

HOUSING REPORT

Annual Report to Tenants 2022-2023







Ashford Borough Council

Hello

Welcome to the annual tenants' housing report. This is where we tell you about how we performed in the last financial year – April 2022 to March 2023.

It's really important that you receive this information and have the opportunity to see the data for yourself. You can then hold us to account, challenge us and offer your suggestions as to how we can improve. You are the best judge of our services as you experience them day in, day out.

We are now also accountable to you through an annual survey. There are 22 "tenant satisfaction measures" and our performance will be judged through that survey by your own perceptions of our service.

Of course, there are some things we are getting right and there are some things we need to improve. By working with you we hope to ensure that we are getting the basics right on our core services – the condition of your home, the cleanliness of communal areas, complaint handling, resolution of anti-social behaviour, rent collection and delivering services such as disabled adaptations.

These are, by any standard, difficult times. We know that many residents have found that rising prices and increasing fuel costs have had a big impact on you. Please contact us if you have any concerns – see page 16 for details. Your safety and wellbeing are our top priorities.

We hope you find this report interesting. If you have any thoughts please email tenant.contact@ashford.gov.uk – we would love to have you more involved in scrutinising our work so that we can learn from you. If you'd be interested in finding out more about this please let us know.

Sharon Williams, Assistant Director Housing

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Our senior management team



Anthony Baldock
Director of Health and Wellbeing

Anthony has an avid passion for housing, having qualified as an environmental health officer in the 1990s and working within the field for over 30 years. He is committed to ensuring that we put our tenants at the centre of all we do and also help private sector tenants, social housing partners and landlords provide first class housing provision. Anthony is the Director with overall responsibility for housing regarding landlord and housing conditions services.



Sharon Williams
Assistant Director Housing

Sharon is a highly respected, innovative and inspirational strategic leader who is passionate about the role housing plays in the wellbeing and life chances of local communities. Sharon has 35 years' experience of working in housing, with a background in homelessness, housing advice and responding to housing need with social housing. Sharon has a proven track record of successful delivery and making a demonstrable difference. Her role covers all aspects of housing, including housing development, housing strategy, management and maintenance - the council's landlord functions and responsibility for homelessness, housing advice and the housing register.



Rebecca Smith
Housing Operations Manager: Income & Neighbourhood

Rebecca has 25 years' experience in local government and is passionate about delivering quality services to tenants. She oversees Housing Management Services across our housing stock, plus management of the Resettlement team. Rebecca works with colleagues to ensure that tenants are supported and provided with appropriate and timely advice to sustain their tenancies. She is responsible for tenant engagement and, with her Engagement Officers, works to ensure that all tenants are involved in how services are delivered, that their voice can be used to influence change and improvement, and how we communicate more effectively with our tenants.



David Green
Housing Asset Manager

David has 35 years' experience in repairs, maintenance and programmed major works at Ashford. His role is to oversee the repairs function and steer the service to meet the challenges we face and deliver what tenants can expect from a good landlord. David pulls together the programmes and budgets to keep the properties decent, affordable to heat as well as safe and compliant and provide the best homes and neighbourhoods we can for our tenants.



Mark James
Development Partnership Manager

With over 15 years' experience in local government, Mark's remit is to deliver new affordable housing. He works to help deliver our own schemes and help housing associations to deliver their new schemes. In our development team we also try and make the best use of the homes we have, by encouraging people to live in homes appropriate to their needs. He acts as a link between the housing service and policy team on housing strategies.



Giles Holloway
Housing Development & Regeneration Manager

Giles has a background as a building surveyor and has worked in both the public and private sector. The past 10 years have been an exciting period predominantly focused with his team of construction professionals; as developer delivering affordable homes for Ashford. Giles has a special interest in how construction and property can be more sustainable to combat climate change and how the use of renewables, retrofitting and green heat networks can deliver energy security and tackle fuel poverty by reducing costs to our customers.



Amanda Gill
Service Improvement Manager

Over 25 years' experience working in local government in various roles within the housing sector. She provides strategic and operation leadership of the Housing Options service which covers homelessness, temporary accommodation, allocations, social lettings agency and private sector housing. Amanda acts as a champion for service improvement and quality assurance across the department.

Our Property Portfolio

As at 31 March 2023, our total housing stock was 4,876 homes.

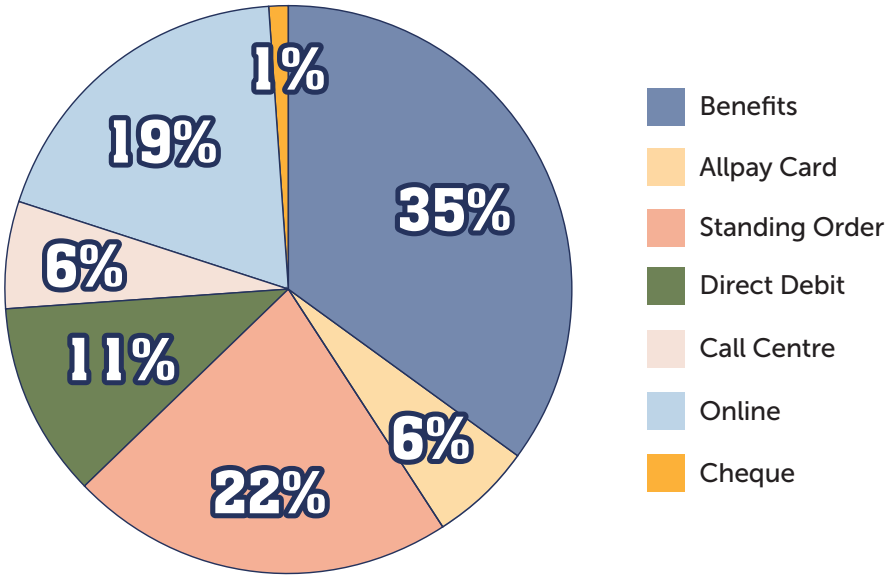
Rent values

In 2022/23 we collected 98.63% of rent due. During this period there were five evictions for rent arrears.

Weekly rent comparison 2022/23

	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Social Rent	£89.06	£101.40	£114.51	£120.81
Affordable Rent	£134.22	£149.10	£175.70	£200.77
Average Private Rent	£187.62	£253.85	£322.62	£409.62

How people pay



Direct debits are a simple and easy way to arrange recurring payments. Set up a direct debit to pay your rent and you'll know your money will always be paid on time directly from your bank account straight to us.





Repairs and maintenance

4,417,377.18



Supervision and management admin

7,231,204.19



Loan repayment and interest charges

9,080,808.97



Contribution to planned maintenance and new build programmes

8,751,260.47

HRA - EXPENDITURE

(Total - 29,480,650.81)

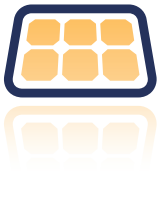
HRA - INCOME

(Total - 29,480,650.81)



Rents

(27,958,674.16)



Solar panel income

(67,072.28)



Service charge

(1,078,946.71)



Leaseholder charges

(226,721.98)



Miscellaneous rent

(7,306.79)



Investment interest

(66,920.50)



Transfer from reserves

(75,008.39)

Repairs, adaptations and improvements



Total number of completed repairs
13,479

Total cost of repairs
£4,180,472.60

Average cost of repairs
£318.29



Quantity of emergency repairs
2,638

Cost of emergency repairs
£236,904.58



Number of voids (empty properties)
288

Number of void repair jobs
580

Cost of void property repairs
£1,610,176.62

Average void time
39 days

Rent lost due to voids
£166,547.42



Number of disabled adaptations
242

Cost of disabled adaptations
£758,712.15



Cost breakdowns:

New kitchens
£705,114.89

New bathrooms
£149,704.73

New boilers/heating
£1,031,524.24

Insulation
£361,015.50

Ways of reporting repairs:
01233 330336
www.ashford.gov.uk/report-repairs

Our partners are Equans, ABC Electrical Services, Swale Heating, Aspire, Calibre

EQUANS EMPOWERING TRANSITIONS
abc A BETTER CHOICE FOR ELECTRICAL SERVICES
SWALE HEATING
aspire landscape management
Calibre Setting cleaning standards

Gas safety checks

Council tenants are reminded that they need to allow us to gain access to carry out vital annual servicing of their domestic gas heating systems.

We arrange for gas servicing to be undertaken between April and October each year, which is outside the traditional heating season. We do this so it is most convenient for tenants but it also means that more gas engineers are available for breakdowns in the winter.

As a landlord with nearly 5,000 properties, we are legally obliged to undertake an annual gas safety inspection of all homes. As well as making sure systems are in good working order and are safe, it ensures they work at optimum efficiency, keeping energy bills down and reducing carbon emissions.

To ensure we remain 100% compliant with heating checks, we have a strict policy regarding access. If we don't get access within four weeks of the first attempted appointment, we apply for a court warrant. Obtaining one means we can force access if need be. Our contractor Swale Heating undertakes safety checks for us. A boiler service and or gas safety check takes around an hour, it is for your safety and we thank the vast majority of tenants who co-operate to arrange access.

Stay gas safe

Seven million homes in the UK – that's one in four households – have dangerous gas appliances, according to gas safety experts Gas Safe Register. They say that one in three people have used excuses to avoid having their gas appliances checked.

Gas Safe Register is the official list of gas businesses registered to work legally on appliances. Anyone working with gas must be on the Register. Visit www.gassaferegister.co.uk/find-an-engineer

For gas appliances the council own, we arrange for a Gas Safe engineer to service the fire and boiler and undertake a safety check each year. When we contact you to arrange an appointment, please help us ensure it takes place. The servicing only takes around an hour.

Tenants are responsible for safety checks on gas appliances they own. Tenancy agreements do not allow the use of portable gas heaters in council homes, due to concerns about the maintenance and safety of combustible gas heaters. Used efficiently, gas central heating is the best and safest way to keep your home warm, while using portable gas heaters or alternative forms of heating instead of your central heating can be more costly.

Tips on self-maintenance

To make sure you are ready for winter, here are some top tips:

- Check that your heating works well BEFORE you need it to keep you warm. Report any problems to Swale Heating on **0800 206 1371**. If you think your heating isn't working try turning the thermostat up first to see if it comes on before calling for repairs.
- Make sure outside water taps and pipes are well protected to prevent them freezing up or bursting.
- Check that you have enough heating oil in the tank to last you through the winter if you have an oil fired heating system. If you run out air locks are created and your heating may not work even when you refill the tank.
- Make sure your home contents are insured in case of floods, leaks or any other problems. We are not responsible for your personal belongings in your property.
- Leave your heating on a low setting if you are going away for a few days to stop systems freezing up and potentially flooding the property. Can you ask a neighbour to keep an eye on your house or leave emergency contact details?
- If you are going to be away for 30 days or more, contact our repairs team for advice.



Lettings

If you cannot afford your own home, or your current home doesn't meet your requirements, then you may wish to apply to join the council's housing register. Means testing and local connection criteria may apply.

How to apply to the housing waiting list

You can apply for social rented housing within the borough by completing our online application form. The form is available on the Kent Homechoice website.

Once you have submitted your form and documents it can take up to eight weeks for us to make an assessment of your application. We will then contact you. We will provide details of your application priority and how you can express an interest in available properties. We went live on the 1 July with a new IT provider.

You can view a copy of our lettings policy on our website.

We have a large number of people on our housing register compared to the number of available properties to let. Depending on your assessed priority banding, some people may have to wait many years before being offered a property.

We would advise you to complete our new advice tool on the website ashford.adviceaid.uk/start.

Total number on the housing register at March 2023 was 1,707.

Total number of properties available for letting

Bedroom need	2019/20	2020/21	2021/22	2022/23
1	256	178	352	229
2	173	156	200	158
3	46	65	81	58
4	14	17	9	14
5 plus	3	2	4	0
Total	492	418	646	458

Percentage of units allocated to each category on the register

	2020/21	2021/22	2022/23
Homeless	29%	18%	31%
Homeseeker	44%	50%	45%
Transfer	27%	32%	24%

We will be reviewing and introducing a new lettings policy in the next 12 months which will involve consulting with our tenants.

Voids

	March 2020	March 2021	March 2022	March 2023
Number of days to turnaround a void	14	45	30	19

The COVID-19 pandemic had a major impact on the number of days it took to re-let our homes. Some applicants were unable to move because they were shielding. Homes couldn't be cleared as many services, like rubbish and recycling sites, were suspended, so we were unable to re-let homes as quickly as we would have wanted. There was a back log of voids which has now been worked through and a new target time set of 17 days.

Tenancy Sustainment

There is a team of two Tenancy Sustainment Officers (TSO) who work to help and support tenants that, for a variety of reasons, find it difficult to maintain their tenancy. The TSO can help to resolve issues with finances, accessing support and signposting to specialist agencies. To access this support, please speak to your Neighbourhood Housing Officer (NHO).

Housing Advice Contact Details

Phone: 01233 331111

Email: Housing.Advice@Ashford.gov.uk





Neighbourhood

Engagement – tenant engagement occurs with every interaction we have with our residents. This could be to discuss a rent account, report or discuss repair issues, a general tendency enquiry or during visits when in the area. We also engage with other residents in Ashford to answer any enquiries relating to issues on our estates. For more information on engagement go to page 13.

Events – in August 2022, we engaged with residents in Kennington at a Chips and Chat event based at Bockhanger Square. We attended along with a number of other partner agencies as part of a coordinated event to have positive, meaningful engagement with the residents in this area.

Projects – we have installed bin stores in Newtown area and are looking to install further bin and bike stores which will continue across the borough on a rolling programme. This programme is just starting to be put together and will be shared in the coming months.

Estate inspections – we carried out 12 estate inspections in 2022/2023, one a month, so all areas and estates in the borough were visited. On the estate inspections we are looking for any issues to raise such as repairs, bulk items, general estate queries and inspection of the play parks that Housing manage. These inspections are carried out in addition to the daily visits by the Neighbourhood Housing Officer. If there are any issues in the area you live please let us know so we can resolve these at the earliest opportunity.

Neighbourhood Housing Officers – last year the Neighbourhood Housing Officers covered both roles for rent management and tenancy and estate management and saw tenants just having the one housing officer for any enquiries. In January 2023, we reverted back to working to a specialised way of working separating into two mini teams, one concentrating on rent management and the other tenancy and estate management, which means that tenants will now have two housing officers. To find out who your housing officers are visit our website, www.ashford.gov.uk/housing-officer.

Mutual exchanges – we have assisted 75 households to move via mutual exchange within the last year. There are a variety of reasons to move via this option, such as requiring a larger or smaller home, to move to be nearer family and friends for support. If you would like more information visit our website www.ashford.gov.uk/mutual-exchanges.

Downsizing – we have introduced a mutual exchange "Downsizing" scheme, this is to help with the demand for family-sized accommodation. Those that wish to downsize via this route could receive a financial reward, support with removal costs and assistance to help find the right property, 16 households have benefitted from this scheme this past year. For more information and details of eligibility visit our website www.ashford.gov.uk/downsizing.

Anti-social behaviour – the council is committed to tackling Anti-social behaviour and works in partnership with other partner agencies in order to achieve this. Staff have undertaken training specifically in regards the tools which can be used to help tackle ASB. For more information on Anti-social Behaviour and how to report this visit our website www.ashford.gov.uk/anti-social-behaviour.

Statistics

The council had **34 Active Anti-social Behaviour** cases at the end of 2022/2023.

Throughout this financial year, we secured one **Full Closure Order** via magistrates' court to prevent **Anti-social Behaviour** which included noise, drugs and domestic abuse to provide respite to the immediate and nearby residents for a period of three months.

11 Notices of Seeking Possession were issued to tenants for ASB.

4 cases were referred to mediation.

47 Community Protection Warnings were issued to tenants and 14 Community Protection Notices.

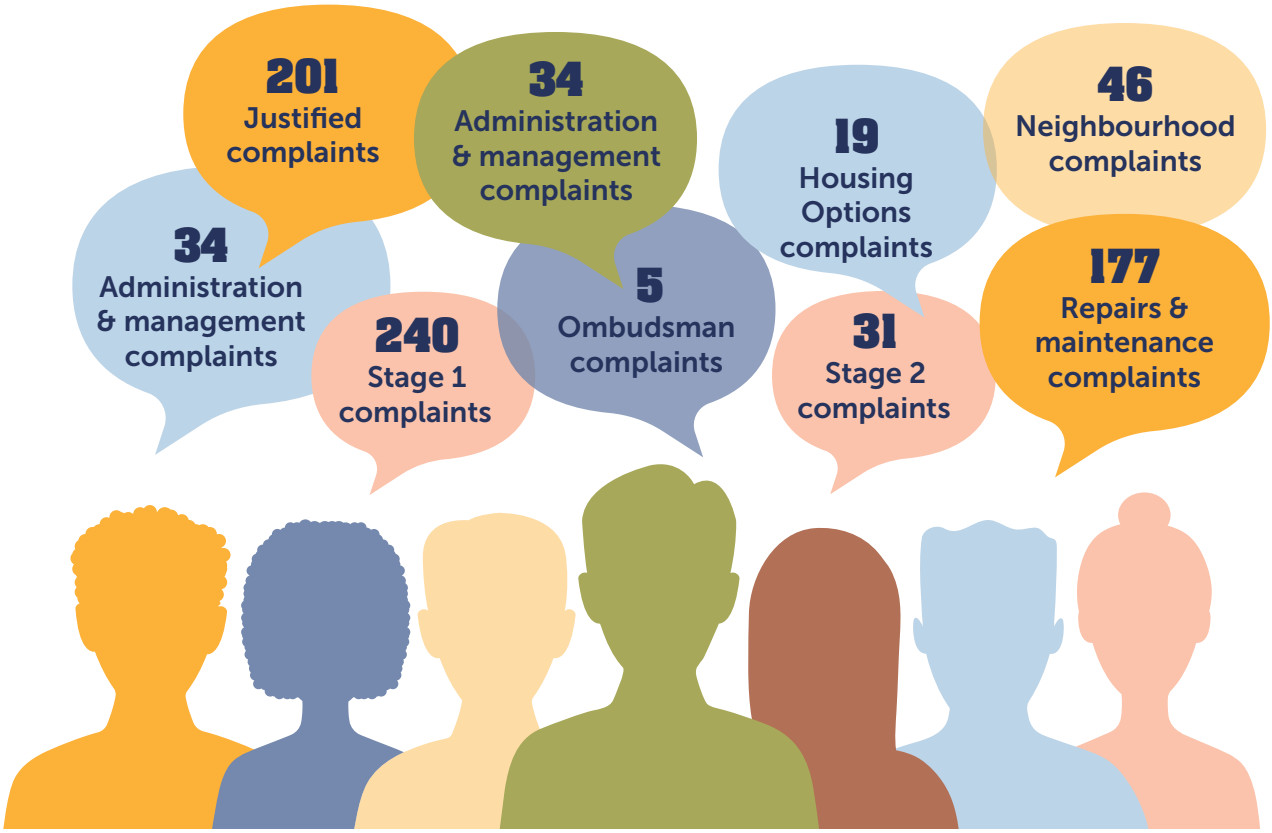
There were no evictions due to Anti-social Behaviour.

Compliance

Compliance of any kind is important to ensure the safety of our residents and the properties in which they live. This compliance is regulated by law and we as a landlord, cannot be non-compliant. Due to this we have had to secure seven warrants to gain access into properties before the expiry date in order to keep 100% compliant. Tenants can help us by arranging and allowing access to complete appointments more than two weeks before the expiry date of the current certification. This will prevent us taking court action to enter your home. If you have any issues providing access please contact your Neighbourhood Housing Officer to discuss.



Complaints



Complaints

Ashford Borough Council's Housing Department is committed to providing excellent housing services and aims to give the best customer service possible.

If we have fail to provide a service, or a tenant is dissatisfied with the way in which a service has been provided by the Housing team (or by contractors providing a service on behalf of the council), we want to know about it.

In most cases we hope and will strive to resolve problems with the member of staff you deal with in a quick and efficient manner. We will also use your feedback to help us make improvements. Where this is not possible, we have a formal complaints process to fully consider your complaint.

We will look into the issue, provide an explanation and an apology (where it is appropriate to do so) with a view to improving our services. We will aim to resolve the issue as quickly as possible.

You can complain about things like:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Standards of our services
- Our failure to follow proper procedure
- Unreasonable behaviour by an officer

What can't I complain about?

We will not treat certain issues as complaints and where this is the case, we will tell you by setting out the reasons why the matter is not suitable for the complaints process. Some failures of service will be dealt with outside of the complaints process and will be considered a service request.

How do I complain?

You can make a complaint by:

- Completing our online form on our website: **www.ashford.gov.uk/housing-complaints-procedure**
- Email us at: **housingresolutions@ashford.gov.uk**
- Telephone by calling: **01233 330688**
- Writing to, or visiting, us at: Ashford Borough Council, Tannery Lane, Ashford, TN23 1PL
- Or via social media:

Like **Ashford Borough Council**

Tweet **@AshfordCouncil**

Housing Ombudsman Service

If you are not satisfied with how we have handled your complaint then you can complain directly to the Housing Ombudsman Service. The Housing Ombudsman can be contacted at any stage of the complaint process for advice and information.

The Housing Ombudsman is independent of all government bodies and can look into your complaint. They will usually only consider a complaint after it has been through our complaints procedure as they expect you to bring your concerns to our attention first and give us a chance to put things right.

The Housing Ombudsman Service:

Tel: **0300 111 3000**

Email: **info@housingombudsman.org.uk**

Postal address: **Housing Ombudsman, PO Box 152, Liverpool, L33 7WQ**

More information can be found at **www.housing-ombudsman.org.uk**

Tenant Engagement

Tenant Satisfaction Measures

The Government has introduced 22 Tenant Satisfaction Measures (TSMs) which judge whether we are keeping you safe in your home, whether we ensure your home is well maintained and whether you think your neighbourhood is a nice place to live.

Some of the TSMs use data from the records we keep, to measure things like gas and electrical safety, and that lifts work if you live in a block. Some are down to your perception of our services, such as repairs. How do you think we handle complaints or antisocial behaviour? Do you feel we listen to you and act on your feedback? Are you happy with the service we provide? We will publish the results and then you can see how we are performing and we will include such details as part of our future annual reports.

Website Review

Housing are currently undertaking a content and design review of their housing pages, this is to ensure that the content is up to date, relevant and easy for our tenants to find. The review will be taking place over the coming few months, with support from our Communications Team. Where possible we encourage tenants to use our website pages to report issues such as anti-social behaviour or non-emergency repairs, but we also want our tenants to have the website as a useful resource to find information in a timely manner.

Housing Apprenticeships -

We are pleased to confirm that we are recruiting two Housing Apprenticeship roles within the service, whilst gaining a professional qualification, the successful candidates will gain experience, skills and knowledge across the range of services that are provided by our teams in Housing. It is our hope that they can use this opportunity as a platform to have a successful and rewarding career in the housing sector.

General Maintenance Operative -

It has recently been agreed that Housing could recruit a General Maintenance Operative, the aim of this role is to provide a timely and responsive service to tenants who are living in our general needs accommodation, undertaking tasks such as painting of communal areas, keeping communal areas clear of health and safety or fire risk, following a similar brief as the Handy Persons that are employed to support tenants in our Independent Living Accommodation.

2022 tenant survey – you said...

In July 2022, our council house tenants had their say when we carried out the largest ever survey. Tenants living in around 5,000 council-owned properties were invited to comment and 879 households shared their views. Residents were asked for their warts and all opinion on 12 key areas of our housing services.

The feedback was encouraging, with 78% of those who replied saying they were satisfied or very satisfied with the service they receive. However it also showed there is considerable room for improvement. In many ways the easy part was in reaching out to households to request their views. The real challenge followed, with the team to contacting those who took part to address comments and any concerns raised.

Workshops were arranged for those tenants who wanted to engage further with the Housing team to discuss policies and service provision in even more detail. The goal was to pull all the results of the survey, individual interviews and workshops together to produce a comprehensive tenant engagement strategy.

Some tenants voiced concern about the service they receive, although a number offered constructive criticism that was then studied to ensure the council can do even better in future. The main areas of concern centre on dissatisfaction with the quality of maintenance and repairs and the time taken; difficulty in reaching the right person; ASB from neighbours; issues with communal areas; and the effectiveness of complaint handling.

The survey formed part of our response to the Government White Paper which has established a Social Housing Charter, setting out what social housing tenants should be able to expect from their landlord. The charter sets out seven commitments that residents should expect from their landlord, including making sure their voices are heard.



New Developments

In 2022-23 the council continued with its focus on delivering new affordable housing across the borough, despite our Affordable Homes Programme facing stern challenges presented by spiralling inflation impacting on building and other costs and increasing interest rates.

Since 2017-18 we have delivered 140 homes through our Affordable Homes Programme, including high-quality dementia-friendly homes for independent living – our Dahlia schemes – as well as more 'general needs' stock. With a programme of delivery stretching out over the next decade and beyond totalling over £100m, with further land acquisitions being secured all the time, Ashford is in a strong position to demonstrate how it is blazing a trail for others to follow.





Highlights include 17 stunning new homes at Halstow Way, a £4.3m development featuring six 1-bed, seven 2-bed and four duplex 3-bed homes. Built on the site of a former brickworks, the homes have an EPC B rating, demonstrating their energy-efficiency credentials. We were successful in securing a Homes England grant of £60,000 per unit to deliver the homes at a social rent.

Two Dahlia independent living schemes added to our stock are East Stour Court and Berry Place. East Stour Court includes 29 homes – 24 1-bed flats and five 2-bed flats. This £7.1m development attracted a £39,100 per unit grant from Homes England.

The £7.9m Berry Place scheme features 31 homes – 15 1-bed and 16 2-bed flats. Attracting a Homes England grant of £1.4m, Berry Place has been built to be fully dementia friendly and has excellent green credentials – all homes have an EPC rating of 'B' and the scheme features underfloor heating (25% more efficient than radiators), 23 solar panels on the roof and even biodiversity in planting and wildflower grasses in the communal gardens.

Other developments in the pipeline include Oakleigh House (67 homes for independent living), three homes at Thorne Estate in Pluckley, 10 homes on land in Rolvenden, 15 flats at Repton, 14 homes at Tile Kiln Road, 10 homes at St Stephen's Walk and at Chilmington Green watch out for six homes for affordable rent and four homes for shared ownership.

Stodmarsh

Due to the deterioration of Stodmarsh Lakes, a network of protected lakes in the Canterbury district, 'nutrient neutrality' issues are preventing new-build sites from starting.

This means that across the South East over 35,000 homes are held up in the planning system. The council continues to lead the way in identifying sites to enable it to deliver new homes in its Local Plan to 2030 but currently we've been without a project on the ground for over a year and the number of developments that are providing homes through specific planning agreements that will be managed by housing associations is also dwindling.

The council has been working on identifying suitable land for strategic wetlands, which can generate off-site nutrient mitigation. There are two projects ongoing and a planning application for one of the sites has recently been submitted.



New Projects



A word from our Housing Portfolio Holder...

This report shows the breadth of the services we deliver, the amount of money we spend in doing so and how we are performing against our targets and your expectations. We value your feedback and want to improve our services.

If you have any thoughts or comments, please let us know. It is really important that you tell us where we are doing well and where we are falling short. By working together we can ensure that we are reporting on the things that matter to you.

Bill Barrett
Portfolio Holder Housing, Ashford Borough Council



Highlights of 2023/24 so far:

Hundreds of residents at our Dahlia independent living schemes celebrated the Coronation of HM King Charles III in style. They planted a cherry blossom tree at each of the 10 schemes. The cherry blossom trees, all bought by the council, were planted in the communal gardens at each scheme, and marked with a commemorative plaque. Residents also held tea parties and get-togethers over the bank holiday weekend.

Work starts this summer on an ambitious scheme to create 23 high quality short-stay accommodation apartments for homeless people on the former Henwood car park on the edge of Ashford town centre. They are the first 'net zero carbon in operation' council homes. This is the first-of-its-kind modular development in the borough.



We are bringing forward a scheme that will hopefully provide healthcare benefits to people living in the Repton area. We have bought a parcel of land that was earmarked in the section 106 agreement as being for a range of primary healthcare uses but the developers had not taken this idea forward. We are now working with colleagues in the healthcare sector to develop a scheme that will provide health benefits to the local community. This should help ease the pressure on ever-stretched local GP surgeries. Subject to planning, there will be 15 apartments built above the centre for applicants with an identified need on our waiting list.



Forthcoming projects

A plan to transform some of our most energy-inefficient homes has the green light after an application for Government funding of £5.1m. The money from the Social Housing Decarbonisation Fund Wave 2 is bolstered by a £6.2m contribution from the council. The £11.3m investment will ensure that the majority of homes are upgraded to an EPC 'C' rating – that's a total of 727 properties.

Our approach to deliver improvements to the shell of each building will provide the most cost-effective and least intrusive methods of raising their thermal efficiency. The works can include cavity wall insulation, external wall insulation, new windows and doors, under floor insulation and solar panels. The improvements at each home will depend on a survey.

- Help to reduce your energy demand and help lower your energy bills
- Reduce your carbon footprint making your home more environmentally friendly
- They'll provide a warmer and more comfortable home for you to enjoy

E.ON will take care of everything from surveying properties, recommending improvements for each home, all the way through to installation. The council and E.ON have started working with the tenants of our most energy-inefficient homes to ensure they fully understand how the scheme will work and to recognise the benefits they will enjoy as a result of the works.

Contacts

Ashford Borough Council Housing:

Neighbourhood & rent	01233 330688
Repairs	01233 330366 (including out of hours)
	www.ashford.gov.uk/report-repairs
Complaints	01233 330688
Damp & mould issues	damphelp@ashford.gov.uk
General enquiries	tenant.contact@ashford.gov.uk
Swale Heating	0800 206 1371

Others:

Housing Ombudsman Service:
PO Box 152, Liverpool L33 7WQ
Website at **www.housing-ombudsman.org.uk**
Telephone: **0300 111 3000**
Email: **info@housing-ombudsman.org.uk**

Kent County Council:
County Hall, Maidstone ME14 1XQ
Website at: **www.kent.gov.uk**
Telephone: **03000 41 41 41**



Citizen's Advice:
Seabrooke House, Church Road, Ashford TN23 1RD
Website at: **www.citizensadvice.org.uk**
Telephone: **01233 626185**
Email: **ashfordadvice@gmail.com**

Help from the Government:

Find out what support you might be able to get to help with your living costs
www.gov.uk/browse/benefits

