



Minutes

Dover District Tenants' Consultative Group Meeting

Tuesday 1st September 2026

11am-1pm

HMS Brave, DDC

Dover District Council Staff

Perry DeSouza – Strategic Housing Manager

Beth Becks – Principal Tenant Engagement and Monitoring Officer

Rebecca Brough - Head of Corporate Services and Democracy

Sue Carr – Corporate Service Officer

Beth McLaughlin-Aldred – Assistant Strategic Housing Officer (minute taker)

Karen Jewell (Mears) – Customer Success Manager

DDTCG Members

Neil Drakley – Chair of the Dover District Tenants' Consultative Group

Trish Hayward – Vice Chair of the Dover District Tenants' Consultative Group

Gordon Cheeseman – Leaseholder Representative

Karen Smitton – Tenant Representative

Jenny Cheeseman – Leaseholder Representative

Chris Tough – Leaseholder Representative

Gillian Litton – Tenant Representative (Non-Elected)

Minutes	Actions
<u>1 - Welcome and apologies</u> Apologies from Bruce Smithard, Chris Hanagan, Alan Adams, and Cllr Pam Brivio. Neil notes he is very pleased to welcome Trish back to the group.	
<u>2 - Minutes and Actions</u> Minutes agreed.	
<u>3 – Mears Portal</u>	

An overview of the new Tenant Portal was given by Karen Jewell from Mears. New app will be introduced called M&Me. Every user will receive a unique QR code through the post which they can scan to sign up. Still an emphasis on how over the phone contacts is essential. Report gave an overview on how to download, sign up, report a repair and book an appointment. Team will be asked to check contact details to ensure they are up to date. Tenant responsibilities will be listed in the app to ensure call outs are Mears's responsibility to fix. Emergency repair time is 4 hours. Useful videos will be available to view in the app; these are also available to view on the website. Appointments are AM or PM; user can choose date and time. Marketing preferences will be asked, users will also be sent a satisfaction survey after the appointment. App is still in the testing stage; Neil and Trish have agreed to test out the app. Members voted to have the DDC logo incorporated.	• Mears will check what responsibilities are for leaseholders to fix.
<u>4 - Complaints handling</u> An update was given by Rebecca Brough. An overview on the team and how complaints are dealt with was provided. DDC deal with complaints about any council service and contractors. Service request is the first point of contact, which can escalate into a complaint. Stage 1 complaint we have 10 days to respond (an extra 10-day extension can be given). Stage 2 complaint, we have 20 days to respond (20-day extension can be given). The complaint can go to the Housing Ombudsman after this. Open complaints to the Ombudsman are reported not the closed complaints. Drop in complaints in Q2, they tend to be at their highest in Q4. Issues with heating and hot water were the biggest complaints. Hoping this decreases in 2026/27 as the contract with Sureserve will no longer be new. Discussions over how often a report is given to the DDTCCG. Complaints need to be acknowledged withing 5 working days, stage 1 complaints responses were 100% 6 cases went to the Housing Ombudsman. Complaints are reported to Cabinet every quarter. Can put a link to the complaints process in the handbook.	• Rebecca will liaise with Beth B about putting QR codes and links in notice boards in flats • Slides will be sent to DDTCCG members
<u>5 - Quarter 1 – Housing Performance Indicators</u> A report was given by Perry DeSouza	• Perry to bring monthly figures and update to

The Group was advised that housing performance will be reported quarterly going forward, rather than annually. The next performance report is scheduled for October. It was clarified that the figures presented reflect performance at the end of the reporting quarter. Members expressed a preference for performance information to be reported on a monthly basis where possible. It was noted that performance figures are published on the Council's website, with the webpage updated quarterly. Tenants are informed annually about where performance information can be accessed online.	the next meeting • Beth B – put Housing Performance Indicators on the forward plan for October
<u>6 - Annual Report to Tenants</u> A report was given to the group by Perry DeSouza There has been a big drop in satisfaction with complaints – this will be a Resident Scrutiny topic. National medians are on Housemark, which gives us an understanding of where we sit. Tenants discussed that they have seen an improvement of services. There was an update provided on the Regulator judgement and how DDC will be having monthly meetings to discuss progress, this could result in an improved grading. Annual report is currently a draft, and it will be taken to cabinet. Members of the DDT CG will need to inform Perry of any questions before the 21st of September	• Final annual report to tenants will be included in October agenda • DDT CG Members – inform Perry of any questions before 21st September.
<u>7 - Tenant Engagement Update</u> A report was given by Beth McLaughlin-Aldred • Garden Competition Update Discussions around whether the Garden Competition booklet is made into a calendar. • Your Home, Your Voice Conference Update 42 attendees to the conference, very successful feedback from attendees and contractors. 25 people have completed the feedback form. • Housing Events – Roadshows All roadshow events complete, across all 4 there was 40 tenants and leaseholders who engaged. Dover was by far the most successful event. Updates on attendees from other events were also provided. • Tenant Newsletter Discussions over a December edition to include Tenant Survey, conference updates etc • Tenant Survey Has now opened, 29 people have completed the survey.	

<u>8 - AOB</u> Housing Code of Conduct – The group was invited to provide any comments, feedback, or views on the draft Housing Code of Conduct that had been circulated in July. No comments, concerns, or amendments were raised, and the group indicated that they were satisfied with the draft as presented.	
<u>9 - Forward Plan</u> Christmas lunch - 8th December	Neil to look into Menu options at Holiday Inn. (potential xmas menu)
<u>10 - Meeting Close</u> Date of next meeting: – Tuesday 13th October 2026, HMS Brave, DDC Offices	

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