



Lewes District Council

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 **Debbie Twitchen**

Chair of the **Tenants of Lewes District (TOLD)**

As Chair of the Tenants Of Lewes District (TOLD), myself and my fellow committee work closely with Homes First to make sure tenants' views are listened to. We are all volunteers and many of us have been involved for some while.

This report reflects what tenants have been saying, and the progress that has been made as a result.

Over the last two years, we have continued to raise issues that matter to residents and played an active role in improving services. From repairs issues, to helping shape the Housing Revenue Account (HRA) budget, and also playing a key role in Scrutinising the policies and procedures of services that are provided by Lewes District Council to its tenants.

There has been progress, and some positive changes, such as the new Housing Allocations Policy.

We are also hoping that going forward the new contractors for the things that matter to you such as Damp and Mould, and general maintenance repairs will be a positive thing for tenants.

There are, as always, things that are still needing to improve, and we will be there to challenge where it is needed, as well as to help the Council in ways that will benefit both our Landlord and our Tenants.

If you are interested in getting involved, please contact the team on: **tenantinvolvement@lewes-eastbourne.gov.uk** or email me directly: **debbietwitchen@gmail.com**

Debbie Twitchen MBE,
TOLD Chair



Lewes District Council



About this report

This report explains how we have looked after your homes and delivered your housing services across the Lewes district 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 2025/26, the Regulator of Social Housing completed a routine inspection of our services following the introduction of new consumer standards from 1st April 2024. The programmed inspections assess how well large landlords (1,000+ homes) are delivering the outcomes of the standards, expected to be undertaken a minimum of every four years.

In October 2025, the Regulator published its regulatory judgement of Lewes District Council incorporating a C2 grading. Gradings range from C1, the highest award, to a C4 when very serious failings are identified. The C2 means we are meeting many of the required standards, but there are areas where we still need to improve. In December 2025, the council adopted its Regulatory Assurance Plan, a plan of targeted improvements towards achieving 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/4771/Councillors-welcome-positive-housing-inspection

Foreword

Over the past two years, we have continued to deliver housing services across Lewes district, working to improve where it matters most. It is reassuring that many tenants feel safe in their homes and are satisfied with our repairs service. These are the basics that matter every day, and we are committed to keeping them strong.

We were pleased to receive a C2 grading from the Regulator of Social Housing. This confirms we are meeting many of the required consumer standards. It reflects the hard work of councillors, staff, and tenants, and the positive relationships recognised during the inspection. At the same time, we know there is more to do, and we are focused on improving further to reach a C1 grading.

Your feedback is central to this. It shows us what is working well and where we need to improve. While services such as repairs and safety are viewed positively, we recognise concerns around complaints handling and communication. We are taking clear steps to address these.

Over the last year, we have made important changes, including new repairs and maintenance contracts that were co-designed with tenants. We have also improved how we use your feedback to shape services. However, we know we need to go further – responding more quickly, communicating more clearly, and learning from every complaint we receive.

We are also preparing for potential changes linked to devolution and Local Government Reorganisation (LGR). Throughout this, our priority is to keep you informed, maintain reliable services, and minimise disruption wherever possible.

We have made changes to our senior management structure to strengthen our housing services and drive improvement. These changes will help us deliver better outcomes and ensure that tenants' voices remain at the heart of our decisions.

Thank you to everyone who has taken the time to share their views. Your feedback guides our work. As we look ahead, the new Department Heads will help us deliver our commitments and continue improving services for you.



Nathan Haffenden

Director of Housing,
Assets and Development



**Councillor
Mark Slater**

Lead Member for tenants
and those in housing need

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

Responsible for monitoring performance and managing complaints, ensuring regulatory standards are met while promoting transparency, accountability and continuous improvement.

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

THE BIG PICTURE

The results in this section reflect what tenants have told us through surveys, feedback and engagement.

35%

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

Where we **need to improve**

- Complaints handling
- Repairs times
- Communication and updates
- Listening to tenants

What we are **doing next**

- New repairs contracts from April 2026
- Better complaints handling
- Improved communication
- More ways to get involved

Together WE HAVE

Everything in this section happened because tenants across the Lewes district spoke up. Through surveys, complaints, meetings and everyday contact, this is what changed as a direct result. This includes:

- Ensuring new council homes purchased are suitable for families
- Securing additional investment in damp and mould work following tenant scrutiny
- Helping shape a new Housing Allocations Policy, developed over an 18-month period with tenants and stakeholders and introduced in 2026, to ensure homes are allocated fairly and prioritised for those in greatest need
- Shaping key service contracts, including repairs, maintenance and grounds services

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
- 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 **30,311** repairs across Lewes District homes, **13,658** in 2024/25 and **16,653** in 2025/26

Lettings at a glance

Together we have:

- Reduced average void turnaround from **57.8** days to **48.2** days, nearly ten days faster in a year
- Let **329** General needs homes and **88** retirement properties to new tenants over the last two years.



Safety

Together we have completed gas safety checks in **99.13%** of homes and electrical inspections in **98.53%**, ensuring all required safety checks are carried out on time across the district.

Complaints

Together we have strengthened our complaints process end to end, using scrutiny, staff training via case studies, and faster acknowledgment times. **594** complaints were received over two years, with fewer escalating to stage 2.

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 across the district to get involved
- Introduced a Right to Response policy
- Used your feedback to change how services are delivered
- Improved how we share what has changed as a result of what you told us

"Benji is a credit to the team. It makes a real difference when staff are professional, understanding and treat you with care."

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 and Lewes District so residents can access clear and up-to-date information. This work was led by our neighbourhood and estates working group, with tenants helping decide what information should be included and how it is displayed.

You said: For fire safety reasons, 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 put up 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:

- Improved **839** homes through planned works
- Completed **308** new kitchens and bathrooms
- Replaced **556** roofs, windows or doors
- Spent over **£12million** improving homes across the Lewes district



You said **WE DID**

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.

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
- Improved how we track jobs and monitor performance
- Working to reduce waiting times and improve communication

You said:

Complaints take too long to resolve

We did:

- Strengthened our complaints process
- Improved response times and follow-up
- Used complaints to learn and improve services

You said:

Communication is not always clear

We did:

- Improved how we keep you informed

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 feedback
- Made it clearer what has changed as a result of your views
- Introduced a Right to Response policy

You said:

More needs to be done about antisocial behaviour

We did:

- Introduced a new system to manage cases
- Improved how cases are recorded and tracked
- Working more closely with partners, including the police, to respond more quickly

You said:

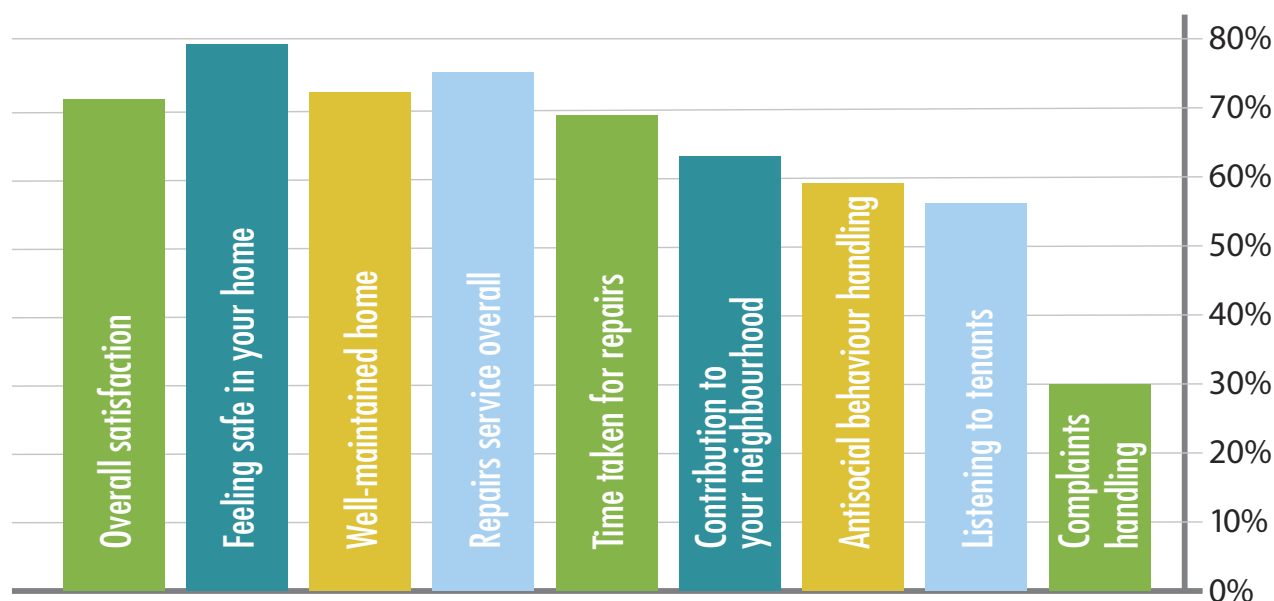
Support is not always clear

We did:

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

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

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. These are:

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

What you **told us**

When things work well, the service is really good

Communication isn't always clear

Sometimes we have to chase for updates

Repairs can take too long to complete

Tenant **SATISFACTION**

What has changed over the last year



Satisfaction



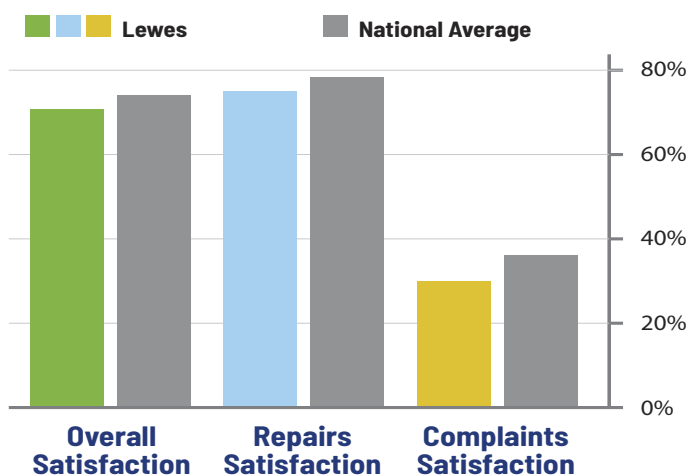
Repair Times



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

- Reducing repair times
- Improving communication
- Making complaints easier and quicker to resolve
- Listening more to tenant feedback

How we **COMPARE** with other landlords



Where we are **doing well**

- Most tenants feel safe in their home
- Repairs satisfaction is in line with other landlords
- Overall satisfaction is similar to other councils

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 across the district .

REPAIRS



Looking after your home

Repairs are one of the most important services we provide.

repairs completed
in 2024/25

16,536

repairs completed
in 2025/26

84.08%

completed on time
in 2024/25

We know our on-time completion rate has reduced over the last year. Improving this is one of our key priorities for 2026/27 and is reflected in our targets on page 27.

81.67%

completed on time
in 2025/26

What we're seeing

Most tenants are satisfied with the repairs service overall. But you have told us that repairs can take too long, updates are not always clear, and sometimes you have to chase. 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: **01273 471600**

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

INVESTING in your home

Improving homes over time

As well as day-to-day repairs, we invest in homes across the district 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
- Making homes more energy efficient

Investment at a glance

- **839** homes improved through planned works in 2024–26
- **308** new kitchens and bathrooms installed
- **556** roofs, windows or doors replaced
- Over **£12million** invested in Lewes district homes

This work keeps homes safe and comfortable, reduces future repair needs, and supports more sustainable homes across the district.

How we decide where to invest

We use condition data and tenant feedback to focus resources where they will have the biggest impact, prioritising the homes that need it most.

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



Social Housing Decarbonisation Fund

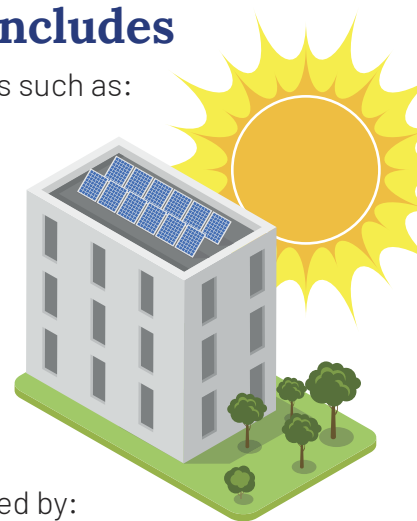
We are improving the energy performance of council homes across Lewes.

Through this work, **267** homes are being upgraded to reduce energy use and carbon emissions.

What the work includes

This includes improvements such as:

- Solar panels
- Loft insulation
- New windows and doors
- Draught proofing
- Wall insulation
- Air source heat pumps



The investment

The work has been supported by:

- **£2.7 million** from the council
- **£2 million** in government funding

What this means

Lower energy bills for tenants

- Homes that are warmer and more comfortable
- Progress towards reducing carbon emissions

NEW developments

Building and providing new homes

Over the last two years, we have continued to invest in new council homes across Lewes District, both by building new homes and increasing supply through partnerships.

What we have delivered

We purchased **11** homes in 2025/26, including **10** through the Local Authority Housing Fund.

What is currently underway

We are currently on site at Broyle Close, delivering three new family homes, due for completion in Autumn 2026

We are working with developers to deliver new homes through Section 106 agreements, including:

- **Nolands Farm**
33 homes expected to complete this year
- **The Meadows**
10 homes due for completion in June 2026

Looking ahead

Planning permission has been approved for 23 new homes on brownfield and garage sites across the district, with work expected to move forward this year

We are also developing future housing opportunities through feasibility work supported by the Council Housebuilding Support Fund

This includes five sites in Lewes targeting around 15 new homes, working in partnership with the Prisoners Building Homes programme

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



Keeping you **SAFE**

Your safety is our top priority

- **79%** of tenants feel safe in their home
- **99.13%** gas safety checks completed
- **98.53%** electrical safety inspections completed

What we do

- Gas safety checks every year
- Electrical safety inspections

- Fire safety checks and testing
- Lift safety checks where applicable
- Ongoing checks of buildings and structures

All checks are carried out on time, and any issues are resolved as quickly as possible .

Looking ahead

We are continuing to improve how we manage safety across the district, with better tracking, clearer information for tenants, and making sure all required checks are completed on time.

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 and monitored
- Fixing the cause, not just the symptoms
- Identifying tenants who need extra support early



COMPLAINTS

35%

are satisfied with
how we handle
complaints

- **30%** of tenants are satisfied with how we handle complaints
- **594** complaints received in 2024-26
- **408** resolved at Stage 1 – **96** escalated to Stage 2

Year	Total Complaints Received	Resolved at Stage 1	Escalated to Stage 2
2024-25	241	188	53
2025-26	263	220	43

While the overall number of complaints increased slightly, fewer were escalated to stage 2, suggesting issues are being resolved at stage 1.

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 Management Policy to provide clarity
- 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:

01273 471600

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

We know your home is not just your property – it is also the area around you. 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



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



What we are focusing on

- Improving the standard of cleaning and maintenance
- 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 together

When tenants report issues or get involved, it helps us act more quickly and make better decisions. Getting involved helps shape where you live.

Antisocial BEHAVIOUR

Tackling Antisocial Behaviour (ASB)

We know antisocial behaviour can affect how you feel in your home and neighbourhood. **52% of tenants are satisfied with how we handle ASB** – an area we are working to improve.

www.lewes-eastbourne.gov.uk/asb

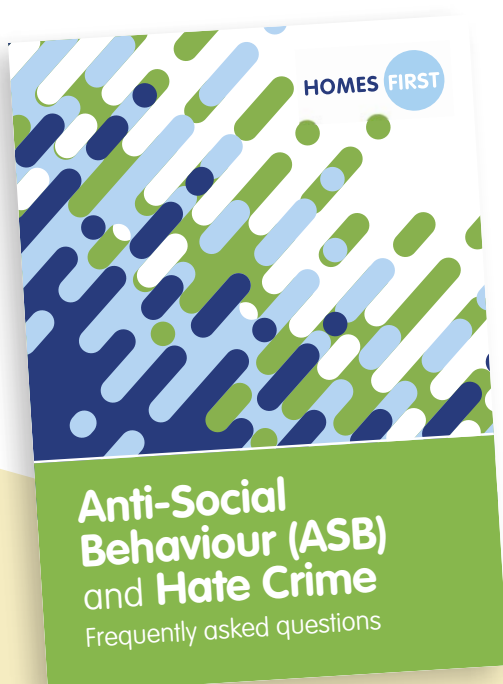
52%
of tenants are
satisfied with
how we handle
ASB

What should happen

1. We listen and take your concern seriously
2. We look into the situation and assess what is needed
3. We work with other organisations, including the police where needed
4. We take appropriate action and keep cases under review
5. We keep you updated throughout

What tenants have told us

- Some concerns are not dealt with quickly enough
- Updates are not always clear



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.

What you should expect

- Your concerns to be taken seriously
- Clearer communication about what is happening
- A more consistent approach to every case
- Fair and balanced support for everyone involved

SUPPORTING Tenants

Support in your home

We know that sometimes circumstances change and people need extra support. 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 your circumstances
- Money or financial concerns
- Accessing advice and specialist support

Our focus is on early support and prevention – helping you before problems become harder to resolve.

Working with others

We work with local support services, health and wellbeing teams, advice organisations, and community and voluntary groups across the district to make sure you can access the right help at the right time.

What you should expect

If you need help, we will:

- Listen to your situation without judgement
- Offer advice and practical support
- Help you access other services where needed
- Work with you to find the right solution

**Support is available.
We are here when things change.**

If you need support, contact our housing team:

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

www.lewes-eastbourne.gov.uk/DASupport

“ 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. ”

Retirement housing

We provide accommodation in an independent living community for people aged over 60 years.

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 from becoming homeless wherever possible across the Lewes district. Our focus is on early support, practical help and working with others to find long-term solutions.



What we do

- Giving advice and help before problems get worse
- Helping people find suitable accommodation
- Working with partner organisations
- Supporting people to stay in their homes for the long term

Early support and joined-up working can make a real difference – preventing crises before they happen.

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

Making a difference

- Over the last few years across the district:
- Around 1,500 people have been supported
- Many people have seen real improvements in their wellbeing
- This work has helped reduce demand on wider public services

Working together

We work closely with health and wellbeing services, employment and support providers, and voluntary and community groups. This joined-up approach helps us provide the right support at the right time.

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

How we allocate homes

We allocate homes across the Lewes district 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 most, as fairly as possible .

Lettings at a glance

- **168** general needs homes let in 2024/25
- **161** general needs homes let in 2025/26
- **44** retirement properties let in 2024/25
- **44** retirement properties let in 2025/26

Average standard void turnaround has reduced in the last 12 months from **57.8** days to **48.2** days

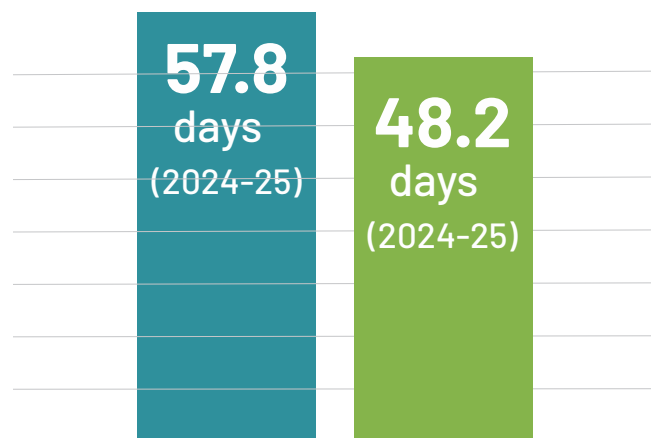
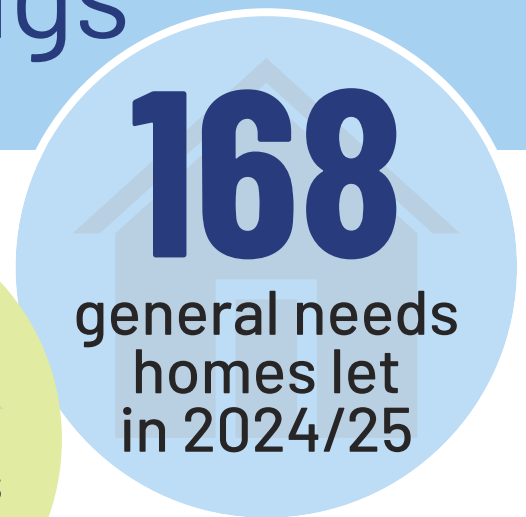
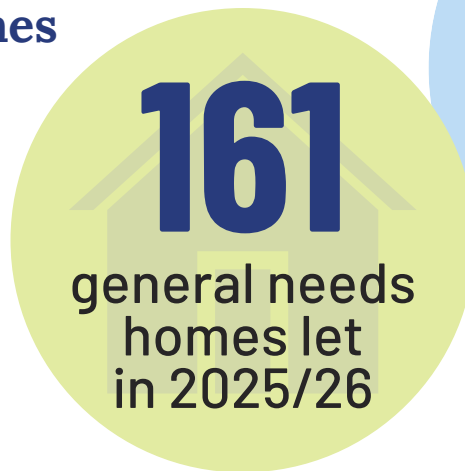
What this means

We let **329** general needs homes and 88 retirement properties to new tenants over the last two years. We have significantly reduced the time homes sit empty – cutting the average turnaround by nearly ten days over the last year. That means homes are being relet faster and more people can access housing sooner .

Making the best use of homes

When a home becomes empty; we prepare it to our lettable standard. Once the works are completed properties are let as soon as possible in accordance with our allocations policy. This ensures that fewer homes sit empty and more people can access housing .

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



Average standard
void turnaround
reduced from
57.8 days to 48.2 days.



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

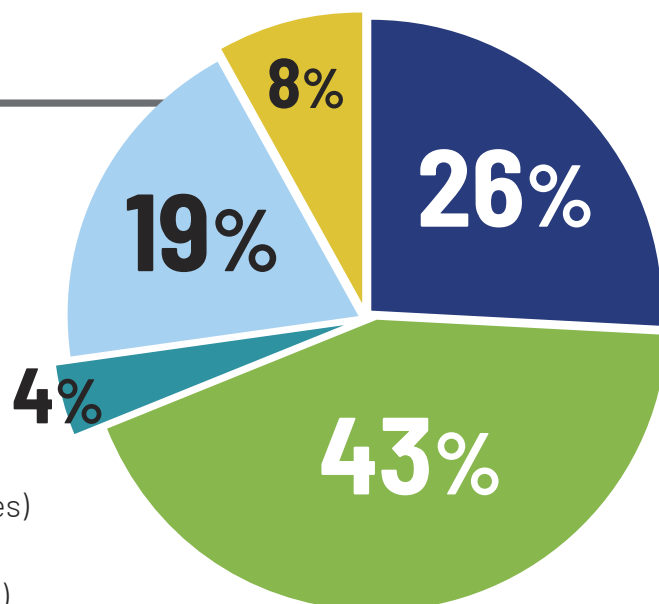
Your RENT

Your rent helps pay for the services we provide and the upkeep of your home across the district. We are committed to using it responsibly.

How your rent is used

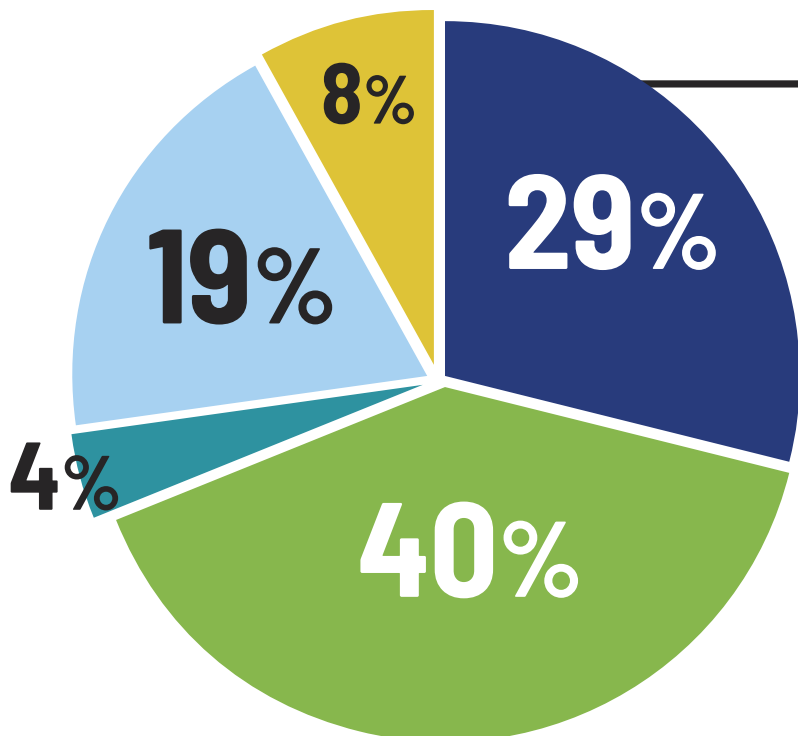
2024/2025

- 26%** **Repairs and maintenance**
(day-to-day repairs and essential work)
- 43%** **Improvements to homes**
(planned works such as kitchens, bathrooms, roofs and energy upgrades)
- 4%** **Safety checks and compliance**
(gas, electrical and building safety)
- 19%** **Housing services and support**
(tenancy management and support services)
- 8%** **Neighbourhood services**
(grounds maintenance and estate services)



2025/2026

- 29%** **Repairs and maintenance**
(day-to-day repairs and essential work)
- 40%** **Improvements to homes**
(planned works such as kitchens, bathrooms, roofs and energy upgrades)
- 4%** **Safety checks and compliance**
(gas, electrical and building safety)
- 19%** **Housing services and support**
(tenancy management and support services)
- 8%** **Neighbourhood services**
(grounds maintenance and estate services)



Our commitment

Your rent is used to maintain and improve your home. We are responsible for spending it in the right way and we are committed to reporting openly on how it is used.

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 let us know your thoughts on the communications we send you.

- **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 courts 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 the Lewes District.

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

Tenant scrutiny has played an important role in improving services. Reviews have looked at areas such as damp and mould and complaints handling, with many recommendations adopted to strengthen services.

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.

Find out more

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

Charleston at Landport

Since September 2023, Charleston has been delivering free family workshops in Lewes, in partnership with Tenants of Lewes District and our tenant involvement team.

In 2025 alone, 13 events were held at Charleston in Lewes and Landport Community Hub. Across both sites, more than 580 people took part, and 73% of them had never visited Charleston before.

Families worked with local artists on pottery, printmaking and sculpture. No experience needed.

The partnership is something we are proud of. To find out about upcoming workshops:
community@charleston.org.uk

This work shows how tenant feedback is shaping services and making a real difference across the district.

GET INVOLVED

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.



What residents said

“We have enjoyed the workshops. We have realised art is for everyone, not just for posh people or people who are ‘good’ at art.”

“I am always so grateful for the workshops Charleston put on in the holidays. Money is so tight, and it is wonderful to be able to offer my children something engaging and so full of culture that they may not otherwise be able to experience if it cost money to attend.”

A Tenant's STORY

A tenant contacted us about damp and mould in their home. They were worried about the impact on their health and felt the problem was not being resolved quickly enough.

After their case was reviewed, we arranged a full inspection to understand the cause of the problem properly. Work was then carried out to fix the issue, including repairs to stop it from coming back.

We also improved how we kept the tenant informed, so they knew what was happening at each stage, rather than having to chase for updates.

What changed

The damp and mould problem was resolved. The tenant was kept updated throughout. Follow-up checks were carried out to make sure the issue did not return.

In their own words

“I’d reported it a few times and it kept coming back. This time someone actually looked at the cause properly and explained what they were doing. That made a big difference.”

What this shows

We know that when things go wrong it can be frustrating, especially when you feel like you’re not being heard. This case shows how we are improving the way we identify problems, carry out repairs, and communicate with tenants.

Our focus is on fixing issues properly and making sure you feel supported at every stage.

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

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 across the district
- Prioritise properties that need it most
- Maintain safe, secure and energy-efficient homes

CONTACT and Feedback

Get in Touch

Phone: **01273 471600**

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

Address: **6 High Street, Lewes BN7 2AD**

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:

tenantinvolvement@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.



Lewes District Council



TENANT APPROVED