

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group	02 September 2025	6	Mears – Contract update (post mobilisation) Information - Compliance update Information - Tenancy Agreement update
Dover District Tenants' Consultative Group	02 September 2025	8	<ul style="list-style-type: none"> • Update from Chairs Visit with Mears and visit to Void Properties •Introduction to the new Housing Operations Manager •Update on new Tenancy Agreement project •Newsletter - first look at new edition
Dover District Tenants' Consultative Group Garden Competition Prize Giving	19 August 2025	20	Event to award prizes to participants. Working in partnership with Mears. Empowering and celebrating tenants.
Dover District Tenants' Consultative Group Garden Competition Judging	29 July 2025	7	Tenant directly involved in judging the tenant garden competition. Empowering and celebrating tenants.
Dover District Tenants' Consultative Group	22 July 2025	7	<ul style="list-style-type: none"> •Information - Development at Sholden Update • Policy update of 6 H&S Policies •Introduction to the new Housing Operations Manager •Discuss new Tenant Handbook •Newsletter Editorial •Garden Competition •Handbook
Dover District Tenants' Consultative Group	03 June 2025	7	<ul style="list-style-type: none"> •Chair's Update •Newsletter •Garden Competition •Scrutiny of 6 H&S HRA Policies •Communal Cleaning Contract •Discuss regulatory inspections
Dover District Tenants' Consultative Group	22 April 2025	5	<ul style="list-style-type: none"> •Information - Local government reorganisation • Stock Condition (Asset Team) •Planned Maintenance programme/ SCS •Garden Competition •Handbook •Newsletter •Chair's update – Mears Mobilisation

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group	11 March 2025	6	<ul style="list-style-type: none"> •Housing Development •Terms of reference •Housing Development •Estates Update •Regulatory Update – inspection programme 1st year complete / improvement action plan.
Dover District Tenants' Consultative Group	28 January 2025	5	<ul style="list-style-type: none"> •AGM – Electing Roles inc. new Repairs representative contract meeting •Policy Process •Mears oVan branding – DDC logo/contact details oUniform/ brand guidelines. oCustomer Journey •Social value – manage expectations •Scrutiny of Disabled Adaptations Policy
Dover District Tenants' Consultative Group	12 November 2024	5	<ul style="list-style-type: none"> •Anti-Social Behaviour Policy (2024) • Information - Parks and Open Spaces update)
Dover District Tenants' Consultative Group	01 October 2024	5	<ul style="list-style-type: none"> •Homelessness and Rough Sleeping Strategy 2025-2030 (at the beginning) • Information - Estates Management Manager update • Scrutiny of Annual Report 23/24
Dover District Tenants' Consultative Group Garden Competition Prize Giving	11 September 2024	20	Event to award prizes to participants. Working in partnership with Mears. Empowering and celebrating tenants.
Dover District Tenants' Consultative Group	28 August 2024	4	<ul style="list-style-type: none"> •Scrutiny and agreement of Tenant Engagement Expenses and Incentives Policy (2024) •Housing Operations Update •Tenant Engagement Update •Repairs Contract Update
Dover District Tenants' Consultative Group Garden Competition Judging	27 August 2024	5	Tenant directly involved in judging the tenant garden competition. Empowering and celebrating tenants.
Dover District Tenants' Consultative Group	09 July 2024	4	<ul style="list-style-type: none"> •Scrutiny of Domestic Abuse Policy •Introduction to DART Team •Scrutiny of Managing Unacceptable Behaviour Policy

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group	28 May 2024	6	<ul style="list-style-type: none"> • Parks and Open Spaces - Tree issues and Trees in void properties • Agree terms of reference, Code of Conduct and Strategy • Information - Housing Operation update • Information - Estate Walkabouts
Focus Group - Agreeing local offers	07 May 2024	5	<ul style="list-style-type: none"> • Agree Local Offers • Agree Code of Conduct • Agree Terms of Reference
Dover District Tenants' Consultative Group	16 April 2024	6	<ul style="list-style-type: none"> • Scrutiny of Pets Policy and Anti-Social Behaviour and Hate Crime Policy • Information - Housing Operation update • Tenants Survey (Compare to other councils)
Dover District Tenants' Consultative Group	12 March 2024	6	<ul style="list-style-type: none"> • XL Bully Update • Vulnerable Tenant Policy • Property Assets Update o Repairs Contract o Energy Efficiency – Loft insulation o Preston Update – EIP • Senior Housing Officer Update o Estate Inspections – Findings from the last round of inspection (Are there any problems or delays getting things sorted). Learning from the inspections. • Housing Update from Housing Operations Manager • Resident Involvement Update • Forward Plan • Set Date for Special Meeting
Dover District Tenants' Consultative Group	23 January 2024	6	<ul style="list-style-type: none"> • AGM • Introduction of new Head of Housing • Damp and Mould Video • DDC's stance on new American Bully XL legislation • Scrutiny of Performance figures
Dover District Tenants' Consultative Group	14 November 2023	8	<ul style="list-style-type: none"> • Information - Introduction to new Operations Manager • Tenant Survey 2023 results - discussion, scrutiny and action plan

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group	03 October 2023	7	<ul style="list-style-type: none"> • Information - Senior Housing Officer update on his service (ASB) • Update on Garden Waste • Newsletter editorial • Garden competition • Tenant Survey 2023
Focus Group - Responsive Repairs Contract	19 September 2023	6	Tenants have their say on the scope of the new contract. Discussing and deciding Tenant quality question/s and the Selection process
Dover District Tenants' Consultative Group	22 August 2023	7	<ul style="list-style-type: none"> • Information - External decorations update • Agree tenant engagement in procurement • Newsletter editorial • Garden competition
Dover District Tenants' Consultative Group Garden Competition Prize Giving	17 August 2023	20	Event to award prizes to participants. Working in partnership with Mears. Empowering and celebrating tenants.
Focus Group - Responsive Repairs Contract	15 August 2023	6	Tenants have their say on the scope of the new contract. Discussing potential Community Projects, DDTG suggestions and Tenant involvement in contract management
Dover District Tenants' Consultative Group Garden Competition Judging	01 August 2023	7	Tenant directly involved in judging the tenant garden competition. Empowering and celebrating tenants.
Focus Group - Responsive Repairs Contract	25 July 2023	6	<p>Tenants have their say on the scope of the new contract. Discuss Additions – suggestions for consideration</p> <p>Repair tracking</p> <p>Online reporting</p> <p>Gardening Team</p> <p>Bulk repairs</p> <p>Blitz cleans</p> <p>Handyman for sheltered schemes</p>
Dover District Tenants' Consultative Group	11 July 2023	7	<ul style="list-style-type: none"> • Information - Senior Housing Officer update on his service (IL and customer/transations) • Update on Repairs contract • Newsletter editorial • Garden competition • Tenant Survey 2023

Meeting	Date	Tenants Participated	How are findings used
Focus Group - Responsive Repairs Contract	20 June 2023	6	Tenants have their say on the scope of the new contract. Discuss customer journey and will calls be taken by DDC or Contractor
Dover District Tenants' Consultative Group	30 May 2023	5	<ul style="list-style-type: none"> • Information - planned works - kitchen programme update • How damp/mould has impacted the planned works schedule • Newsletter editorial
Focus Group - Responsive Repairs Contract	23 May 2023	6	Tenants have their say on the scope of the new contract. Discuss KPI's, response times, void times
Dover District Tenants' Consultative Group	18 April 2023	6	<ul style="list-style-type: none"> • Information - customer journey of reporting a repair. Discussed improvements • Information about procurement of new repairs contract • Staff updates - retiring key staff
Focus Group - Agreeing local offers	18 April 2023	6	<ul style="list-style-type: none"> • Information - what is a local offer. Discussed Annual report • You said we did/performance, comparing what we said we would achieve and how we did. • Agreeing local offers for year ahead
Dover District Tenants' Consultative Group	07 March 2023	7	<ul style="list-style-type: none"> • Update on Council's response to damp and mould • Decisions re. Garden Competition • EIP Progress Update
Dover District Tenants' Consultative Group	24 January 2023	6	<ul style="list-style-type: none"> •AGM •Election of Officers •Agree Focus Group Scope and Terms of Reference •Planning agenda items for the year •Parks and open spaces update • Information re. Tenant Survey • Agree new logo • EIP downs Road agree proposal
Dover District Tenants' Consultative Group	01 November 2022	6	<ul style="list-style-type: none"> • Information - ASB Team Q&A • Information about procurement of new repairs contract • Discussed damp and mould/ condensation leaflet • Focus Group Update

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group (special meeting)	25 October 2022	7	<ul style="list-style-type: none"> • Information - Tenant engagement in regulation - how important it is that Tenants have a say. • Results of survey discussed • Agreement about future engagement • Discussed changing name to DDTCG - adding 'consultative' to enhance understanding of purpose.
Dover District Tenants' Consultative Group	20 September 2022	7	<ul style="list-style-type: none"> • Tenants agreed stopping online meetings • Focus Group Update • Information - Fire safety Q&A • Newsletter editorial discussions
Dover District Tenants' Consultative Group	09 August 2022	6	<ul style="list-style-type: none"> • Focus Group Update • Q&A with Parks and open spaces • Discuss changes to ToR • Discuss changes to Code of Conduct • Discuss Expenses review • Performance Scrutiny Group
Dover District Tenants' Consultative Group	28 June 2022	7	<ul style="list-style-type: none"> • Discussing and agreeing Cllr involvement in Scrutiny • Review ToR • Focus Group Update <p>Information - Benefit and money advice</p>
Dover District Tenants' Consultative Group	17 May 2022	5	<ul style="list-style-type: none"> • Focus Group Update • Newsletter articles and ideas for topics • Scrutiny for new Neighbourhood Strategy • Focus Group Update
Focus Group - Communications	10 May 2022	not recorded	Meeting 4 - Confirm the action plan – What you want DDC to do?
Focus Group - Communications	26 April 2022	not recorded	Meeting 3 - Workshops, improvements and discussing ideas
Focus Group - Communications	12 April 2022	not recorded	Meeting 2 - What other people do and what we used to do. How can we improve?

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group	05 April 2022	6	<ul style="list-style-type: none"> •Focus Group Update •EIP •Repairs KPIs •Compliance figures •ASB figures •Poster Competition update. •Neighbourhood Strategy
Focus Group - Communications	29 March 2022	not recorded	Meeting 1: Introduction to staff, each other, and subject area. Why are we doing this and what's so important about it?
Focus Group - Tenant Involvement Project	17 March 2022	5	Planning, scrutinising and agreeing the future tenatn engagment activities, looking at the following areas: <ul style="list-style-type: none"> •Presentation from DDC •Desktop review – Looking at other organisations
Focus Group - Tenant Involvement Project	10 March 2022	5	Planning, scrutinising and agreeing the future tenatn engagment activities, looking at the following areas: <ul style="list-style-type: none"> •What do tenants want to be involved in •Barriers to involvement •Roundtable discussion
Focus Group - Tenant Involvement Project	03 March 2022	5	Planning, scrutinising and agreeing the future tenatn engagment activities, looking at the following areas: <ul style="list-style-type: none"> •Tenant engagement structure •Best practice
Focus Group - Tenant Involvement Project	24 February 2022	5	Planning, scrutinising and agreeing the future tenatn engagment activities, looking at the following areas: <ul style="list-style-type: none"> •What is tenant engagement? •Regulatory obligations
Dover District Tenants' Consultative Group	22 February 2022	4	<ul style="list-style-type: none"> •Information - Definition of the decent homes standard •Information -The possibility of a pre-payment repairs scheme for tenant responsibility repairs. •Focus Group Update (Tenant Involvement Strategy) •Information - Our Estate Assistants •Information - Planned works update •Identifying what performance information needed.

Meeting	Date	Tenants Participated	How are findings used
Dover District Tenants' Consultative Group	11 January 2022	5	<ul style="list-style-type: none"> •AGM •Election of Officers •Agree Focus Group Scope and Terms of Reference •Planning agenda items for the year •Identifying what performance information the group would like to scrutinize