

# Minutes



## Dover District Tenants' Consultative Group Meeting

14 October 2025

11am-1pm

HMS Brave, DDC

### Members

Neil Drakley (Chair - Tenant)

Tricia Hayward (Vice Chair - Tenant)

C [REDACTED] H [REDACTED] (Tenant)

K [REDACTED] S [REDACTED] (Tenant)

C [REDACTED] H [REDACTED] (Tenant)

### Tenant

D [REDACTED] W [REDACTED]

### Dover District Council

Perry DeSouza, Strategic Housing Manager

Beth Becks, Principal Tenant Engagement and Monitoring Officer

Liana Gale, Assistant Strategic Housing Officer

### Apologies

C [REDACTED] T [REDACTED] (Leaseholder)

Karen Jewell, Mears

Jodi Blizard, Housing Policy Officer

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| 1 | Welcome, Instructions, Apologies and New Member Voting<br><b>11am</b><br><br>Everyone introduced themselves including new tenant participant D [REDACTED] W [REDACTED].<br>Apologies from C [REDACTED] T [REDACTED], Jodi Blizard, Karen Jewell.<br>Carol Hill voted as new member.                                     |                            |
| 2 | Minutes and Actions <b>11.05</b><br><br>Praised Liana for swift turnaround on minutes.<br>Date incorrect (September not July)                                                                                                                                                                                           |                            |
| 3 | Mears Contract Meeting: Tenant Update <b>11.08</b><br><br>Neil raised 2 points from Tricia at the meeting.<br>Satisfaction by independent company and stats are behind.<br>Mears repair turnaround time appears good.<br>Concerns around number of empty voids.<br>Neil to send Beth documents to send out to everyone. | Beth Becks<br>Neil Drakely |

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|   | Neil to enquire about future meeting timings/locations at next mears meeting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Neil Drakely                                      |
| 4 | <p>Policy Update – 6 H&amp;S Policies, Income and Debt Management Policy <b>11.15</b></p> <p>Perry delivering on behalf of both him and Jodi.<br/>Gas, electrical and fire policies all approved by cabinet in September.<br/>Water, lift and asbestos policies all approved by cabinet in October.<br/>All 6 policies can be found on DDC website.</p> <p>Housing income and Debt Management Policy collated, due to go to cabinet Jan/Feb 2026<br/>Tenancy Strategy 2026-31 – consultation to be carried out with tenants for feedback.<br/>Tenancy &amp; Neighbourhood Management Policy – consultation to be carried out with tenants for feedback.</p>                                                                                                                                                                                                                                        |                                                   |
| 5 | <p>Housing Performance – Data and Metrics <b>11.25</b></p> <p>Reintroducing this section for tenants to scrutinise services, track performance and reinforce accountability.</p> <p><u>Housing stock metrics to be included-</u><br/>Number of new homes added<br/>Total social rent added<br/>Total affordable rent added<br/>Total shared ownership added<br/>Number of homes lost<br/>Right to buy sales<br/>100% staircasing (shared ownership)<br/>Other reason (e.g. irreparable, unsuitable to re-let)</p> <p><b>Metric to be added</b> – number of buybacks</p> <p><u>Tenancy management metrics to be included-</u><br/>Lettings<br/>General management<br/>Antisocial behaviour and hate crime<br/>Domestic abuse<br/>Evictions<br/>Tenancy fraud<br/>Unacceptable behaviour<br/>Repairs &amp; maintenance<br/>Health &amp; safety compliance<br/>Complaints handling<br/>Other info</p> | <p>Perry<br/>Desouza</p> <p>Perry<br/>Desouza</p> |

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|   | <p><b>Metric to be added</b> - number of leaseholders</p> <p><b>Metric to be added</b> – number of tenancy fraud cases resolved</p> <p>Block 49 – 71 Harold Street – Beth to talk to Mia/Jane regarding health and safety issues raised by Karen.</p> <p>Annual reports due in July 2026</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Beth Becks                                                                                                   |
| 6 | <p>Tenancy Agreement Updates <b>12pm</b></p> <p>Perry explained that this process is in place to ensure good practice and improve readability of the tenancy agreement. Preliminary notice of variation was posted to tenants to inform them this process is taking place.</p> <p>Dawn raised that the update about the tenancy agreement in the Newsletter caused tenants to worry, we discussed how this could be mitigated, and we discussed a video would be good to explain this to tenants.</p> <p>Letter will be sent to all tenant's post-variation. This will include breakdown of new clauses and how these differ to the previous agreement.</p>                                                                                                                                                                                                                                                                                              |                                                                                                              |
| 7 | <p>Annual report 2024/2025 <b>12.20</b></p> <p><u>Will include (measured from 1st April – 31st March):</u></p> <ul style="list-style-type: none"> <li>- Tenant Satisfaction Measures (TSMs)</li> <li>- Building safety</li> <li>- Decent homes standard and repairs</li> <li>- ASB</li> <li>- Complaints</li> <li>- Our homes (overview of types of homes owned by DDC)</li> <li>- Homes lost, delivered and 2025/26 expectations</li> <li>- Rent &amp; value for money – Perry to add 'how much should be collected' section</li> <li>- How rent is spent</li> <li>- Tenancy management</li> <li>- Property management - Perry to reword from 'days' to 'working days'</li> <li>- Home improvement - Perry to add yearly comparison</li> <li>- Homeownership</li> <li>- Complaints handling</li> </ul> <p>Member of housing development team to attend future meeting to give updates on new housing – Beth/Liana to add to next years forward plan</p> | <p>Perry<br/>Desouza</p> <p>Perry<br/>Desouza<br/>Perry<br/>Desouza</p> <p>Beth<br/>Becks/Liana<br/>Gale</p> |

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| 8 | <p><b>Resident Engagement Update 12.45</b></p> <ul style="list-style-type: none"> <li>- Tenant Survey 2025<br/>Text sent to tenants asking them to do survey.<br/>386 Tenant Surveys completed to date.</li> <li>- Newsletter<br/>Printed and sent by new external company. Tenants liked content of newsletter.</li> <li>- Keep me posted<br/>3 have been sent out: <ul style="list-style-type: none"> <li><u>11th September</u> (1019 recipients, 49% open rate, 4% bounced and 5% click rate) <ul style="list-style-type: none"> <li>▪ Tenant Survey – complete online link (click encourager)</li> <li>▪ Tenancy Audit programme and property visits</li> </ul> </li> <li><u>24th September</u> (1017 recipients, 47% open rate, 5% bounced and 3% click rate) <ul style="list-style-type: none"> <li>▪ Newsletter PDF download/ online view.</li> <li>▪ Tenant Incentive Scheme</li> <li>▪ DDTCG advert</li> <li>▪ TPAS joining</li> <li>▪ Introducing Text updates</li> <li>▪</li> </ul> </li> <li><u>7th October</u> (997 recipients, 47% open rate, 2% bounced and 1% click rate) <ul style="list-style-type: none"> <li>▪ Invite to DDTCG meeting</li> <li>▪ KFRS updates – staying safe and testing smoke alarm</li> <li>▪ Understanding condensation</li> </ul> </li> </ul> <p>Drop in recipients for 3<sup>rd</sup> keep me posted is due to cleanse of email addresses that are not receiving emails.</p> <ul style="list-style-type: none"> <li>- Tenant Information videos <ul style="list-style-type: none"> <li>○ Tenant Survey</li> <li>○ New Tenancy Agreement</li> <li>○ Rent Convergence</li> <li>○ Antisocial Behaviour</li> </ul> </li> </ul> <p>Tenants showed preference to cartoon style of video.</p> <p><b>Video idea to be added</b> – tenancy audits explained.</p> <p>C suggestion for 'reporting repairs' video – Neil to take to next Mears meeting</p> </li></ul> | <p>Beth Becks</p> <p>Neil Drakely</p> <p>Beth Becks</p> |

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|    | <p>K[REDACTED] mentioned fire risk assessment letter wasn't shared with all leaseholders, Beth to follow up.</p> <p>- TPAS</p> <p>Certificate presented to K[REDACTED] S[REDACTED] in recognition of her efforts in the community</p> |  |
| 9  | <p>Forward Plan <b>12.55</b></p> <p>Printed by Beth and handed to all tenants</p>                                                                                                                                                     |  |
| 10 | <p>Meeting Close</p> <p>Date of next meeting: – 18<sup>th</sup> November, Tracker Room, DDC Offices</p>                                                                                                                               |  |