possible for residents.

6. Complaints & TSM Figures Update

Cllr Baker referred to the report that is regularly presented to Cabinet alongside the TSMs, noting that further work is needed on the figures. He confirmed that the complaints report will go to Cabinet in September. As the next Tenant Panel meeting is on 8th September and Cabinet meets on 11th September, he hopes to bring the specific figures to the September Tenant Panel. Cllr Baker said he was not concerned about the housing complaints figures, noting that there had been 102 complaints across nearly 3,000 households.

The June Cabinet report includes the 2025/26 TSM figures, covering tenant perception results and Building Services data. The Panel was referred to **Appendix A** for the full figures. Overall satisfaction, TP01, is 78.8%, a slight but not significant decrease from last year and still above the national local authority benchmark. Repairs measures TP02 and TP03 have reduced, although Tim noted Rod's appointment should support improvement. Satisfaction with home safety and being kept informed has increased. Complaints handling, TP09, has fallen significantly, though it is unclear whether respondents to this had made previous formal complaints. The survey wording is regulatory, so cannot easily be changed. Satisfaction with communal area cleaning, TP10, has improved, possibly due to tenancy checks and Matthew's cleaning work. Satisfaction with neighbourhood contribution and ASB handling has also increased.

Internal data shows stage 1 and 2 complaints rose over the year. Stage 1 response times improved, while stage 2 slowed. April to June complaints were also higher than last year.

Matthew reported fewer ASB and hate crime cases, with 57 ASB cases last year. He said this reflected fewer incidents, revised recording practices and clearer ASB subgroup categorisation. Amplified noise and property damage remain ASB, while lower-level noise and some hoarding-related issues are now recorded as neighbourhood concerns. Next year's figures will provide a useful comparison.

RP01 and RP02 show repairs are faster than in the previous two years. More homes failed to meet the Decent Homes Standard due to the stock condition survey, but this is expected to reduce.

BS01 covers statutory gas safety checks but is unlikely to reach 100% because access is not always possible.

Fire safety, asbestos, legionella and communal lift checks were all reported at 100%, which was welcomed. Tim invited Panel questions and noted the figures must be submitted to the regulator. Following last year's survey action plan, a new plan is being developed for the current TSMs. The Council will continue using tenant feedback and data to identify improvements.

Damian said the Council is building on regular inspections, reviewing data and systems, and developing a single three-year improvement plan. This will help assess council home conditions and target resources effectively. He also noted that Rod's appointment followed the January departures of Andy White and Chris Ball, with the plan informed by several housing service areas.

Damian said complaints have increased and become more complex, partly due to AI. More detailed complaints require more detailed responses, increasing response times and pressure on officers. Environmental and Housing services recently received 42 complaints in one week.

Cllr Baker said Tendring's BS06 figures had decreased but remained well above benchmark, despite a 13% drop in one area. The only measure below benchmark relates to communal areas, where the Council is focusing improvement work.

Tim said the subgroup had received the complaints and TSM data and continues to support the work.

Helen said the Complaints subgroup had discussed internal complaint handling, including tenant concerns about repairs, photographs and repair times.

Chris asked whether complaints could have a word limit.

Damian said any dissatisfaction must be treated as a formal complaint, regardless of severity, and this applies council wide. He noted that complaints across directorates take significant officer time and may need group review. Teresa H's complaints work, originally not a full time role, has become one, reducing capacity elsewhere.

Carol confirmed a repairs leaflet had been provided.

Jess said Rapid will provide tenants with a survey and prepaid envelope for feedback.

Rod said the Council must ensure Rapid leaves surveys with residents.

Jess confirmed photographs are no longer required for disrepair reports, though tenants may still include one.

Cllr Baker asked whether the repair reporting approach also applies to complaints, and whether complaints go to Housing or a central team.

Jess and Tim confirmed an online complaint form is being developed. Residents can currently email Council Housing Complaints directly or submit a Word document.

Helen then gave a statement relating to what was spoken about during the complaints & TSM subgroup, see **Appendix B**.

Tim said wider Panel feedback would be helpful following subgroup comments.

Madeline said removing the photo requirement from disrepair forms was helpful and reflected previous feedback.

Cllr Baker said the Panel should request a 2025/26 action plan covering resources and service delivery across all relevant areas.

7. Update from Subgroups

Carol introduced Rod. Damian explained that recruitment difficulties had led to Rod taking on the role. Rod is currently Assistant Director for Housing and Public Realm and will review service delivery, using the stock condition survey to inform future work. The capital works programme has been introduced and will be considered through the Housing Investment Programme, see **Appendix C**.

Rod said the draft 2026/27 investment plan allocates £5.3 million to keep council homes safe, suitable and comfortable, while improving energy efficiency and reducing emergency repairs through preventative work.

The plan supports TDC priorities by focusing on decent homes, compliance, sustainability and residents' needs. Safety investment and minor works will follow survey findings, with early planning intended to reduce larger future repairs.

Rod outlined works on damp and mould, asbestos, communal areas, fire doors, compartmentalisation and emergency lighting. Tenants will be consulted on communal area improvements to help improve satisfaction.

For decent homes work, £2.63 million is allocated to modernise homes, including boilers, heating, windows, heritage properties and roofs. A further £1.86 million will fund planned works, including EPC improvements, cold spots and insulation, while around £400,000 will assess possible extensions where larger gardens could allow an extra bedroom.

Remaining projects will maintain council properties. Stock condition survey data is being used to assess component lifespans, with more properties addressed in year one of a three year plan to spread works and manage the budget.

Rod said energy efficiency work will focus on E rated homes, as only three properties are rated F. Stock condition data will support this, and a dashboard would help monitor completed works, progress and priorities.

Rod noted delivery risks, particularly procurement, and said any unfinished works will carry over to the next year.

Carol asked whether planned works would continue after devolution.

Rod said the Council is learning from other councils, particularly Colchester, to collect and present data consistently ahead of any future merger. A new compliance tool is also being explored to improve data analysis.

Cllr Baker discussed adaptations and possible extensions to create four bedroom homes. Around 20 families need adapted housing, and he hoped they could be rehoused before any merger. He noted the £400,000 annual adaptations budget may need to increase.

Damian said closer working with Colchester over the past 15 months has been positive and would be beneficial regardless of reorganisation. If it happens, the combined stock could reach around 10,000 homes, strengthening contractor relationships and spending capacity. Colchester is ahead on software and data reporting, and TDC hopes to follow a similar approach.

Damian said closer collaboration with other councils remains beneficial, even without reorganisation. The Council hopes to invest in software to bring data together, improve information for the Panel and support regulatory readiness, using stock condition survey data to better understand its housing stock.

Damian said staffing remains challenging and a restructure is being considered, including data focused roles, to improve reliable information for meetings. He and Tim are also reviewing staffing pressures and burnout, with continuous improvement remaining a key regulatory expectation.

Damian said communication is improving, teams need to work more closely, and wider Tenant Panel involvement would provide broader feedback.

Carol asked when the regulator is expected to visit.

Damian said the Council does not know when the visit will take place, but has been open with the regulator about shortcomings and improvement work. Keeping information current will help ensure readiness.

Carol asked whether Angela Hogg's support had been helpful.

Damian said her support has helped identify key focus areas, with tenancy management improving significantly.

8. Allocations & Homelessness Update

Robert Goswell introduced himself and referred to **Appendix D**. He explained that the council currently allocates homes through direct lettings, with around 1,700 families on the housing register awaiting accommodation.

He outlined the available property types, noting that bungalows are highly sought after, while flats are less popular despite being more widely available. Applicants are encouraged to maximise their housing opportunities wherever possible.

One-, two-and three-bedroom homes are generally easier to obtain, while larger four-, five- and six-bedroom properties are in much shorter supply. Information was also provided on the number of properties let and the number of registered applicants.

Anyone aged 18 or over with a housing need who has lived in Tendring for the past three years can apply. Exceptions include current or former Armed Forces personnel, those owed a homelessness duty, eligible social housing tenants, applicants requiring specialist accommodation, care leavers under 25, victims of domestic abuse, and those on witness relocation schemes.

Some housing schemes have specific eligibility criteria. Applicants are prioritised using Bands A to E, with A being the highest priority and E the lowest.

Band A applicants have the highest priority and are rehoused as quickly as possible, with around 20 households typically in this band. Available properties are allocated through a shortlist of applicants who have expressed interest, prioritised by housing band and waiting time.

Demand has recently increased in Clacton, Great Clacton and Holland, while demand in Harwich has fallen. Applicants are encouraged to consider a wider range of areas to improve their chances of being rehoused. Families needing bungalows are generally given priority for suitable properties.

Bedroom entitlement is based on household size, but demand for very large homes, such as seven-bedroom properties, cannot currently be met due to limited stock. Tenants are encouraged to downsize where possible to free up larger homes. Around 320 properties are allocated each year through housing providers, although demand continues to exceed supply.

Rob invited questions, and Madeline asked about downsizing.

Rob explained that applicants who are downsizing are placed in the highest banding. He also referred to the downsizing incentive scheme, which is intended to encourage tenants to move to smaller homes where appropriate.

Ellen asked why some properties remain void for long periods.

Rob said the Council aims for a 30-day turnaround, with tenancy start dates ideally arranged within one to two weeks once a property is ready.

Cllr Baker referred to the void property dashboard and asbestos removal issues. He explained that some properties cannot be let until decisions have been made about the work required. In some cases, the cost of bringing a property back into use may be too high, so other options may need to be considered.

Rob added that the Council does not want homes to remain empty, but shortlists are only run once a property is safe and ready to let. This avoids tenants making arrangements to move and then facing delays.

Damian said issues with the asbestos contractor have caused further problems and delays, particularly for void properties.

Rod noted that turnover within TDC properties is high and said he would like to compare local turnover data with national figures.

Matthew added that, where carpets in void properties are in good condition, the Council will consider leaving them in place. This may help tenants on low incomes who could otherwise struggle with the cost of new flooring. The Council must balance the cost of retaining carpets against the cost of removing them.

9. Policy Updates

Matthew provided an update on policy reviews, see **Appendix E, F, G, H & I**, noting that three existing policies and two new policies are due for review. A reading group has been set up to assess the documents, consider diverse needs, and ensure they are accessible and meet residents' requirements.

The new policies relate to mutual exchange and housing succession, while the policies being renewed are the neighbourhood management, ASB & hate incident and tenant involvement policies. Panel members were asked to submit any questions as soon as possible.

Rita suggested including officer contact details on future agendas so Panel members can follow up directly with relevant officers after meetings. **Action**

10. Update on Devolution and Local Government Reorganisation

The panel decided to move past this agenda item due to information being provided throughout the meeting, with further updates to be given in future meetings.

11. Any other Business

Sam provided the panel with a brief update regarding the upcoming Community Event.

12. Recap of Actions

Jessica recapped the actions from the meeting and who will be leading on them.

Meeting	Action	Lead	Status	Notes
March ‘26	Start of next cleaning contract, bring provider in to Tenant Panel meeting	Matthew Wicks	In Progress	
June ‘26	Figures for 25-26 Complaints to September Tenant Panel meeting	Cllr Baker	In Progress	
June ‘26	Action Plan 25-26 TSM’s September meeting	Jessica Woods	In Progress	
June ‘26	Complaints Article in next edition of Tendring Reports	Jessica Woods	In Progress	
June ‘26	Add officer contact details to future agendas	Jessica Woods	In Progress	

13. Date of next meeting

Jessica confirmed that the date of the next meeting is Tuesday 8th September at Wix Village Hall, with letters to follow closer to the time.

Appendices:

Appendix A – Tenant Satisfaction Survey

Appendix B – Complaints & TSM's Subgroup statement from Helen

Tenant Satisfaction Measures 25/26 recommendations to full Tenant Panel from Complaints subgroup

We have looked at the TSMs scores for 25/26 and feel that overall the TSMs are satisfactory. We are pleased to note that most of the scores sit above the benchmark for local authorities although we would like to have a seen an improvement over the 2024/25 scores. Of some concern is the drop in satisfaction in relation to complaint handling and we would like to explore this further during the year.

We would be interested in seeing a comparison between in house and external repairs teams to see which our tenants receive a better service from

Our observation is that communication between the call centre and repairs teams is sometimes poor - what you report and what they come out to repair can be differ. We would like to ask the repairs subgroups to investigate why this is happening and how to overcome it. We would like to know when the response/surveys cards are being introduced again and are tenants able to submit repair requests without photos on the website – sometimes we have been told we have to provide photos.

We need to explain clearly the definition of what a repair is and what a complaint is. Tenants perhaps still do not know and that is perhaps why complaints and dissatisfaction with complaints has risen. We would like it explained again in Tendring Reports.

Appendix C – Housing Investment Programme 26/27



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Housing Investment Programme 26/27

Tenant Panel Overview

DATE 16 June 26
Presented by: Rod Richardson

Housing Investment Programme (HIP) Overview

The Housing Investment Programme (HIP) is designed to deliver a structured and sustainable programme of investment that underpins the long-term condition, performance, and value of the Council's housing stock. Its core objectives are to:

- Ensure full Safety and Compliance with health and safety, statutory obligations and regulatory standards.
- Deliver Decent Home Standard and mitigate the risk of properties falling into future non-decency.
- Improve the energy efficiency of Council dwellings, contributing to reduced fuel costs for residents and supporting wider environmental and sustainability objectives.
- Protect and enhance the value of the Council's housing assets through targeted capital investment and lifecycle maintenance.
- Deliver best value through planned and preventative investment, reducing reactive and emergency repairs improving overall cost efficiency.

Collectively, this approach ensures a proactive, compliant, and value-driven housing investment strategy that supports both asset sustainability and improved outcomes for residents.

Planned 26/27 Budget = £5,327,310

HIP Priorities & Objectives

Support of the annual Housing Investment Programme will make a substantive contribution to the Council's Corporate Plan objectives ensuring the provision and maintenance of high-quality housing that is safe, compliant with statutory standards, and meets the Decent Homes Standard.

Priorities:

Category	Priority Level	Examples
Building Safety & Compliance	Critical	Fire Safety Works, HHSRS Hazards, Damp & Mould
Decent Homes & Stock Condition	High	Capital Elements Replacements, (Heating Upgrades, K&Bs, Doors, Roofs, Windows) External Works
Energy Efficiency & Climate Goals	Medium	Insulation, EPC Upgrades, Net Zero Compliance
Resident Engagement & Wellbeing	Standard	Accessibility Adaptations, Community Enhancements

Through targeted investment and planned maintenance, the programme supports the delivery of homes that are energy efficient and accessible, including the provision of adaptations where required to meet residents' needs.

This approach sustains the existing housing stock to a decent standard ensuring long-term asset performance, regulatory compliance, and improved resident outcomes.

Safety & Compliance Investment

Building Safety and Compliance

Preventative compliance works are a critical component of the Programme, ensuring that council housing remains safe, compliant, and fit for purpose. Investment in key areas such as Fire Safety, Electrical systems, Asbestos management, and Damp and Mould remediation is essential to meeting statutory, regulatory, and health and safety obligations.

The works below directly support the achievement and ongoing maintenance of the Decent Homes Standard by addressing risks that could otherwise compromise the safety, habitability, and condition of properties.

Total value £877,719.

- Damp & Mould preventative measures (£100,000)
- Asbestos removal and encapsulation block communal areas (£235,000)
- Electrical rewire in Voids where required (£55,000)
- Fire Door sets 5 & 4 storey blocks and communal areas (£330,000)
- Compartmentation surveys in roof voids 2 storey blocks & Waste chutes (£107,750)
- Block emergency lighting to the latest regulations (£50,000)

Decent Homes Investment

Decent Homes

A significant proportion of the HIP is directed towards sustaining and enhancing compliance with the Decent Homes Standard, representing a major contribution to the provision of modern, high-quality housing for tenants and reflects the Council's long-term commitment to maintaining the structural integrity and overall condition of its housing stock through the timely renewal of key decent homes components, such as kitchens, bathrooms, roofing, and building fabric.

In addition, the programme prioritises improvements to energy efficiency, supporting better fuel economy, enhanced thermal comfort, and reduced carbon impact assisting residents with the cost of living by helping to mitigate fuel poverty. Collectively, this approach ensures that homes remain safe, warm, and fit for purpose, while contributing to wider corporate and environmental objectives. Total value £2,633,500

- Replacement of boilers and primary heating system (£963,500)
- Replacement of Kitchens and Bathrooms (£791,500)
- Replacement of windows (£100,000)
- Replacement of pitch and flat roof covering (£306,000)
- Structural repairs to walls & chimneys (£295,500)
- Painting and decorating block communal areas (177,000)

Planned Works & Maintenance Projects

Planned Works & Maintenance Projects

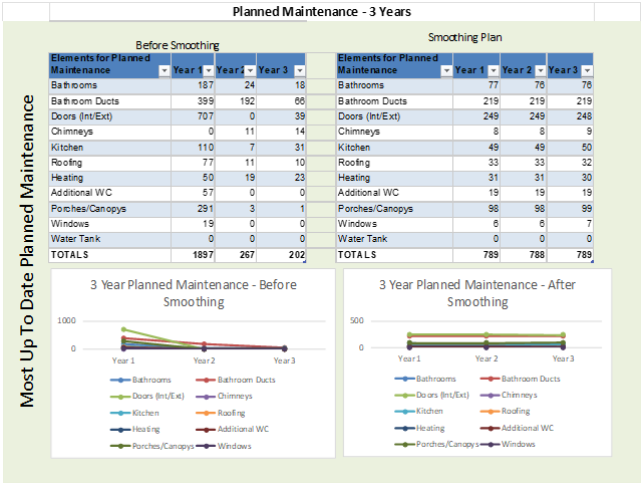
The Planned Works and Preventative Maintenance Project investment across its housing stock supported by stock condition data and aligned to statutory compliance requirements. It integrates, Planned capital works and lifecycle replacements, Energy efficiency (EPC) improvement programmes, Planned preventative maintenance regimes, and Adaptations and resident-focused property improvements.

Total value £1,866,060

- Adaptations – includes additional £500k to Convert 5 x 3 bedroom properties into 4 and 5 bedroom with adaptations for special need families (£1,100,000)
- External hardstanding (£60,000)
- Gutters/Fascia/Soffits/Downpipes (£243,750)
- Porch/canopy (£104,310)
- Roof Space Insulation (£20,000)
- Communal Block Doors (£100,000)
- Door Entry Systems (£66,000)
- Downpipes in Stacks (£22,000)
- Garage refurbishment (£100,000)
- Building with cladding (£50,000)

Stock Condition Surveys and Asset Management

Stock Condition/HHSRS Surveys are ongoing covering a 5-year cycle and feeds into the 26/27 Housing Improvement Programme. A programme of work has been prepared, for which it is proposed that funding be allocated.



Planned Maintenance - 3 Years

Most Up To Date Planned Maintenance

Before Smoothing

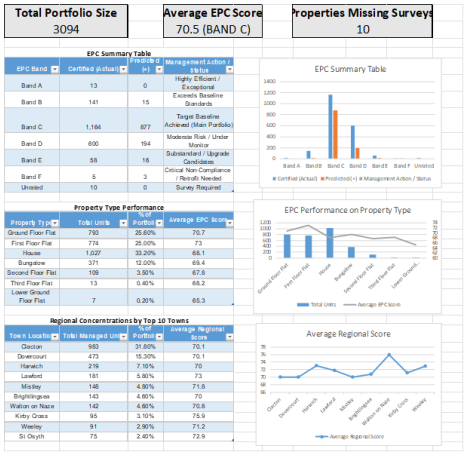
Elements for Planned Maintenance	Year 1	Year 2	Year 3
Bathrooms	187	24	18
Bathroom Ducts	399	192	66
Doors (Int/Ext)	707	0	39
Chimneys	0	11	14
Kitchen	110	7	31
Roofing	77	11	10
Heating	50	19	23
Additional WC	57	0	0
Porches/Canopys	291	3	1
Windows	19	0	0
Water Tank	0	0	0
TOTALS	1897	267	202

Smoothing Plan

Elements for Planned Maintenance	Year 1	Year 2	Year 3
Bathrooms	77	76	76
Bathroom Ducts	219	219	219
Doors (Int/Ext)	249	249	248
Chimneys	8	8	9
Kitchen	49	49	50
Roofing	33	33	32
Heating	31	31	30
Additional WC	19	19	19
Porches/Canopys	98	98	99
Windows	6	6	7
Water Tank	0	0	0
TOTALS	789	788	789

Energy Efficiency Improvements

Stock Condition Surveys have included Energy Performance Certificate (EPC) for our properties enabling targeted works to improve thermal efficiency, reducing damp and mould and reducing bills



Total Portfolio Size	Average EPC Score	Properties Missing Surveys
3094	70.5 (BAND C)	10

EPC Summary Table

EPC Band	Certified (Actual)	Predicted (+)	Management Action / Status
Band A	13	0	Highly Efficient / Exceptional
Band B	141	15	Exceeds Baseline Standards
Band C	1,164	827	Target Baseline Achieved (Main Portfolio)
Band D	600	194	Moderate Risk / Under Monitor
Band E	58	16	Substandard / Upgrade Candidates
Band F	5	3	Critical Non-Compliance / Retrofit Needed
Unrated	10	0	Survey Required

Property Type Performance

Property Type	Total Units	% of Portfolio	Average EPC Score
Ground Floor Flat	793	25.60%	70.7
First Floor Flat	774	25.00%	73
House	1,027	33.20%	68.1
Bungalow	371	12.00%	69.4
Second Floor Flat	109	3.50%	67.8
Third Floor Flat	13	0.40%	66.2
Lower Ground Floor Flat	7	0.20%	65.3

Regional Concentrations by Top 10 Towns

Town Location	Total Managed Units	% of Portfolio	Average Regional Score
Clacton	983	31.80%	70.1
Dovercourt	473	15.30%	70.1
Harwich	219	7.10%	70
Lawford	181	5.90%	73
Manley	148	4.80%	71.8
Brightlingsea	143	4.60%	70
Walton on Naze	142	4.60%	70.8
Kirby Cross	95	3.10%	75.9
Weeley	91	2.90%	71.2
St Osyth	75	2.40%	72.9

EPC rating bands explained

Band	Score	Interpretation
A	92–100	Excellent (very low energy use)
B	81–91	Very good
C	69–80	**Good (target standard)**
D	55–68	Average (typical UK housing)
E	39–54	Below average
F–G	1–38	Poor / inefficient



Risk and Mitigation

Associated Risk and Mitigation

The delivery of the programme is subject to several key risks, the timely procurement and award of contracts, and compliance with statutory leaseholder consultation requirements under Section 20 of the Commonhold and Leasehold Reform Act 2002. Delays in contract placement or failure to adhere to the Section 20 process for qualifying works may result in programme slippage, financial risk through challenge, and an inability to recover service charges from leaseholders where appropriate.

Mitigation measures will focus on close collaboration with Procurement and Legal Services to ensure the most expedient and compliant routes to market are utilised. This will include the use of established frameworks and Dynamic Purchasing Systems where appropriate, maintaining compliance with Public Contracts Regulations 2015.

This coordinated approach will support timely mobilisation of contractors, maintain regulatory compliance, and provide assurance that the capital programme can be delivered effectively, with appropriate governance, transparency, and value for money.

Appendix D – Allocations & Housing Solutions Presentation

Tendring District Council

Allocations



Introduction

- Tendring District Council (The Council) are a housing stock owning council
- The Council operate a "Direct let" allocation system
- As of April 2025:
  - The Council has 3,153 homes across the Tendring District within its housing stock.
  - There are approximately 1750 applicants on the Housing Register waiting for social housing

Stock Overview

Break down by property type

- Bungalows- 382
- Houses- 1075
- Flats- 1656
- Maisonettes – 40

Break down by bedrooms

- One Bed- 1171
- Two Bed- 1069
- Three Bed- 898
- Four Bed- 13
- Five Bed- 1
- 6 Bed- 1



Over a 12 month period, around 300-400 properties become available for reallocation each year.

Who can apply for social housing?

Anyone over the age of 18 years old can apply for social housing providing they meet the following criteria

- The Applicant has lived within the Tendring are for at least 3 years at the time of application.

- The Applicant can demonstrate that they have a housing need.



Exemptions

The exemptions to the three year residency requirement is as follows.

- The Applicant or the partner is actively serving in or have served in the Armed Forces
- The Applicant has been accepted by Tendring District Council under a homelessness duty
- The Applicant already lives a social housing tenant and need to move to the district to take up or continue with employment based in the district. (Right to Move Order)
- The Applicant used to live in the Tendring District, but they were moved out of the area into specialist accommodation (Such as going into care or specialist medical care) that could not be provided within the district.



Exemptions continued

- The Applicant is care leaver or former care leaver that is 25 years old or younger
- The Applicant is fleeing domestic abuse as defined by Domestic Abuse Act 2021
- The Applicant qualifies for a rural exemption scheme (Currently no schemes running at this time)
- The Applicant qualifies under the Witness Relocation Scheme



Priority Bands

When an application is made it is assessed as per the Council's Housing Allocations Policy and a priority band is awarded depending on what criteria they meet. The Bands range from-

Highest Priority

Band A
Band B
Band C
Band D
Band E

No Priority



Shortlisting Process

Property becomes available for let

A shortlist is generated from all the applicants contained on the Housing Register that meet the following criteria:

- **Selected the area the property located in**
- **The property meets their housing needs (Such as bedrooms, building type or number of stories)**

The shortlist is sorted by priority band with the Band A candidates at the top of the list and band E at the bottom

The candidates in each band are sorted by how long they are in their banding for. The candidates that have been in their priority for the longest time will move to the top of their band

The Candidate with the highest priority for the longest time, is contacted and offered the property.
If the candidate rejects the offer, the officer moves on to the next candidate until successful.

Area Demand

The top 3 most desirable areas in Tendring:

1. **Clacton** – 807 Applicants chose this area
2. **Gt Clacton-** 689 Applicants chose this area
3. **Holland On Sea-** 685 Applicants chose this area

Area	Number of applicants
Alresford	318
Ardleigh	261
Beaumont	196
Bradfield	191
Brightlingsea	352
Clacton-On-Sea	807
Dovercourt	361
Elmstead Market	362
Frating	300
Frinton	551
Gt Bentley	470
Gt Bromley	241
Gt Clacton	689
Gt Holland	484
Gt Oakley	280
Harwich	346
Holland on Sea	685
Jaywick	162

Area	Number of applicants2
Kirby Cross	459
Kirby Le Soken	426
Lawford	263
Lt Bentley	279
Lt Bromley	205
Lt Clacton	637
Lt Oakley	286
Manningtree	366
Mistley	309
Ramsey	232
St Osyth	445
Tendring	422
Thorpe Le Soken	485
Thorrington	204
Walton On The Naze	464
Weeley	504
Wix	216
Wrabness	208

Property and bedroom need

Property Type	Number of applicants
Bungalow	1018
Flat	585
House	959
Masionette	395
Studio Flat	154
Sheltered Accommodation	106
Extra Care Accommodation	37

Bungalows are the most desired property however there are only **385** in the Council's housing stock.

There are no restrictions on what property types an applicant can select, but those with disabilities are prioritise for bungalows.

Size of property is not a criteria an applicant can select. It is assessed on the size of the family.

- Couples in a relationship are expected to share.
- Children are expected to share a bedroom up to age of:
  - 10 for children of different genders
  - 16 for children of the same gender.

Additional bedrooms beyond this are only granted on medical grounds

Bedroom Need	
1 Bedroom	512
2 Bedrooms	319
3 Bedrooms	268
4 Bedrooms	145
5 Bedrooms	45
6 Bedrooms	7
7 Bedrooms	1
8 Bedrooms	0
0 Bedroom	1
Total	1298

Housing Associations

(Also known as registered housing providers)

- Tendring are has 20 Housing Associations operating across the district.
- Tendring has a nomination agreement with these housing providers. This means that new tenants will be sourced from The Council housing register.
- Allocations to void Housing Association properties is undertaken via the same process as The Council properties.
- Over a 12-month period we will allocation approx. 380 housing association properties.

Housing Options

Housing Solutions



Number of homelessness approaches

	Overview of approaches			
	Total approaches	Households with children (incl. pregnancy)	Singles	All other households
2018/19	1058	402	543	113
2019/20	1046	324	614	108
2020/21	1636	432	1085	119
2021/22	1914	624	1110	180
2022/23	1933	630	1161	142
2023/24	1977	659	1200	118
2024/25	2190	659	1383	148
2025/26	2302	671	1509	122

Tendring District Council

Number of homelessness applications

	Breakdown of homelessness applications			
	Homelessness applications	Households with children (incl. expected children)	Singles	All other households
2018/19	697	277	331	89
2019/20	741	263	393	85
2020/21	711	220	427	64
2021/22	884	331	469	84
2022/23	878	356	446	76
2023/24	877	355	462	60
2024/25	865	359	444	62
2025/26	918	352	514	52

Main causes of homelessness applications:

- 1 – End of private rented assured shorthold tenancy – 257 (28%)
- 2 – Family eviction – 217 (23.6%)
- 3 – Domestic Abuse – 108 (11.8%)

Other notable causes:

- Relationship breakdown (non-violent), departure from custody, friends no longer willing to accommodate, end of private tenancy such as a and eviction from supported housing.

Households placed in temporary accommodation between 2018-2026

- **Snapshot**
- As of 3rd June 2026, we have 170 households living in temporary accommodation.
- This is a combination of accommodation within our own stock, Spendells House and private nightly paid accommodation (some with shared facilities and others self-contained).

HOUSEHOLDS PLACED INTO TEMPORARY ACCOMMODATION				
	No of households placed in temporary accommodation	Households with children (incl. pregnancy)	Singles	All other households
2018/19	233	100	109	24
2019/20	301	144	136	21
2020/21	279	72	188	19
2021/22	252	98	138	16
2022/23	363	152	191	20
2023/24	412	189	197	26
2024/25	475	215	235	25
2025/26	519	193	298	28

Rough sleeping – trends 2025/ 2026

Month	Total Number of Sleeping Rough	Total Number of Long-Term Sleeping Rough
August 2025	19	3
September 2025	20	3
October 2025	16	3
November 2025	16	3
December 2025	19	4
January 2026	16	5
February 2026	12	5
March 2026	12	5
April 2026	15	5

The figures above includes the total number of people who slept rough throughout the month but does not mean they each slept rough throughout the entire month.

Main service provided by Anglia Care Trust – Rough Sleeper Initiative funded – having a positive impact. They are also now recruiting for a part time money advisor

Main challenges

- **A need for intensive complex support and no services to refer to.**
- **An Article 4 planning directive in area - Planning restrictions on HMO's so limited single person accommodation to rent.**

As of today, we have 7 rough sleepers not engaging with TDC or our outreach worker.

Appendix E - **Housing Anti-Social Behaviour and Hate Incident Policy**

Appendix F - **Housing Mutual Exchange Policy**

Appendix G - **Housing Neighbourhood Management Policy**

Appendix H - **Housing Tenant Involvement Policy**

Appendix I – Housing Succession & Assignment Policy

Tendring District Council

HOUSING SUCCESSION & ASSIGNMENT POLICY

May 2026



Purpose of this Policy

This policy outlines Tendring District Council's (the Council) approach to managing tenancy succession and assignment requests for secure tenancies.

Policy aims

This policy:

- Ensures tenancy succession and assignment applications are dealt with in accordance with legislation and statutory guidance,
- Promotes sustainable tenancies,
- Treats all applicants fairly and sensitively,
- Aligns with the Housing Allocation Policy and makes best use of the Council's housing stock.
- Provides a clear and understandable service to applicants and helps them understand the operation of the Succession and Assignment Policy.

Scope of Policy

This policy applies to the Council's secure tenancies.

Succession

Succession relates to the statutory right of certain people to succeed to a tenancy following the death of a tenant. The person who inherits a tenancy is called the 'successor'.

Who can succeed a tenancy?

If the tenancy started before 1st April 2012 succession rights apply to:

- **A civil partner or spouse of the tenant** if they are living in the property as their only or principal home and with the deceased at the time of the tenant's death.
- **A civil partner who has signed a civil partnership document** or persons living as though they are civil partners and they were living in the property with the deceased at the time of death. There is no requirement for a civil partnership to have taken place but if they are not a civil partner by law, they must have occupied the property as their only or principal home for at least 12 months before the tenant's death.
- **A member of the tenant's family** (where the tenant had no partner or spouse living at the home) may succeed provided they lived with the tenant as their main or principle home for at least 12 months before the tenant's death. Family members include parents, grandparents, children, grandchildren, brothers, sisters, uncles, aunts, nephews and nieces. We call these people 'eligible successors.'

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Ifthe tenancy started after the 1st of April 2012: succession rights are more limited:

- Succession rights are limited to only **spouses and civil partners**, or someone living as such (cohabitee) immediately prior to the tenant's death and:
- They must have been living in the property as their only and principal home, immediately prior to the tenant's death. There is no minimum 12-month requirement for legal spouses, legal civil partners or cohabitees under this rule.

Joint Tenancy (Survivorship)

Where in a joint tenancy one tenant dies, the remaining tenant automatically becomes the sole tenant and this counts as succession. A successor who is the joint tenant, spouse or civil partner of the deceased tenant, will not be requested to move to a different property.

Spouse/civil partnership

The Council considers this as:

- A marriage ceremony that took place in the UK that has been entered in the marriage register for the district in which it took place.
- A civil partnership must also similarly be registered.

Living together/ partner

The Council considers this as someone who was living with the tenant as though they were a married or in a civil partnership at the time of the tenant's death and the property was their only or principal home. The Council will:

- Seek the facts of each case and use various sources to verify the situation.

Other Members of the Family

Other members of the family are considered to be the deceased tenant's parent(s), grandparent(s), children/stepchild, grandchildren, brothers, sisters, uncles, aunts, nephews and nieces. Foster children or other members of the extended family are not recognised. Other members of the family must have been living with the tenant for at least 12 months.

Where more than one family member has succession rights, it is expected that the family will decide who should request to succeed to the tenancy. Where family members are unable to agree, the Council will make the decision.

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Only one succession of a secure tenancy is permitted

- Only one succession is permitted for each secure tenancy. This means that if the deceased tenant was themselves a successor, for example: they were previously a joint tenant and later became a sole tenant, then this would count as a succession and no further lawful succession rights can be granted.
- The deceased tenant must be living in the property as their sole and principal home at the time of their death. If, for example, the tenant permanently moves to a care home, they no longer meet the 'tenant condition' under Section 81 Housing Act 1985.

Property size and suitability

The successor succeeds to the tenancy, not to the property:

- If the successor is a joint tenant, spouse, partner or civil partner of the deceased tenant, they will not be requested to move to a different property. They can remain in the property even if it is larger than they need.
- If the successor is not a spouse or civil partner and the property is larger than their housing need or contains adaptations they do not require, or is a property where the Council specifies the minimum age of the person that can live in it and the successor is younger than that age, the eligible successor is required to move to a more suitable property.

Ground 15A of Schedule 2 of HA 1985 provides a ground for possession that can be used where there is a statutory right to succeed, but where the property is considered too large for the successor's needs. If the Council wishes to use Ground 15A it must serve a notice of seeking possession no sooner than 6 months but no later than 12 months from the date of death of the deceased tenant (or the date on which we are informed of the death).

Ifthe eligible successor is required to move to a smaller property:

- They will not qualify for a payment via the 'Under Occupation Transfer Incentive Policy'.
- They will be required to complete an application to join the Council's Housing Register, and they will be awarded additional priority.

A successor moving to a different property

The decision to request a successor to move to a different property will be made by the Council on a case-by-case basis. The decision will usually be because (but is not limited to):

- A property will be under occupied by the successor by more than one bedroom.
- The property is designated for older people.
- The property is adapted for a person with a disability.

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The following factors will be considered:

- Whether a suitable alternative property is available.
- Whether the successor meets the requirements for an older person or adapted property.
- Whether the successor has a health or disability concern which would make a move to an alternative property undesirable.

Succession after a possession order

If a possession order has already been granted on the property by the Court, it significantly affects the possibility of succeeding to a social housing tenancy. It is unlikely that someone can succeed a tenancy after a possession order is granted enforcing that the tenancy is ending or has ended. However this will depend on the type of order awarded to the Council by the Court:

- Outright Possession Order – this sets a date that the Council can take possession of the property. After this date, the Council can apply for a bailiff's warrant. Succession is usually not possible after this point unless the Court order is overturned or delayed.
- Suspended Possession Order – this allows the tenant to stay in the property if they meet certain conditions. If the tenant dies while the order is suspended, succession might still be possible depending on the tenancy type and who is living in the property.
- If the tenant dies before the possession order is enforced, and a qualified successor is living in the property, they may still have a statutory right to succeed under Section 87 of the Housing Act 1985.

How to request a succession

There is no fixed statutory deadline for submitting a tenancy succession request, however it is strongly recommended that the request is made promptly after the tenant's death. Requests should be made by completing the Succession Request form available via the Council's website, email or post. The form should include a copy of the tenants' death certificate and be returned via:

- Email to: housingallocations@tendringdc.gov.uk
- Post to: Tendring District Council Office, 88-90 Pier Avenue, Clacton on Sea, Essex, CO15 1NJ.

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What happens if a succession is granted?

Succession does not involve the creation of a new tenancy, instead the statutory successor takes over the existing tenancy and immediately succeeds to all the responsibilities, liabilities and duties of the tenancy including but not exclusive to:

- The obligation to pay rent.
- Any rent arrears.
- Any legal notices applying to the tenancy still take effect i.e.: any notice seeking possession.

What happens if a succession is not granted?

Where there is no eligible successor, the tenancy ceases to be a secure tenancy. There may be circumstances whereby the persons living with the deceased tenant at the time of death may qualify for alternative housing assistance and in these situations the person can make a homeless application in line with the homelessness legislation.

Appeals

Appeals against a succession decision must be received in writing within 28 days of the date on the decision letter and must clearly set out the grounds for the appeal including which aspect(s) of the policy the appeal is based on.

Assignment

An assignment is the legal transfer of a tenancy from one person to another person whilst the tenant is alive. If an assignment is granted the tenant transfers their legal rights and responsibilities to another person. Assignments may be permitted in specific circumstances, such as:

- Mutual Exchange with another secure tenant
- Court order (for example: divorce or separation settlements)
- Transfer to a qualifying successor

Assignment conditions

The Council may refuse an assignment if it would result in under or over-occupation of the property, if the assignee does not meet eligibility criteria or if the tenant/s lack capacity. All assignments require written permission from the Council and must comply with legal requirements.

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Service Standards

Tendring District Council will acknowledge succession and assignment requests within five working days of the request being received and will ask for all supporting evidence required to consider the request. A decision will be made within ten working days of receipt of all information. If further investigation is required, the applicant will be advised of the reason for the delay in the decision being reached and an estimated date by which the decision will be made.

Complaints Policy

The Council's Corporate and Housing Complaints Policy is available to any tenant or prospective tenant who is dissatisfied with any aspect of the housing services we provide. Further information can be obtained from the Council's Corporate and Housing Complaints Policy Making a complaint.

General Data Protection Regulations

All access requirements that include identifiable personal information will be processed in accordance with the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulations. The Council will only disclose or share personal information where required to do so by law or where a lawful exemption applies; for example, for the purposes of a prosecution, a safeguarding concern, where it is in the public interest or with the person's consent. Personal information is processed by Tendring District Council for a number of purposes. These can be found in the Privacy Notices which are available on the Council's website at www.tendringdc.gov.uk/privacy or on request at our public reception areas.

Equalities Statement

The Council is committed to treating all customers fairly and with respect and professionalism. To this end the Council will ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including political opinions), sex or sexual orientation and that, in the application of this policy, the Council will comply with their duties under the Equality Act 2010 and specifically its Public Sector Equality Duty (Section 149) under which a public authority must have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by this Act and, in summary, to advance equality of opportunity and foster good relations between people with differing characteristics. To enable customers

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to have clear information and equal access to this policy, information will be made available in a range of appropriate languages and formats, when requested.

Legal and regulatory context

This policy is set within the legislative framework:

- Regulator of the Social Housing Consumer Standards
- Localism Act 2011
- The Housing Act 1985 and 1988
- Landlord and Tenant Act 1985
- Equality Act 2010

Related Documents

Tendring District Council Non-Secure, Introductory and Secure Tenancy Agreements

Tendring District Council Mutual Exchange Policy

Review of policy

This policy will be reviewed every two years in consultation with tenant representatives, staff, the Portfolio Holder responsible for Housing and other stakeholders unless there are any reasons, such as legislative or regulatory changes, requiring that it be reviewed earlier

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