



HOMES FIRST

Tenant Annual Report

2024–2026

See what's changed and what's next.

This report shows:

- How we're performing
- What you've told us
- What we're changing.

We know there is more to do. **We are listening and taking action.**

Your home. **Your** voice. **Real** change.

A message from **Andy Evans**

Chair of Listening to Eastbourne Tenants (LET)

I've been a tenant in Eastbourne for many years, and I've been involved with LET because I believe tenants should have a real say in how their homes and services are managed. Not just a tick-box consultation, actual influence.

Over the last two years I've seen things move. The new repairs contracts came about partly because tenants kept raising issues with how jobs were being tracked and communicated. The complaints process has been looked at properly. These changes happened because tenants turned up, spoke up and kept the pressure on.

This report is honest about where things aren't good enough, particularly around complaints and communication. What I can tell you is that it's being taken seriously, and I'll be making sure it stays that way through LET.

I'm not going to pretend everything is perfect, but I do think there's genuine commitment to improve, and the more tenants get involved, the faster that happens.

If you've ever thought about having your say, through a survey, a meeting, or joining LET, I'd encourage you to try it. You don't need any experience. You just need to care about where you live. Get in touch with the team:

tenantinvolvement@lewes-eastbourne.gov.uk

Andy Evans,
Chair of LET - Eastbourne tenant



About this report

This report explains how we have looked after your homes and delivered your housing services over the last two years.

It shows:

- what we do
- how we are performing
- what we have improved
- what we are focusing on next

We produce this report each year to give you a clear and honest picture of how we are doing.

Listening to you

Your feedback is a key part of this report.

We use:

- surveys
- complaints and compliments
- meetings and engagement activities
- everyday contact with tenants

This helps us understand what matters most to you and where we need to improve.

How we measure our performance

We use Tenant Satisfaction Measures (TSMs), national measures set by the Regulator of Social Housing that all landlords must report on. They cover:

- repairs
- safety
- neighbourhoods
- how we listen to tenants
- how we handle complaints

www.lewes-eastbourne.gov.uk/article/2774/Housing-standards-and-how-we-perform

Our commitment to you

We want you to feel safe, listened to and supported in your home.

You can expect us to:

- provide safe and well-maintained homes
- deliver a reliable repairs service
- listen and act on your feedback
- be open about how we are performing
- use your rent responsibly

Our recent inspection

In August 2025, the Regulator of Social Housing inspected our services and gave us a C2 grading.

This means we are meeting many of the required standards, but there are areas where we need to improve. We have already made changes and are working towards a C1 grading. We are using the findings from the inspection, alongside your feedback and our performance data, to drive continuous improvement.

www.lewes-eastbourne.gov.uk/article/4770/Councillors-welcome-positive-housing-inspection

Foreword

Over the past two years, we have continued to deliver housing services for tenants in Eastbourne, focusing on improving the things that make the biggest difference to daily life. It is positive that many tenants feel safe in their homes and are satisfied with the repairs service. These are the foundations of a good service, and we are committed to maintaining them.

We were pleased to receive a C2 grading from the Regulator of Social Housing. This shows that we are meeting many of the required consumer standards. It reflects the work of councillors, staff, and tenants, and the strong relationships highlighted during the inspection. However, we know we must keep improving and are working towards achieving a C1 grading.

Listening to tenants is essential. Your feedback highlights what we are doing well and where we need to do better. While repairs and safety are seen as strengths, we recognise that improvements are needed in areas such as complaints handling and communication, and we are acting on this.

In the last year, we have introduced new repairs and maintenance contracts, designed with tenants, and strengthened how we use feedback to improve our services. We know there is still more to do. We are committed to responding faster, being clearer in our communication, and learning from complaints so we can improve.

We are also planning for potential changes linked to devolution and Local Government Reorganisation (LGR). Our focus remains on keeping services consistent, keeping tenants informed, and ensuring any changes cause as little disruption as possible.

We have also updated our senior management arrangements to better support housing services and help deliver further improvements. This will ensure we stay focused on what matters most to tenants.

Thank you to everyone who has shared feedback with us. It helps shape our services. Looking ahead, our Department Heads will support the delivery of our priorities and help us continue to improve services for tenants across Eastbourne.



Nathan Haffenden

Director of Housing,
Assets and Development



**Councillor
Peter Diplock**

Lead Member for housing
and homelessness

Who delivers your **housing services**?



Liz Martin

Head of Housing Tenancy Services

Responsible for tenancy management, supporting tenants to sustain their homes, and delivering services across neighbourhoods, estates and retirement housing.

Our housing services are delivered by dedicated teams, each led by experienced managers responsible for different areas of your service.



Jaime Wainwright-Jones

Head of Homelessness and Housing Options

Leads services to prevent homelessness, provide housing advice and support, and help people find and keep suitable accommodation.



Marie Cooper

Head of Housing Property Services

Responsible for maintaining and improving homes, including repairs, safety compliance, planned investment and managing the condition of our housing stock.



Sarah Tye

Head of Communities and Strategic Partnerships

Leads work with partners and communities, ensuring tenant voice, engagement and collaboration help shape services and improvements.



Jane McCarthy-Penman

Head of Governance, Performance and Data

Oversees performance, complaints, data and regulatory compliance, making sure services are transparent, accountable and continually improving.

Together,
these teams are
responsible for delivering
safe, well-maintained homes
and improving services
based on tenant feedback.

THE BIG PICTURE

30%

are satisfied with
how we handle
complaints

71%

of tenants are
satisfied with our
overall service

75%

are satisfied with
the repairs
service

79%

feel safe
in their home

What is **working well**

- Most tenants feel safe in their home
- Repairs satisfaction is generally good
- Homes are well maintained
- Our services perform in line with other councils

Where we **need to improve**

- Complaints handling
- Repairs response times
- Communication and updates
- Listening to tenants and acting on feedback

What we are **doing**

- New repairs and maintenance contracts from April 2026
- Strengthened complaints process
- Improved communication
- More ways for tenants to get involved

Overall, most tenants are satisfied with their homes and key services, but there are clear areas where we need to improve, particularly complaints and communication.

Together **WE HAVE**

Everything in this section happened because tenants across Eastbourne spoke up, through surveys, complaints, meetings and everyday contact.

This is what changed as a direct result.

Repairs

You told us repairs were taking too long and updates weren't clear enough.

Together we have:

- Introduced new repairs and maintenance contracts co-designed with tenants from April 2026
- Improved how jobs are tracked so nothing gets lost
- Started providing clearer updates at every stage of a repair

Over the last two years we completed 31,513 repairs across Eastbourne homes - 15,048 in 2024/25 and 16,465 in 2025/26.

"The Home Ownership Team are a fantastic team, and the Repairs Team are always helpful. The Council deals with issues when they are reported and provides a good level of service."

Voids and lettings

Together we have:

- Reduced average void turnaround from 70.6 days to 64.6 days
- Let 249 general needs homes and 59 retirement properties to new tenants over the last two years

Safety

Together we have completed gas safety checks in 97.72% of homes and electrical inspections in 98.67%, ensuring all required safety checks are carried out on time across Eastbourne.



Complaints

You told us complaints took too long and you didn't always feel listened to.

Together we have:

- Used the scrutiny process to strengthen our complaints process
- Reduced the time it takes to acknowledge and respond
- Used complaints to provide training to staff and improve services

496 complaints were received over two years – with Stage 2 escalations reducing from 66 in 2024/25 to 49 in 2025/26, showing more issues are being resolved earlier.

Listening and involvement

You told us you didn't always feel heard and it wasn't always clear what happened after you gave feedback.

Together we have:

- Created more opportunities for tenants to get involved
- Introduced a Right to Response policy
- Used your feedback to change how we deliver services
- Improved how we share what has changed as a result of what you told us

You said **WE DID**



You said: One of our tenants who is visually impaired told us that the tables in our reports couldn't be read by his screen reader, meaning he couldn't access the same information as everyone else.

We did: We redesigned our report layout, removing tables and reformatting content so that screen readers can navigate it properly. Every tenant should be able to read this report; however they access it.

You said: Noticeboards in blocks were not always clear, up-to-date or easy to read.

We did: We reviewed and updated noticeboards across Eastbourne blocks so residents can access clear and up-to-date information. This work was shaped by our neighbourhood and estates working group, with tenants helping decide what information should be included and how it is displayed.

You said: During Covid, artwork was removed from the walls of our retirement housing schemes. Tenants told us the spaces felt bare and needed a refresh.

We did: We held a competition with local GCSE students to design new artwork for our retirement schemes. The winning designs are now being displayed across all our retirement housing, bringing something fresh and community-made to shared spaces that tenants see every day.

Investing in your homes

Together we have:

- Invested in **1060** homes through planned improvement work
- Completed **301** new kitchens and bathrooms
- Replaced **473** roofs, windows or doors
- Spent **£12.8** million on improving homes across Eastbourne



You said **WE DID**

You told us what needs to change. We have listened to your feedback over the last two years. Here are the issues you raised and what we have done...

You said:

Repairs take too long

We did:

- Introduced new repairs and maintenance contracts from April 2026
- Improved how we track and monitor jobs
- Focused on reducing waiting times and keeping you better informed

You said:

Complaints take too long to resolve

We did:

- Strengthened our complaints process and response times
- Improved how we communicate and follow up
- Used complaints to identify problems and improve services

You said:

We don't always feel listened to

We did:

- Created more opportunities for tenants to get involved
- Improved how we collect and use your feedback
- Made changes to services based on what tenants tell us
- Introduced a Right to Response policy

You said:

Communication could be better

We did:

- Improved how we keep tenants informed during repairs and complaints
- Reviewed how we share updates and information
- Made it easier to contact us and get answers

You said:

More needs to be done about antisocial behaviour

We did:

- Introduced a new antisocial behaviour case management system
- Improved how we record, track and respond to cases
- Worked more closely with partners including the police
- Developed a detailed 'ASB and Hate Crime Frequently Asked Questions' guidance booklet.

What this means

Your feedback has led to real changes.

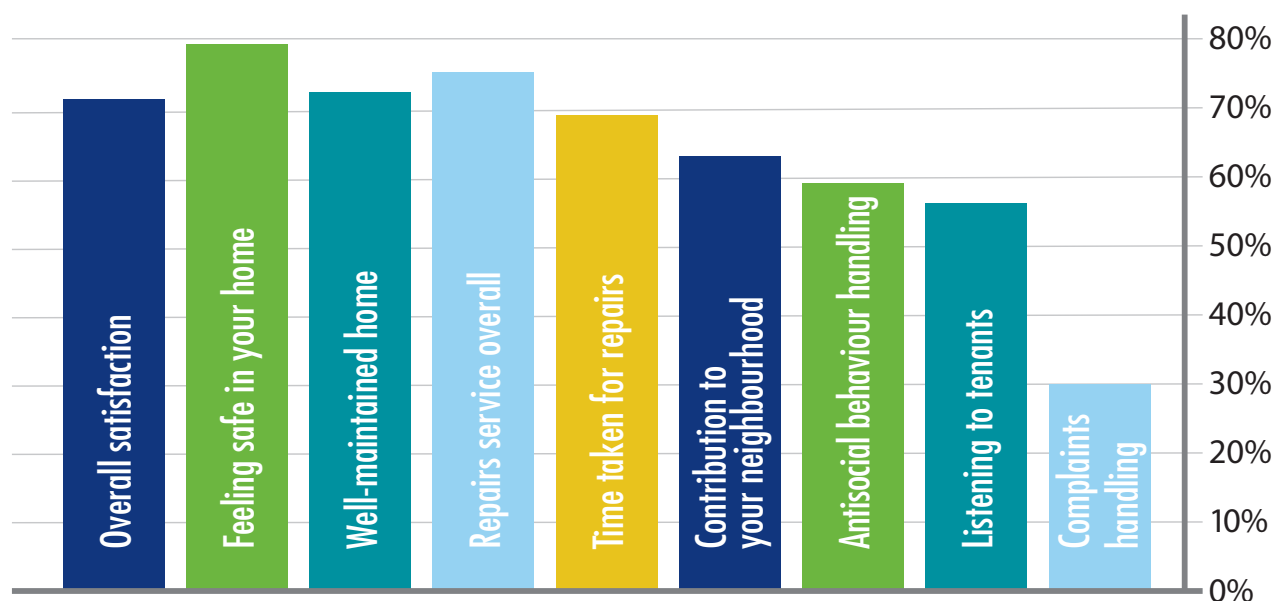
We are listening and taking action.

We will continue to use what you tell us to improve our services.

Tenant **SATISFACTION**

What you **told us**

These results are from our 2024–25 Tenant Satisfaction Measure survey and show the overall picture based on tenant feedback.



What **stands out**

- More tenants feel safe in their home
- Repairs satisfaction is generally good
- Complaints satisfaction is low
- Listening and communication need to improve

What this **means**

Most tenants are satisfied overall. Some services are working well. There are clear areas where we need to improve and we are taking action.

What **matters most**

Some things have a bigger impact on overall satisfaction than others. The areas that matter most to tenants are:

- A well-maintained home
- A reliable repairs service
- Clean and well-kept shared areas
- Feeling safe in your home

Improving these areas has the biggest impact on how satisfied tenants feel overall.

What you **told us**

Communication isn't always clear

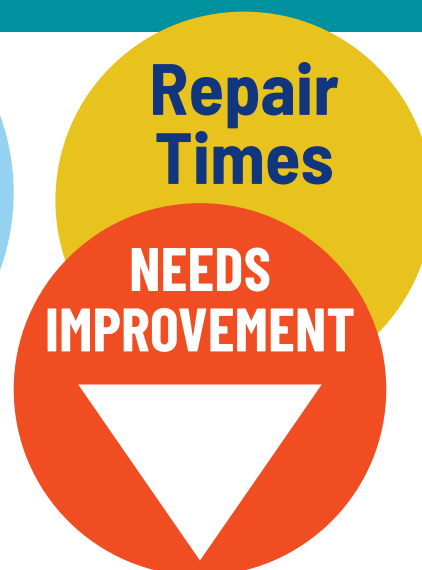
Staff are helpful when issues get resolved quickly

Sometimes we have to chase for updates

Repairs can take too long to complete

Tenant **SATISFACTION**

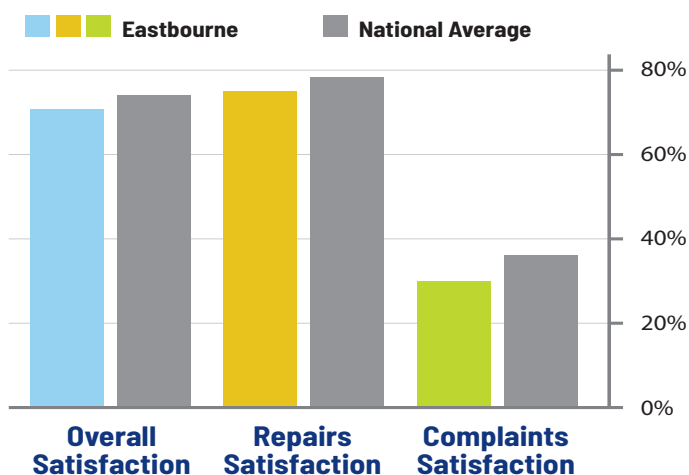
What has changed over the last year



We are **focusing on the areas that matter most:**

- Improving repairs response times
- Strengthening complaints handling and follow-up
- Improving communication with tenants
- Increasing opportunities for tenant involvement

How we **COMPARE** with other landlords



Where we are **doing well**

- Safety is above average
- Repairs satisfaction is in line with seven organisations
- Overall satisfaction is within the expected range

Where we need **to improve**

- Complaints handling is below the national average
- Listening to tenants needs to improve
- Communication and follow-up need to be more consistent

What we are doing

We are using this data to drive improvement, strengthening complaints, improving how we listen, and making communication clearer and more consistent.

REPAIRS



Looking after your home

Repairs are one of the most important services we provide.

15,048

repairs completed
in 2024/25

16,465

repairs completed
in 2025/26

78.52%

completed on time
in 2024/25

75.69%

completed on time
in 2025/26

While we complete a high volume of repairs each year, performance has reduced slightly. Improving completion times and consistency is a key priority.

What we're seeing

75% of tenants are satisfied with the repairs service overall and 69% are satisfied with the time taken. But you have told us that repairs can take too long and that updates are not always clear. Satisfaction with repair times has reduced and improving this is a key priority.

How repairs should work

When you report a repair, this is what should happen:

1. You report the problem
2. We log the repair and assess what is needed
3. An appointment is arranged at a time that suits you
4. The repair is completed

We know this does not always happen as it should. Delays and poor communication are the main issues and we are working to fix them.

What we are changing

- New repairs and maintenance contracts from April 2026
- Improved tracking and monitoring of every job
- Clearer updates at every stage
- Focus on getting things right first time

What to do if your repair isn't completed properly

If you are not satisfied with a repair, please contact us so we can put it right.

Phone: **01323 410000**

Email: **csateam@lewes-eastbourne.gov.uk**

INVESTING in your home

Improving homes over time

As well as day-to-day repairs, we invest in your homes to keep them in good condition over the long term.

The work we do

- New kitchens and bathrooms
- Replacing windows and doors
- Roof and structural work
- Heating, electrical and safety improvements

Investment at a glance

- **1060 homes** improved through planned works in 2024–26
- **301 new kitchens and bathrooms** installed
- **473 roofs, windows or doors** replaced
- **£12.8million invested** in Eastbourne homes

This work keeps homes safe and comfortable, reduces future repair needs, and supports more energy-efficient homes.

How we decide where to invest

We use condition data and tenant feedback to focus resources where they will have the biggest impact.

What you should see

Over time, you should notice:

- Improvements to the condition of your home
- Fewer problems that need urgent repairs
- A home that is safer, more comfortable and more energy efficient



Investment in greener homes

We are improving the energy efficiency of homes across Eastbourne through the Warm Homes: Social Housing Fund.

- 73 homes in Eastbourne will benefit from retrofit upgrades
- This work is part of a £3 million investment programme, shared with Lewes District Council

Upgrades will include improvements such as:

- Better insulation
- Energy-efficient heating systems
- Measures to reduce energy use and carbon emissions

These improvements will help reduce energy bills, improve comfort, and support more sustainable homes.

NEW developments

Building and providing new homes

Over the last two years, we have continued to develop new council homes across Eastbourne, both by progressing schemes and identifying new opportunities.

What we have progressed

- Bedfordwell Road – work progressed to procurement stage, with the scheme currently being retendered following the administration of the original contractor
- Old Orchard Road – successfully taken through the tendering process and due to start on site in Summer 2026
- Biddenden Close – successfully tendered and due to start on site in Summer 2026, delivered in partnership with Eastbourne Community Land Trust

Developing future opportunities

Over the last two years, we have also continued to identify sites and develop future housing opportunities across the borough.

- Funding from the Council Housebuilding Support Fund has supported feasibility work across Eastbourne
- This has enabled partnership working with the Prisoners Building Homes programme
- This includes 7 sites targeting around 33 new homes

What this means

This work will help increase the supply of affordable homes across Eastbourne and provide more opportunities for local people in housing need



Keeping you **SAFE**

Your safety is our top priority

- **79%** of tenants feel safe in their home
- **97.72%** gas safety compliance in 2025/26
- **98.67%** electrical safety inspections completed in 2025/26

We aim to maintain near 100% compliance and take action immediately where access or safety issues arise.

What we do

- Gas safety checks every year
- Electrical safety inspections
- Fire safety checks and testing
- Lift safety checks where applicable
- Ongoing building and structural safety monitoring

All required safety checks are completed on time and any issues are resolved quickly.

Damp and **MOULD**

Damp and mould can affect your home and your health. When you report a problem, it is important that we respond quickly and deal with it properly. For advice, visit:

www.lewes-eastbourne.gov.uk/tackling-mould

What should **happen**

1. You report the problem
2. We arrange an inspection
3. We identify the cause
4. We carry out the work needed
5. We follow up to make sure it hasn't returned



What we **know**

We know this has not always worked as it should. In some cases issues have taken too long to resolve. We are improving how we respond.



What we are **changing**

- Responding more quickly to all reports
- Improving how cases are tracked
- Fixing the cause, not just the symptoms
- Identifying tenants who need extra support early

What **to do**

If you are worried about damp or mould in your home, please get in touch. We will arrange an inspection and take action.

To report an issue with mould and condensation in your property, visit:
www.lewes-eastbourne.gov.uk/repairs

COMPLAINTS

30%

are satisfied with
how we handle
complaints

- **30%** of tenants are satisfied with how we handle complaints
- **496** complaints received in 2024-26
- **381** resolved at Stage 1 – **115** escalated to Stage 2

Year	Total Complaints Received	Resolved at Stage 1	Escalated to Stage 2
2024-25	274	208	66
2025-26	222	173	49

Complaints reduced significantly year on year, from 274 in 2024/25 to 222 in 2025/26, and stage 2 escalations also fell from 66 to 49.

This shows early progress, but satisfaction remains too low.

What should happen when you complain

1. Acknowledgement within five working days
2. Regular updates during investigations
3. A clear written response explaining the outcome
4. An explanation of what will happen next
5. Evidence that we have learned from what went wrong

What we are changing

- Updating the Complaints policy so the process is clearer for tenants
- Faster responses
- Clearer updates throughout
- Making sure responses properly address what was raised
- Using every complaint to learn and improve
- Closely monitoring performance to make sure improvements are delivered

How to make a complaint:

Phone:

01323 410000

Email:

customerfirst@lewes-eastbourne.gov.uk

Online:

www.lewes-eastbourne.gov.uk/complaints

If you are not satisfied with how your complaint has been handled, you have the right to contact the Housing Ombudsman Service free of charge and independent.

Housing Ombudsman:

0300 111 3000

www.housing-ombudsman.org.uk

Your **NEIGHBOURHOOD**



63%
of tenants are satisfied
with our contribution
to their
neighbourhood

We want your neighbourhood to feel safe, clean and somewhere you are comfortable living.

What we look after

- Grounds maintenance and green spaces
- Cleaning and maintenance of communal areas
- Managing estates and shared spaces
- Working with partners on local issues

What tenants value

- Clean and tidy shared spaces
- Well looked-after green areas
- A neighbourhood that feels safe
- A sense of community

What we are focusing on

- Improving cleaning and maintenance standards
- Responding more quickly when issues are reported
- Improving communication about what is happening in your area
- Working with partners to deal with local concerns

Working with local partners

Together we have worked with East Sussex College Group to deliver practical improvements in our neighbourhoods. Brickwork students partnered with our housing team to rebuild low-level boundary walls at Linden Close.

This project:

- Provided students with valuable hands-on experience
- Supported a local education provider
- Improved shared spaces for residents

The council funded the materials, while the work was carried out by students as part of their training.



This type of partnership allows us to improve neighbourhoods while supporting local skills and opportunities.

Antisocial BEHAVIOUR

Tackling Antisocial Behaviour (ASB)

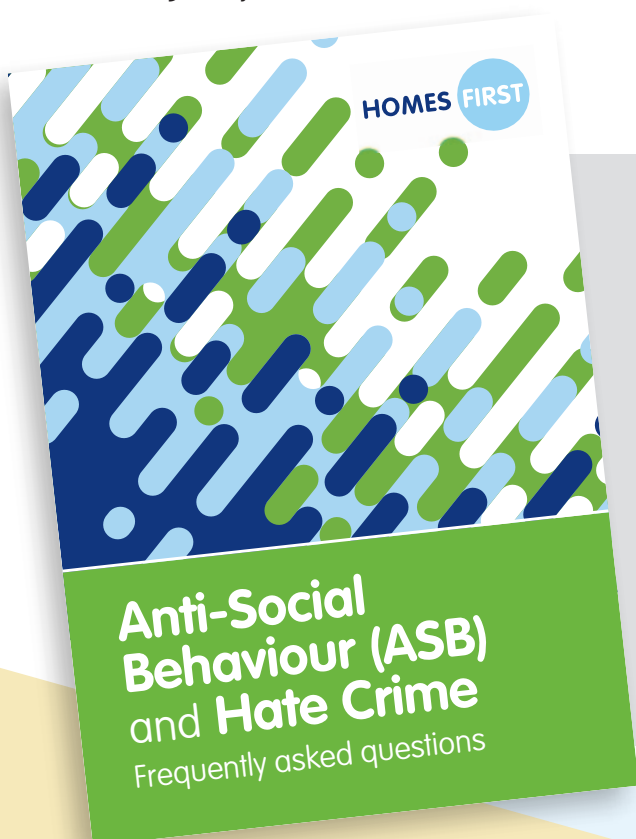
- 59% of tenants are satisfied with how we handle ASB. This is slightly below average and an area we are working to improve.

www.lewes-eastbourne.gov.uk/asb

59%
of tenants are
satisfied with
how we handle
ASB

What should happen

1. We listen and take your concern seriously
2. We assess the situation and agree next steps
3. We work with partners — including the police where needed
4. We keep you updated
5. We take appropriate action and review cases regularly



What we are changing

- New ASB case management system introduced
- Improved recording, tracking and monitoring of cases
- Stronger communication with tenants throughout
- Closer working with the police and other partners
- We have introduced the 'ASB and Hate Crime Frequently Asked Questions' tenant guidance.

SUPPORTING Tenants

Support in your home

We know circumstances can change. Our aim is to help tenants stay in their homes and deal with problems before they become more serious.

How we can help

- Managing your tenancy
- Changes in circumstances
- Financial difficulties
- Accessing specialist advice and support
- Safety and safeguarding

If you need support, please contact our housing team:

www.lewes-eastbourne.gov.uk/article/3265/How-to-contact-my-Housing-Team

“ I am writing to express my sincere appreciation for the support I have recently received from my housing officer. Her assistance has been invaluable during an extremely difficult period, and I am grateful for her understanding and professionalism. I am currently experiencing significant emotional distress following the recent loss of my mum. At the same time, I have been dealing with my son’s homelessness, which has placed additional strain on me. I am also now facing the loss of my benefits, leaving me in a very vulnerable financial position. ”



Domestic Abuse

We take a zero-tolerance approach to domestic abuse and work closely with specialist partners to support anyone at risk.

For advice and domestic abuse support, please visit:

www.lewes-eastbourne.gov.uk/DASupport

Retirement housing

We provide supported housing for older residents across Eastbourne, with dedicated staff and tailored services.

Residents are involved in improving services through the Retirement Housing Forum.

This includes:

- Helping shape services
- Reviewing policies
- Working with staff on improvements

www.lewes-eastbourne.gov.uk/RetirementHousing



Preventing **HOMELESSNESS**

We work to stop people becoming homeless wherever possible through early support, practical help and joined-up working.



National recognition

Eastbourne Borough Council won a **Homeless Link Excellence Award 2025** for its East Sussex Wellbeing and Employment project.

- Around 1,500 people supported over the last three and a half years
- Improved wellbeing outcomes for everyone supported
- Over £400,000 saved in wider public service costs



For housing advice and homelessness, visit:

www.lewes-eastbourne.gov.uk/article/1189/Housing-advice-and-homelessness



VOIDS* and Lettings

Moving home

We allocate homes across Eastbourne through our Property Match model. When shortlisting for a property we take into account local connection, banding, household size and priority date. This helps make sure homes go to the people who need them the most, as fairly as possible.

Lettings at a glance

- **127** general needs homes let in 2024/25
- **122** general needs homes let in 2025/26
- **26** retirement properties let in 2024/25
- **33** retirement properties let in 2025/26

Average standard void turnaround reduced from **70.6 days** to **64.6 days**.

What this means

We let **249** general needs homes and **59** retirement properties to new tenants over the last two years. We have reduced the times homes sit empty, meaning more people can access housing sooner. We know there is still more to do to bring turnaround times down further and this remains a priority.

Making the best use of homes

When a home becomes empty, we prepare it to our lettable standard and let it as quickly as possible, ensuring homes are empty for shorter periods of time.

If you need to move and have applied to the housing register, the relevant team can provide advice and support.



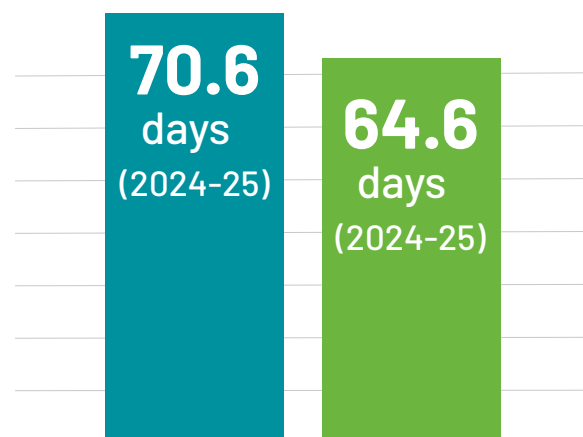
A 'Void' is a home that is empty between tenancies, whilst we prepare it to be re-let.

122
general needs
homes let
in 2025/26

127
general needs
homes let
in 2024/25

26
retirement
properties
let in
2024/25

33
retirement
properties
let in
2025/26



Average standard
void turnaround
reduced from
70.6 days to **64.6 days**.

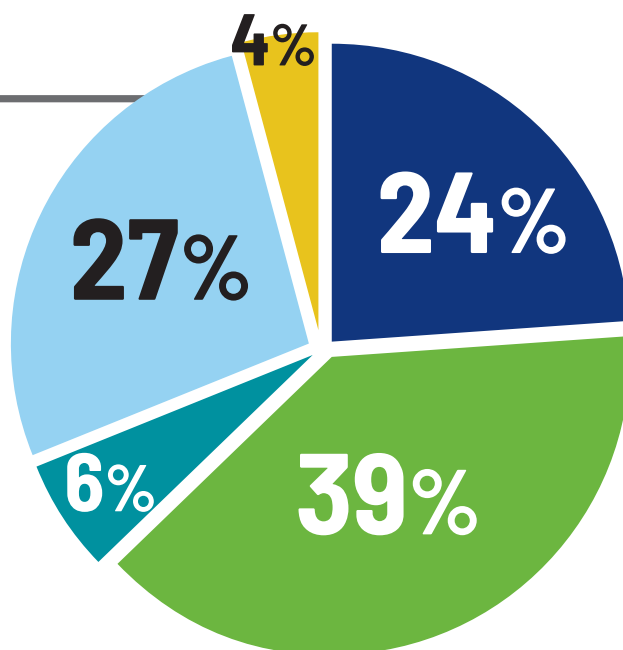
Your RENT

Your rent helps pay for the services we provide and the upkeep of your home.

How your rent is used

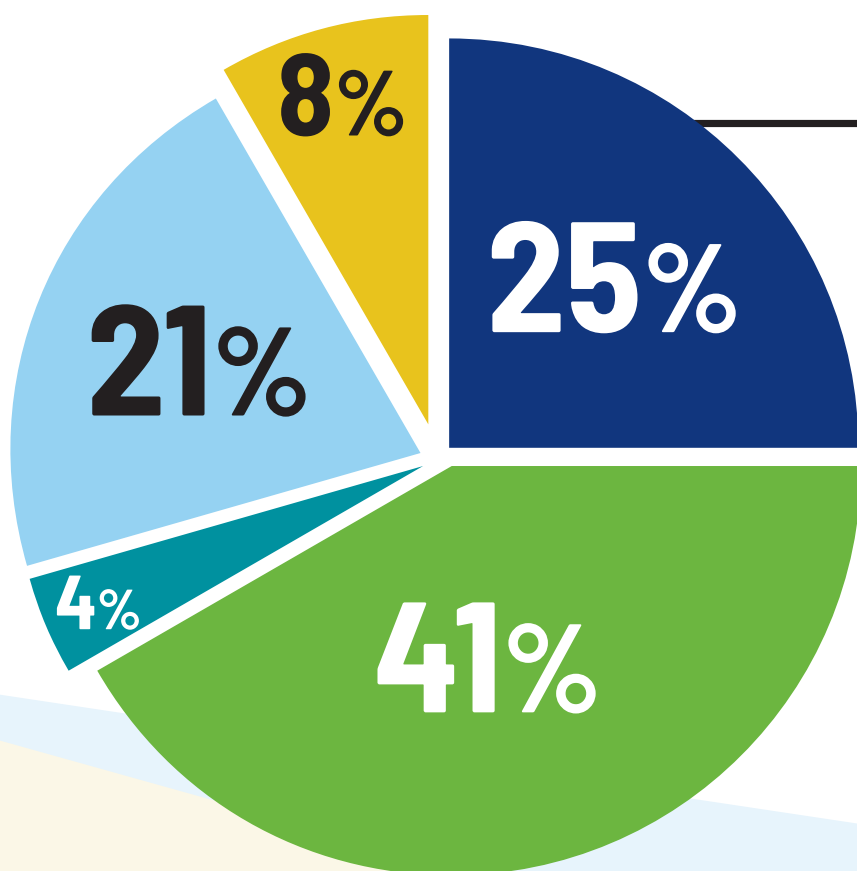
2024/2025

- 24%** **Repairs and maintenance**
(day-to-day repairs and essential work)
- 39%** **Improvements to homes**
(planned works such as kitchens, bathrooms, roofs and energy upgrades)
- 6%** **Safety checks and compliance**
(gas, electrical and building safety)
- 27%** **Housing services and support**
(tenancy management and support services)
- 4%** **Neighbourhood services**
(grounds maintenance and estate services)



2025/2026

- 25%** **Repairs and maintenance**
(day-to-day repairs and essential work)
- 41%** **Improvements to homes**
(planned works such as kitchens, bathrooms, roofs and energy upgrades)
- 4%** **Safety checks and compliance**
(gas, electrical and building safety)
- 21%** **Housing services and support**
(tenancy management and support services)
- 8%** **Neighbourhood services**
(grounds maintenance and estate services)



For information on how to pay your rent, visit:
www.lewes-eastbourne.gov.uk/pay-your-rent

Getting INVOLVED

GET INVOLVED



There are lots of ways to have your say and shape the services you receive. You can take part as much or as little as you like. Every contribution counts.

Here's what's on the menu:

- **LET and TOLD**

These groups are tenants' primary strategic bodies. Helping improve services and influence housing decisions.

- **Virtual 360**

Give Homes First your feedback remotely! Polls, surveys and key updates are circulated regularly.

- **Communications Panel**

Join our online workshops and help us improve the letters and messages we send.

- **Residents Voice**

Our in-person forum meetings, held twice a year in Eastbourne. These meetings help us understand and take action on our tenants' concerns.

- **The Youth Network**

Calling all young people! If you are between the ages of 14-19, we want to hear your thoughts on your local community.

- **Co-Design**

Short workshops to shape policies and services.

- **Retirement Housing Forum**

A joint forum made up of representatives from retirement housing schemes across both Eastbourne and Lewes.

- **Spot and Solve**

Get involved in your neighbourhood with our regular walkabouts! We bring key housing staff along to tackle issues on the spot.

- **Tenant Connect**

Fast paced sessions where you can rotate between officers, contractors and specialist teams to ask questions and shape improvements.

- **Scrutiny**

Scrutiny reviews (one or two a year) look at issues like damp and mould or complaints to help improve services.

- **Tenants' Open Voice**

Our quarterly magazine, produced with tenants for tenants. Key updates, tenant profiles and interesting articles galore!

There are lots of ways you can have your say across Eastbourne.

You can take part as much or as little as you want. Every bit of feedback helps improve services and your local area.

Why get involved?

- Have a say in decisions that affect your home
- Help improve services
- Raise issues that matter to you
- Meet other tenants in your area

What difference does it make?

Your views are used to improve how services are delivered, shape policies and changes, and make sure what we do works for the people who live here.

Fair and accessible services

We want our services to work for all tenants across the district. We know people have different needs and experiences. We are improving how we understand and respond to this, making sure information is accessible and services are fair for everyone.

Join in as much or as little as you like.

To find out more or to sign up, email:
Tenant.Involvement@lewes-eastbourne.gov.uk



Supporting your community

Through the Community Infrastructure Fund, tenants play a direct role in deciding how funding is used to support local projects and activities.

The fund is managed and distributed by our tenant groups LET and Residents Voice, helping ensure funding is used in ways that reflect what matters most to residents.

This approach ensures tenants have a direct say in how funding is used to benefit their communities.



GET INVOLVED

Reaching more tenants



The Eastbourne Residents' Voice group has developed a partnership with the Trussell Trust Foodbank to help reach a wider range of tenants.

By attending foodbank sessions, the Tenant Involvement team has been able to speak with residents who are not currently represented in our tenant groups.

This work has already led to increased interest and involvement from new tenants, helping us better reflect the diverse communities we serve.

We will continue building on this partnership to ensure more tenants have the opportunity to share their views and influence services.

Community Living Room Event

This year we held our first Community Living Room event, bringing together local organisations and residents in a relaxed, informal setting to talk about challenges, share information and get advice.

Over 65 tickets were booked in advance and more than 50 residents attended on the day.

Residents told us they felt listened to and supported. The feedback has helped shape how we will run future events.



A Tenant's STORY

A tenant living on the Langney estate got in touch with us after a change in their circumstances left them struggling to keep up with their rent.

After losing their job, they weren't sure where to turn. They were worried about falling into arrears and what that might mean for their home and their family.

A member of our housing team visited them at home to help understand their situation. Together, they worked out a plan – including help accessing benefits they were entitled to but hadn't claimed, and a temporary arrangement to manage their rent account while things stabilised.

We also connected them with a local employment support service, and within a few months they were back in work.

What changed

The tenant kept their home and avoided arrears. With the right support at the right time, what could have become a crisis was resolved early.

In their own words

"I didn't think there was anything that could be done. I just needed someone to sit down with me and help me work out what to do next. That's exactly what happened."

If you are struggling with your tenancy or worried about money, please get in touch. Help is available.

If you need support, visit:

www.lewes-eastbourne.gov.uk/article/3265/How-to-contact-my-Housing-Team

What's **NEXT?**

- Improving repairs
- Reduce average completion times by March 2027 so that repairs are completed within the following timescales:
 - Urgent** – 24 hours
 - Emergency** – 7 days
 - Routine** – 28 days
 - Replacements** – 85 days
- Make sure you are kept updated at every stage

Better complaints handling

- Improve complaints satisfaction – monitored quarterly
- Faster responses and clearer communication throughout
- Learn from every complaint we receive

Stronger tenant voice

- More involvement opportunities
- Better use of feedback
- Clearer “you said, we did” evidence throughout the year

Investing in homes

- Continue planned improvements
- Prioritise properties that need it most
- Maintain safe, secure and energy-efficient homes

CONTACT and Feedback

Get in Touch

Phone: **01323 410000**

Email: **customerfirst@lewes-eastbourne.gov.uk**

Address: **Town Hall, Grove Road, Eastbourne BN21 4UG**

Website: **www.lewes-eastbourne.gov.uk**

Tell us what you think

Tell us what works well, what needs to improve, and your ideas for change. Contact:

tenant.involvement@lewes-eastbourne.gov.uk

Make a complaint

Using the details above.

www.lewes-eastbourne.gov.uk/complaints

Not satisfied? Contact the Housing Ombudsman Service free of charge:

0300 111 3000

www.housing-ombudsman.org.uk

Keeping us updated

Good tenant data helps us understand who you are and what support you may need. It helps us improve services, treat everyone fairly, and contact you in the best way for you. We use your information carefully and responsibly to help make changes based on what tenants tell us.

Please ensure you keep us up to date with any changes.

www.lewes-eastbourne.gov.uk/article/3265/How-to-contact-my-Housing-Team



Thank you to everyone who shared their views.

Your feedback makes a real difference.



Accessible formats

This document is available in large print and Easy Read.

Contact us if you need a different format.

HOMES FIRST

