



Minutes

Dover District Tenants' Consultative Group Meeting

11 March 2025

10am -1pm

Council Chamber, DDC

Present:

DDTCG

Neil Drakley, Chair

Trisha Hayward, Vice Chair

K■■■■ S■■■■, Tenant

C■■■■ T■■■■, Leaseholder (Main meeting only)

C■■■■ H■■■■, Tenant

DDC

Jodi Blizzard, Housing Policy Officer

Beth Becks, Tenant Engagement and Continuous Improvement Officer (minute taker)

Rebecca Champion, Senior Development Officer

Simon Drew, Senior Housing Officer

Observer

G■■■■ S■■■■, Tenant

Apologies

Cllr Pamela Brivo, Portfolio Holder for Housing, Education and Skills

C■■■■ B■■■■, Tenant

B■■■■ S■■■■, Tenant

| | Minutes | Actions |
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| 1 | Welcome, Introductions and Apologies Apologies from Neil Drakley, C■■■■, and B■■■■ Minutes – add Pamela Brivo to apologies. Mears Monthly meetings – we do not know the days or times. Beth to communicate these when they are agreed. K■■■■ asked if local issues could be brought to the Mears meetings. Minutes agreed. | |

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| 2 | <p>Housing Development Update</p> <p>Rebecca gave an update on Housing development in the district.</p> <p>Aims / procurement routes:</p> <ul style="list-style-type: none"> • Development of Council owned land • Acquisition of affordable properties via Section 106 (S106) agreements <p><i>Section 106 – A ‘restrictive covenant’ placed on a development by Planning to secure the on-site provision of affordable housing</i></p> <ul style="list-style-type: none"> • Purchase of new build properties from a developer on the open market • Purchase of existing properties on the open market • Partnership arrangements with other Registered Providers or developers <p>Financed by -</p> <ul style="list-style-type: none"> • Borrowing – paid for by rental income • Right to buy receipts, Homes England funding, Local Authority Housing Funding, S106 off site contributions, Cross subsidy from sales <p>Rebecca informed the group of the headline figures</p> <p>New build, inc. S106 and Open Market Acquisitions:</p> <ul style="list-style-type: none"> • Completions 188 • On site 124 • TOTAL 312 <p>Existing properties:</p> <ul style="list-style-type: none"> • Acquisitions – Purchased 117 • Acquisitions – Agreed Offer 5 • TOTAL 122 • OVERALL TOTAL 434 <p>Rebecca went through the various projects and spoke about the completed projects and upcoming projects.</p> <p>Rebecca said that the numbers fluctuate as feasibility assessments take place.</p> <p>Beth to send out the slides following the meeting</p> | BB |
| 3 | <p>Domestic Abuse Housing Alliance (DAHA) Overview</p> <p>Jodi wanted to give an update on the DAHA accreditation. DDC are progressing through the accreditation. Jodi last came to the DDTCCG to discuss the DA Policy and she is now working on the DAHA accreditation as it relates to her work in Housing.</p> <p>Transfers can be given to those suffering Domestic Abuse, both inside and outside of the district. Victims can be given more support to stay in their home if that’s what they’d like to do, security measures can be put in place to increase safety.</p> <p>We are meeting 51 of 73 self-assessment questions so far from the gap analysis.</p> | |

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| | <p>Managers conduct case audits to ensure that officers are in line with policy and procedures. Domestic abuse can be reported as a safeguarding concern, you might not think it's 'serious' enough for a police call.</p> <p>Neil asked how big of an issue Domestic Abuse is in Dover, Jodi stated that DA is the 4th highest reason for homelessness in Dover. Neil asked if it has gotten worse since Covid-19. Jodi said she will share some statistics.</p> <p>C■■ H asked how DAHA will be funded, Jodi explained that KCC will be covering the cost of the accreditation, but DDC will be liable for indirect costs of staffing and training.</p> <p>Beth to send out the slides following the meeting</p> | BB |
| 4 | <p>Regulation Update – DDC’s response to new housing regulation introduced in 2024</p> <p>As we have spoken about before the Government brought in the Social Housing Regulation Act 2023 which introduced new standards for social housing registered providers such as DDC must run our services by, these are called ‘Consumer Standards’.</p> <p>These new standards includes expectations around all of our service including tenancies, mutual exchange, antisocial behaviour, tenant engagement, adaptations but also things we must use to tailor our services including understanding our stock condition and delivering services which meets the diverse needs of tenants.</p> <p>Following the introduction of these new standards, the Regulator of Social Housing brought in a new inspection regime whereby landlords will be inspected on a 4year programme. We are now 1 year into this programme which means DDC will be inspected at some point over the next 3 years.</p> <p>What DDC has done so far:</p> <ul style="list-style-type: none"> • Completed a gap analysis to check we are meeting the standards and completed an action plan to fill any gaps. • All Housing Staff have attended a 2hr training session about the standards and inspections. • Staff across Housing have attended webinars and meetings with other councils, learning from good practice. • Keeping a record of the outcomes of the inspections, the grades and what good practice we can learn. • Ensuring our Policies, procedures and strategies are in line with the standards. | |
| 5 | <p>Resident Engagement Update 12.30</p> <ul style="list-style-type: none"> - TSMs - Scrutiny Panel - Newsletter Update - Tenant Handbook - Keep me posted | |
| 6 | <p>Estates Update</p> <p>Simon has 2 members of staff that are Estate Assistants. 1 is on long term sick leave and 1 moved to another job at DDC.</p> <p>This means that there are no officers that are dealing with Estates.</p> | |

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| | <p>Simon is due to interview an internal replacement today, if they do not fit the criteria they will advertise it externally.</p> <p>There are some hotspots of fly tipping and waste gathering in bin areas, Simon is looking at ways to deal with this as it's seemingly ever ending. Ashford has found the most problematic areas and created larger recycling bins with smaller holes which helps manage the waste. It doesn't deal with the fly tipping.</p> <p>C■■ H■■ asked if we could put recycling education in the Newsletter, BB to add to Newsletter plan. Tricia asked if we could fine tenants. Simon said we can but we must have the evidence.</p> <p>C■■ T■■ asked if DDC could hold another Leasehold annual meeting. Beth to speak to Sharon Davison.</p> | <p>BB</p> <p>BB</p> |
| 7 | <p>Forward Plan</p> <p>It was agreed that the group would like to ensure</p> <ul style="list-style-type: none"> • Garden Competition • Planned Maintenance programme/ SCS – Tim Goss • Handbook • Newsletter | |
| 8 | <p>Meeting Close</p> <ul style="list-style-type: none"> • Date of next meeting: – 22nd April 2025 – Council Chamber | |