



Agenda

Dover District Tenants' Consultative Group Meeting

Tuesday 1st September 2026

11am-1pm

HMS Brave, DDC

1	Welcome, Instructions and Apologies 11am	
2	Minutes and Actions 11.05	
3	Mears – New Tenant Portal 11.10	Karen Jewell
4	Complaints handling 11.40 • update on self-assessment and asking tenants views on promoting the complaints policy to tenants.	Sue Carr, Rebecca Brough
5	Quarter 1 - Housing Performance Indicators 11.55	Perry DeSouza
6	Annual Report to Tenants 12.20	Perry DeSouza
7	Engagement Update 12.45 • Garden Competition Update • Your Home, Your Voice Conference Update • Housing Events - Roadshows • Tenant Newsletter • Tenant Survey	Beth McLaughlin-Aldred
8	Forward Plan 12.55	
9	Meeting Close Date of next meeting: – Tuesday 6th October 2026, HMS Brave, DDC Offices	

Please note: a short comfort break will be included halfway through the meeting.



Mutual Respect Rules

1. **We will remember the purpose of who and what this Group represents.**
This means we won't push our own agendas or personal hobby horses during a meeting.
2. **We will be on time for meetings.**
If we know we are going to be delayed or need to miss a meeting we will send apologies in advance.
3. **We will not speak when someone else is speaking.**
We will not talk over someone else when they are making a point in discussion. Nor will we start a conversation with the person sitting next to us when someone else is speaking.
4. **We will ensure that we are prepared for the meeting.**
We will prepare for meetings so that we can make effective and positive contributions to discussions.
5. **We will keep to the topic.**
We will keep to the topic under discussion. We will share the debate so that everyone is encouraged to contribute to discussions and the meeting is not dominated by a few confident talkers.
6. **We won't go over old ground.**
We will do our best not to go over old ground, especially reliving the mistakes of the past. We want to keep our eyes on moving forward.
1. **We will support the Group publicly, even when the Group makes decisions we may not personally agree with.**
However strongly we may personally disagree with a collective decision of the Group, we will respect the decision. Outside of the meeting, we will respect the collective decision-making process and not undermine the Board by publicly disagreeing with our fellow Board Members.