

Tendring Reports

Latest news for Council tenants in Tendring

Summer 2026

FAMILY FUN DAY FOR TENANTS!

Residents are invited to a free family fun day at Rush Green Recreation Ground in Clacton. There will be lots for children to enjoy, as well as the chance to find out about local support services and ways to get more involved in your community.

The event is being run by Tendring District Council's Housing Tenant Involvement Team and takes place on Wednesday 29th July, from 10am to 4pm.

Councillor Andy Baker, Cabinet Member for Housing and Planning, said:

"We want this to be a friendly, welcoming day for our tenants and their families. It's a great opportunity for people to enjoy themselves and also talk to us and our partners about any support they might need.

"It's really important that residents feel listened to and know how they can get involved. Events like this make it easier to ask questions, share ideas and help shape the services you receive."

Tendring District Council
Housing Community
FUN DAY
FREE ENTRY
Fun for all the family!

Wednesday 29th July
10am - 4pm
Rush Green Recreation Ground, Clacton-on-Sea

Activities:

- Shetland Ponies
- Police Cars
- Fire Trucks
- Inflatable activities
- Face painting
- Sports activities

Food Stalls & Live Music

Free advice from Bill Clinic, Parents 1st and more!

for more information contact Tenant Involvement
Tel: 01255 686690 Email: tenant.involvement@tendringdc.gov.uk

POLICY UPDATES – HAVE YOUR SAY

NEW POLICIES COMING SOON

We are currently developing two new housing policies:

- Mutual Exchange Policy – this will set out how eligible tenants can swap homes with other eligible council or housing association tenants.
- Succession and Assignment Policy – this will explain what happens to a tenancy when a tenant passes away or wants to transfer their tenancy to someone else.

These policies are currently in draft and are being shared with our Tenant Panel and Reading Group for comments before they are finalised.

POLICIES UNDER REVIEW

We are reviewing three existing housing policies to ensure they continue to meet the needs of our communities:

- Neighbourhood Management Policy – how we look after estates and neighbourhoods.
- Anti-Social Behaviour and Hate Incident Policy – how we respond to and manage anti-social behaviour and hate incidents.
- Tenant Involvement Policy – how tenants can influence services and decision-making.

INVOLVEMENT UPDATES

We are also in the process of drafting a:

- Tenant Handbook
- Sheltered Housing Handbook

The handbooks will provide a practical guide to your home, your tenancy and the services we provide.

BE INVOLVED IN THE SHAPING OF THE POLICIES AND HANDBOOKS

We are committed to involving tenants in shaping our services. We:

- Have set up a tenant Reading Group to review policies and services to help ensure they are clear and easy to understand.
- Work with the Tenant Panel and Sub-Groups, who provide detailed feedback and challenge our proposals.

WE NEED YOUR VIEWS

It is important that as many tenants as possible have the opportunity to share their views to help us make sure our policies and services are fair, clear and meet your needs. If you would like to get involved or share your thoughts, please look out for upcoming consultations or contact us directly or sign up to our Customer Involvement Register - https://tendring-self.achieveservice.com/en/service/Customer_Involvement_Register

HAD A TENANCY CHECK RECENTLY? TELL US HOW WE DID

If you have recently had a tenancy check, we would like to hear about your experience. Your feedback helps us understand what is working well and where we can improve.

Your feedback will help us continue to improve our services and ensure tenancy checks are as helpful and supportive as possible.

We would love to hear your feedback on us, please call 01255 686690 or email Tenant.Involvement@tendringdc.gov.uk



CUCKOOING – WHAT IT IS AND WHAT WE ARE DOING

Cuckooing is a form of exploitation where someone takes over a person's home without permission. This often happens to vulnerable people, who may be targeted by individuals or groups involved in criminal activity.

The person carrying out the cuckooing may use pressure, threats or manipulation to gain access to the property. Once inside, they may use the home for illegal purposes such as drug dealing or other criminal activity. This can have a serious impact on the tenant, their neighbours and the wider community.

Signs of cuckooing can include:

- Unusual visitors coming and going at all hours
- Increased noise, anti-social behaviour or disturbance
- A tenant seeming withdrawn, anxious or not in control of their home

We are working with partner organisations, including Essex Police, to identify and tackle cuckooing and support those affected. This includes sharing information, investigating concerns and helping to protect vulnerable residents.

How you can help

If you are worried that cuckooing may be happening in your area, please report it. You can contact us, HousingASB@tendringdc.gov.uk, or Essex Police directly. If someone is in immediate danger, always call 999.

Crime Stoppers number; 0800 555111

All reports are taken seriously and handled in confidence.



ANTI-SOCIAL BEHAVIOUR – NOISE APP TRIAL

We are currently trialling “The Noise App” to help us respond more effectively to noise-related anti-social behaviour.

The app allows tenants to securely record noise disturbances, such as anti-social screaming, shouting and verbal abuse (non-amplified noise), using their mobile phone. These recordings can then be shared directly with us as part of a report. This helps provide clear evidence and allows us to better understand what is happening and take appropriate action.

The trial is designed to:

- Make it easier for tenants to report noise issues
- Improve the quality of evidence we receive
- Help us respond more quickly and effectively

We will review the results of the trial before deciding whether to roll the app out more widely.

STAY CONNECTED WITH HOUSING SUPPORT – TENDRING DISTRICT COUNCIL ON FACEBOOK

Want to keep up to date with the latest news and important updates about your home? Follow our official Facebook page: Housing Support – Tendring District Council.

On our page, you will find:

- Essential updates for council tenants
- Helpful tips and advice on managing your tenancy
- Information about repairs and maintenance
- Community news and events
- Opportunities to have your say on housing services

Search for “Housing Support – Tendring District Council” on Facebook and click follow today

HOW TO MAKE A HOUSING COMPLAINT

We are committed to providing a high-quality service. If something has gone wrong, you have the right to tell us so we can put it right.

WHAT IS A COMPLAINT?

We use the Housing Ombudsman's definition of a complaint, which is:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents."

You do not need to use the word "complaint" for it to be treated as one. If you express dissatisfaction to us, you will be given the opportunity to have the matter handled as a complaint.

Complaints made by a third party or representative on your behalf will also be handled in line with this policy.

WHEN WE MAY NOT ACCEPT A COMPLAINT

We will always accept a complaint unless there is a valid reason not to do so. However, some matters are not covered by this policy because they are dealt with under another process or are outside the Council's control.

These include:

- Requests for a service (for example, reporting a repair for the first time)
- Complaints about the actions of a third party (for example, a neighbour)
- Matters where there is a separate appeals process or legal route
- Issues dealt with under the Council's employment procedures
- Insurance claims against the Council
- Requests for information
- Corporate complaints about other Council services
- Complaints that have already been investigated
- Complaints already considered by the Housing Ombudsman or Local Government Ombudsman
- Complaints made more than 12 months after you became aware of the issue (unless there are exceptional circumstances)
- Freedom of Information or Environmental

- Complaints about Councillors
- Issues outside of the Council's responsibility (for example, utility companies)
- Matters that are subject to legal proceedings
- Complaints about rent levels, service charges, or increases
- Complaints from contractors about commercial or contractual matters

All complaints are considered on an individual basis. If a complaint is not accepted, we will explain the reasons clearly and advise you of your right to refer the decision to the Housing Ombudsman.

HOW TO MAKE A COMPLAINT

You can contact us in the way that suits you best:

- **Online form** – Use the Council's complaints form. This is the quickest way to submit your concern
- **Email or letter** – Please explain what happened, when it happened, and what outcome you are seeking
- **Phone or in person** – If you need help putting your complaint in writing, staff can assist you

What happens next?

Stage 1

Your complaint will be investigated by the relevant service area, and you will receive a written response

Stage 2

If you are not satisfied with the Stage 1 response, a senior officer who has not previously been involved will review your complaint and provide a final decision. If you remain unhappy after completing both stages, you can contact the Housing Ombudsman.

For more information, please visit:

<https://www.tendringdc.gov.uk/content/making-a-complaint-2>



VOID INSPECTIONS – HELPING US GET HOMES READY FOR NEW TENANTS

Before one of our empty homes is re-let, we carry out a thorough inspection to make sure it meets our standards. What makes this process unique is that our void inspections are carried out by tenants who are part of our Customer Involvement Register.

These tenant inspectors review each property carefully and are also shown the 'before and after' condition of the home. This helps ensure that any works carried out have been completed to a high standard and that the property is safe, clean and ready for the next tenant to move in.

Tenant involvement plays an important role in helping us maintain quality across our housing stock. By sharing feedback and taking part in inspections, residents help us identify where we are doing well and where we can improve.

Recently, we carried out two void inspections with our tenant inspectors:

- Thorrington – Monday 8th June 2026
- Mistley – Wednesday 10th June 2026

Their input helps us make sure every home is well prepared for new tenants and meets the expectations of our communities.

GET INVOLVED

If you are a tenant and would like to have a say in how we shape and improve our services, you can join our Customer Involvement Register. For more information on how to sign up please follow this link – https://tendring-self.achieveservice.com/en/service/Customer_Involvement_Register



HOUSING ADVICE SURGERY

Community Room, Honeycroft, Waldegrave Way
Lawford, CO11 2DY

- 10th & 24th (Friday 10AM-1PM) - July
- 7th & 21st (Friday 10AM-1PM) - August
- 4th & 18th (Friday 10AM-1PM) - September

As part of our ongoing commitment to making our services more accessible and giving tenants more opportunities to get involved, we hold regular Housing Advice Surgeries.

These sessions give you the chance to speak directly with Tendring District Council housing staff about any issues or questions you may have.

You are welcome to drop in and discuss matters such as:

- Your rent account
- Repairs and maintenance
- Neighbourhood concerns
- Anti-social behaviour
- Opportunities to get involved and have your say in our services

Our team is here to listen and support you, so please come along and make the most of this opportunity.

No appointment is needed so please do drop in!



ARE YOU EXPERIENCING FINANCIAL DIFFICULTIES?

Struggling with money? We are here to help

We know the rising cost of living is putting pressure on many households. If you are finding it hard to manage your rent or bills, please get in touch as early as possible.

Our team can offer friendly, confidential support, including advice on benefits, affordable repayment plans, and help with things like energy costs, food vouchers and local grants. We can also connect you with specialist organisations if needed.

Do not wait – contacting us early means we can help sooner.

Email: treed@tendringdc.gov.uk or rentsteam@tendringdc.gov.uk
Call: 01255 686291 or 01255 686468

Come into one of our drop ins at our Pier Avenue Offices on alternate Tuesdays 10am to 1pm

- 7th & 21st July
- 4th & 18th August
- 1st & 15th September

KEEPING YOU SAFE: A REMINDER ABOUT CUPBOARDS AND FIRE SAFETY

Your safety is our priority, so please remember the following fire safety measures regarding cupboard use:

- **Internal cupboards:** Keep closed and locked to slow fire and smoke spread, protecting your home and neighbors.
- **External cupboards:** Do not store combustible materials (e.g., paper, fabrics) to prevent fire risks.
- **Electrical meter boxes:** Keep locked at all times to prevent tampering and ensure safety during emergencies.

These practices are part of your tenancy agreement and help maintain safer communal areas.

WHAT'S COMING UP: JULY TO SEPTEMBER

There are plenty of opportunities for tenants to get involved and have their say over the summer months.

In July, join us for walkabouts in:

- Mistley (Rigby Avenue and Middlefield Road) on 1 July
- St Osyth (Clacton Road, Rochford Road and Johnson Road) on 8 July

You can also meet the team at our drop-in session for the Ramsey, Dovercourt and Oakley areas on 22 July (10am–1pm).

In August, we will be holding:

- A walkabout in Harwich (Albemarle Street, Vansittart and Albert Street) on 5 August
- A St Osyth drop-in session on 7 August (10am–1pm)
- Walkabouts in Clacton (Leas Road) on 19 August
- Kirby Cross (Bemerton Close, Bemerton Court and Pondtail Court) on 26 August

In September, you can join walkabouts in:

- Thorpe (Byng Crescent and Byng Close) on 2 September
- Lawford (Waldegrave Way and Colchester Road) on 9 September
- Harwich (Old Harwich area) on 16 September

There will also be a Clacton drop-in session on 15 September (10am–1pm).

For full details and any updates, please view our tenant engagement calendar at:

www.tendringdc.gov.uk/sub-content-pages/2026-tenant-engagement-calendar

If you would to join us on Walkabout, or any other event, please contact Tenant Involvement on 01255 686690, email

tenant.involvement@tendringdc.gov.uk or fill in our Customer Involvement Register - https://tendring-self.achieveservice.com/en/service/Customer_Involvement_Register

REPORT REPAIRS ONLINE – QUICK AND EASY

Did you know you can report your council housing repairs online?

Our online repair form has been available for some time, and we're reminding tenants how quick and simple it is to use. You can even upload photos or videos, helping our team understand the issue and deal with your request faster than traditional methods like calling us.

Visit: www.tendringdc.gov.uk/sub-content-pages/reporting-a-council-property-repair or scan the QR code below, then click the "Report a repair" link.



When reporting a repair, please include:

- Your name and address
- Full details of the repair (with photos if possible)
- When someone will be at home to allow access
- If you prefer, you can ask for the contractor to arrange an appointment with you. Just let us know when submitting your request, and they will contact you directly to agree a suitable time.

Using the online form helps us respond more efficiently — thank you for helping us keep your home in good condition.



STAYING SAFE IN HOT WEATHER

Hot weather can be fun but poses risks, especially for vulnerable groups. Here are tips to stay safe:

- **Keep your home cool:** Close curtains during the day, open windows in the morning and evening, and turn off unnecessary lights.
- **Stay hydrated:** Drink water regularly and limit alcohol and caffeine.
- **Look after yourself and others:** Check on those who may need support and watch for heat exhaustion signs like dizziness or nausea.
- **Outdoor safety:** Wear light clothing and sunscreen, and avoid outdoor activities during peak heat (11 a.m.–3 p.m.).

If feeling unwell due to heat, consult a pharmacist, NHS 111, or your GP.

WAYS TO SAVE ON ENERGY THIS SUMMER

You might think energy bills only rise in winter, but there are still ways to save money during the warmer months.

- **Switch off and save:** Turn off appliances at the plug instead of leaving them on standby. Unplug chargers when not in use
- **Be smart with appliances:** Wash clothes at lower temperatures where possible. Only run washing machines and dishwashers with full loads
- **Use natural light and ventilation:** Make the most of daylight instead of switching on lights. Use fans wisely, and turn them off when you leave the room
- **Hot water savings:** Take shorter showers to reduce energy and water use. Fix dripping taps quickly
- **Prepare ahead:** Use the summer months to review your energy tariff and support options. Check if you are eligible for any grants or financial help

Small changes can make a big difference over time —and help you stay in control of your bills

Need to contact us?

Main Switchboard

01255 686868

General Enquiries

housingmail@tendringdc.gov.uk

Housing Complaints

councilhousingcomplaints@tendringdc.gov.uk

Report a Repair (outside of working hours) 01255 222022



Report a Repair (working hours)

01255 686477

Fuel Poverty

01255 686742

Rent Accounts & Rent Arrears Advice

01255 686468

Right to Buy

01255 686298

ASB/Neighbourhood and Hate Incidents

01255 686488

Adapting your Home

01255 686744

Request Permission to Alter your Home

01255 686491

Tenant Involvement

01255 686690

Tenancy Management

01255 686488

Sheltered Housing

01255 686888

Garage Enquiries

01255 686488

Request Permission to keep a Pet

01255 686488

Housing Allocations /Housing Register

01255 686466



Report a Repair (working hours)

housingrepairs@tendringdc.gov.uk

Fuel Poverty

fuelpoverty@tendringdc.gov.uk

Rents Accounts & Rent Arrears Advice

rentsteam@tendringdc.gov.uk

Right to Buy

rtb@tendringdc.gov.uk

ASB/Neighbourhood and Hate Incidents

housingASB@tendringdc.gov.uk

Adapting your Home

DFGTeam@tendringdc.gov.uk

Request Permission to Alter your Home

tenantalterations@tendringdc.gov.uk

Tenant Involvement

tenant.involvement@tendringdc.gov.uk

Tenancy Management

housingASB@tendringdc.gov.uk

Sheltered Housing

shelteredhousinghub@tendringdc.gov.uk

Garage Enquires

garages@tendringdc.gov.uk

Request Permission to keep a Pet

petapplications@tendringdc.gov.uk

Housing Allocations /Housing Register

housingallocations@tendringdc.gov.uk