Getting your voice heard in Tandridge and estate inspections
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How can I be part of the decision making process?

You can take part by:

- Helping us monitor the quality of services by responding to customer satisfaction surveys.
- Get in touch by emailing us at housingestatesmanagement@tandridge.gov.uk.
- Becoming a member of the local residents’ association (if one exists) that represents your estate, a block or road. These give you a better say in how things are run and you can work with the Council to find solutions which will help your community.
- Helping form an association for your estate, block or road.
- Attending meetings of the Tandridge Residents’ Forum. This is made up of representatives from residents’ associations across the district, as well as other tenants and leaseholders who are interested in getting their voice heard. For a list of dates when the forum meets, ask your management officer.
- Joining special task groups that may be set up to deal with particular issues.
- Representing residents’ views to the Housing Committee.
- Discussing your concerns about your area with your Management Officer by phone, e-mail or in person.

More and more tenants and leaseholders are getting their voices heard. Not only are they achieving something, but they are actually enjoying themselves as well.

Please contact your management officer:

- For contact details of tenant representatives.
- To check whether there is a residents association in your area.
- For advice about setting an association up.
- For further information about getting your voice heard and what is currently being done.
**How can all this help me?**

Many tenants and leaseholders have been able to improve their environment by raising issues with their local residents’ association or the Forum. Representatives have worked with council officers to find a solution.

If you are concerned about an issue the Council is able to influence, you can ask a tenant representative to raise it at the Forum.

**How will I know what is going on?**

Every six months a newsletter, Tandridge Tenants Talking, is produced by the Council. It is sent to every tenant and leaseholder to keep everyone informed about developments and information of interest.

**Will I understand what’s going on if I do want to get my voice heard?**

Support and training is available to the residents’ associations and the Forum. This aims to provide a better understanding of all the issues, local and national, which influence the way housing services are delivered and how policies and strategies are developed.

**How can I contact the Residents’ Forum?**

You can send an email to:

housingestatesmanagement@tandridge.gov.uk

You can write to:

The Residents’ Forum  
c/o Housing Services  
Tandridge District Council, 8 Station Road East, Oxted, Surrey RH8 0BT.

Please address your envelope as above and your correspondence will be forwarded to the Residents’ Forum.

**When will my estate be inspected?**

As part of your management officer’s day to day work, they will evaluate the estate and explore the quality of the environment you live in, paying attention to a variety of aspects, including unsightly gardens, cars parked on grass, litter, fly tipping, unreported repairs, graffiti, security and evidence of anti-social behaviour.

In addition to the above, the Council undertakes Health and Safety inspections of our flats. These inspections help us identify issues such as trip and fire hazards and where necessary we will bring these to the attention of our residents and ask that they work with us to remove the risk.
More information

For more information please contact:

By post: Housing Estates Management
        Housing Services
        Tandridge District Council
        8 Station Road East
        Oxted RH8 0BT

By telephone: 01883 722000

By e-mail: customerservices@tandridge.gov.uk

Our website: www.tandridge.gov.uk/housing

If you are deaf or hard of hearing please text 07860 027780 and use the code HH1 at the start of your message.