

Minutes



Dover District Tenants' Consultative Group Meeting

22 July 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)

C [REDACTED] T [REDACTED] (Leaseholder)

Dover District Council

Perry DeSouza, Strategic Housing Manager

Beth Becks, Principal Tenant Engagement and Monitoring Officer

Jodi Blizzard, Housing Policy Officer

Liana Gale, Assistant Strategic Housing Officer (Minute taker)

1	Welcome, Introductions and Apologies 11am All attendees introduced themselves. Apologies from Mr and Mrs C [REDACTED] Apologies Cllr Brivio.	
2	Minutes and Actions 11.05 Minutes agreed. Changes include: <ul style="list-style-type: none">• 'Neil welcomed Yvonne' not Neil.• 7, page 3 K [REDACTED] let him in.• 2nd September not 14th October. C [REDACTED] stated that he has not heard back from the emails he sent following the last meeting. Agenda agreed.	
3	Neil Update on Mears Visit 11.10 Neil visited Mears at Garrity House, Aylesham. Visited 2 voids on Folkestone road, 1 at St Monicas at the start of the process and 1 in Temporary accommodation in a converted Victorian property. Neil was impressed with the size and quality of the homes. 80% surveys are completed in Stock Condition Surveys.	

	<p>Discussed damp and mould. Operational issues, still holding voids – working group to be set up. Mears Satisfaction is 98%, they use an external company who have failed to provide the last 2 months, Mears are chasing this.</p> <p>Neil to share the Mears KPIs, Neil to send to Beth to email to all DDCTG tenants.</p> <p>Email Neil before 23rd September if you want to add to the next Mears meeting. Karen Jewell to attend the next DDCTG meeting to deliver a presentation.</p> <p>Good idea - Perhaps put a Mears apprentice in the next newsletter.</p>	Beth Becks
4	<p>Policy Update – Compliance with Jodi 11.25</p> <p>CMT have approved all three first policies and now going to Cabinet in September. Next three is Lift safety, water safety and asbestos which aim to go to Cabinet in October.</p> <p>Legionella risk assessment every 2 years. Lift safety risk assessment only applies to properties with lifts C■■■ T■■■ asked about asbestos tiles and Jodi stated that the asbestos management policy is around assessing the asbestos and sometimes leaving tiles undisturbed or removal is safest.</p> <p>Good idea – add to newsletter that Asbestos tiles are safe when not broken or removed.</p>	
5	<p>Tenancy Agreement Update 11.45</p> <p>Tenancy agreement includes new sections, legislative updates and clearer subheadings for tenant information and rights. Members expressed that this will be beneficial.</p> <p>K■■■ highlighted communication with subletters/leaseholders. Beth speak to Sharon about setting up leasehold forum.</p> <p>Perry presenting new Tenancy Agreement to councillors 8th September.</p> <p>Existing tenants won't need to sign new agreements, sent out as an opportunity to provide their feedback.</p>	Beth Becks
6	Newsletter editorial 12.00	

	<p>Beth showed members draft and asked for feedback. Newsletter will be sent out with freepost paper survey. Members happy and expressed that the content is interesting.</p> <p>Idea- 4th bullet point on cover page referring to content's insurance section</p>	
7	<p>Resident Engagement Update 12.20</p> <ul style="list-style-type: none"> • Estate Events All completed. Beth ran first 2, Liana and Andy Friend ran last. Liana and Beth to brainstorm improvements and different ways to engage communities. • Garden Competition Successful, members expressed lovely day and venue was great. Next year's ceremony to be later in the day to address any technical difficulties. Aiming to advertise more for next year's competition. • Tenant handbook Good idea - 4th point on newsletter cover to refer to content's insurance section. • Keep me posted Beth addressed alert mistake regarding event dates, as the communications team had mistakenly advertised last years event details. Interesting to note, the correction email received more opens. <ul style="list-style-type: none"> ○ Are you a DDC tenant? Come along to a housing event and share your thoughts with us – 11th August <ul style="list-style-type: none"> ▪ 38% open rate ○ Oops we made a mistake - Are you a DDC tenant? Come along to a housing event and share your thoughts with us – 11th August <ul style="list-style-type: none"> ▪ 49% open rate 	Liana Beth
8	<p>Forward plan 12.50</p> <p>Invites - Karen Jewell Mears customer satisfaction Perry DeSouza Christmas meal – 9th December 2025 – invites Beth, Perry, Liana, Jodi, Tim, Yvonne, Rachel Collins, Cllr Brivio</p>	
9	<p>Meeting Close</p> <p>Date of next meeting: Tuesday 14th October 2025 Tracker, DDC Offices</p>	