



# Minutes

## Dover District Tenants' Consultative Group Meeting

28th January 2025

10.45am-1pm

HMS Tracker DDC

### Present:

#### DDTCG

Neil Drakley, Chair

Trisha Hayward, Vice Chair

K■■■■ S■■■■, Tenant

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

T■■■■ H■■■■, Tenant

#### DDC

Tim Goss, Principal Asset Manager

Perry DeSouza, Strategic Housing Manager

Jodi Blizzard, Housing Policy Officer

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

#### Other

Karen Beckley, Managing Director, Mears

Karen Jewell, Customer Success Manager, Mears

#### Observer

C■■■■ B■■■■, Tenant

#### Apologies

C■■■■ H■■■■, Tenant

	Minutes	Actions
1	Welcome, Introductions and Apologies Apologies from C■■■■ and C■■■■	
	<b>Annual General Meeting</b>	
2	<b>Annual Report from the Chair</b> Neil stated that we've had a brilliant year and have been involved in lots of great work, especially with the repairs contract. Garden	

	<p>competition was a success. Lots of different officers and teams have attended.</p> <p>K■■■■ wanted to give thanks to Hayley Rose for all her hard work. Thank you to Cllr Pamela Brivio</p>	
3	<p><b>Resignation from Posts</b></p> <p>Beth asked for all post holders to resign from their posts prior to elections taking place.</p>	Beth Becks
4	<p><b>Election of Officers</b></p> <ul style="list-style-type: none"> <li>• Chair <ul style="list-style-type: none"> <li>○ Tricia nominated Neil for Chair; no other nominations received.</li> <li>○ Unanimous raise of hands to re-elect Neil to the role of Chair.</li> </ul> </li> <li>• Vice Chair <ul style="list-style-type: none"> <li>○ Neil nominated Trish for Vice-Chair; no other nominations received.</li> <li>○ Unanimous raise of hands to elect Trish to the role of Vice-Chair.</li> </ul> </li> <li>• Secretary</li> <li>• No nominations for secretary</li> <li>• Neil elected Repairs representative. Regular changes in representative.</li> </ul>	Beth Becks
5	<p><b>Agreement of members</b></p> <p>No members resigned. All members agreed.</p>	
6	<p><b>Agreement of Terms of Reference</b></p> <p>Move this to the next meeting. Beth to send out another copy of the TOR.</p>	Beth Becks
7	<p><b>Agreement of Date and Time of Meetings</b></p> <p>It has been proposed that Wednesdays would be better suited to some members, this was not unanimous and we will revisit this possibility once all members are consulted with times.</p>	
8	<p><b>Next AGM –</b> January 2026</p>	
8	<p><b>Minutes and Actions 11.00</b></p> <p>Minutes agreed.</p>	
9	<p><b>Mears –</b></p> <p>Mears introduced the new Contract by explaining that the contract has been written to be fit for the future. Resident Engagement is now at the forefront of the contract as the world has changed.</p> <p>There is a new structure, which is the correct size to deliver the service.</p> <p>Mears will be relocating to Aylesham and will be situation within a charitable trust to enable closer relationships for social value.</p> <p>There will be 3 apprenticeships a year, a mix of trade operatives and customer based. There is no framework, so it is led by what is needed.</p> <p>Mears attend apprenticeship fayres and go to schools to talk about the jobs.</p> <p>We can look how Mears do communications and the DDTCCG can help guide what and how they communicate.</p>	Karen Jewell and Karen Beckley

	<p>DDTCG can help decide which YouTube videos will be put on the DDC website and will be made available to tenants.</p> <p>There will be a dedicated community based Resident Liaison Officer. They will be out and about in the community. They will also be able to support vulnerable tenants through the repairs process.</p> <p>Approved sub-contractors will be local and Mears will be holding supply chain engagement days.</p> <p>Mears have a van that can go around with thermal imaging to identify heat loss. DDTCG will be engaged to discussed communications around it to avoid tenants being suspicious around privacy concerns.</p> <p>The whole vehicle fleet should be EV by the end of the contract.</p> <p><u>Mobilisation</u></p> <ul style="list-style-type: none"> <li>- Office move</li> <li>- Recruitment for key roles</li> <li>- Customer journey mapping</li> <li>- Meetings with tenants</li> <li>- Communications strategy</li> <li>- Operative training</li> <li>- Rebranding</li> </ul> <p>Flyer in newsletter Karen Jewel asked what DDTCG wanted to see in with the newsletter. Neil stated that it would be good to show that it's a new contract and that it's very different to the old 'Mears'. Karen Beckley suggested a quote from the Tenant Group.</p> <p>C■■■■ asked how the satisfaction survey is sent out. Karen J said that at the moment it is sent via a link on text message. Changes can be made on this working with tenants.</p> <p>Mears are doing a half day training with all operatives to launch the new contract with an overview of the new contract. Karen J asked for 2 tenants to be involved in this.</p> <p><u>Branding</u> Mears logo, 'Partners for people', DDC logo and 'working in partnership' K■■■■ S■■■■ said 'working together'</p> <p>ID badge the DDTCG agreed that they wanted both logos with 'working together'.</p> <p><b>Gas Call</b> Tim stated that Gas Call has been bought out by Sureserve Compliance South and are taking over the gas contract as they have bought out Gas Call.</p>	
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	As Gas Call were based in Scotland, our contract was automatically part of Compliance North to but this is being changed to Compliance South to better reflect geography.	
10	<p><b>Policy Process</b></p> <p>Perry wanted to come along to reiterate the importance of feedback. Perry has put together a form for the group to use which would be very valuable when putting together a policy and enabling the group to scrutinise policies.</p> <p>Neil stated that the documents are very long, and tenants aren't always able to read and digest the whole document. He would much prefer a 1 page document.</p> <p>C■■■ T stated that he does read it all and would like the complete document.</p> <p>Perry asked if it would be better if survey monkey was used, Neil stated that yes survey monkey would be helpful.</p>	Beth Becks
11	<p><b>Resident Engagement Update</b></p> <p><u>Disabled Adaptations</u></p> <p>Jodi introduced the Disabled Adaptations Policy and asked if anyone had questions.</p> <p>Trish asked if priority is given to those with terminal diagnoses, Jodi confirmed that there is.</p> <p>Chris asked if communal handrails were included and Jodi said yes.</p> <p><u>Newsletter</u></p> <p>Quote for Mears leaflet "As a Tenant Group we are excited for the future of the new contract and all it offers DDC tenants by being modernised and fit for the future. Tenants will be much more involved in this new contract and we look forward to working with Mears. We were instrumental in the procurement process and helped vote to choose the contract, so tenants were involved the whole way along ensuring it was fair and transparent." By Dover District Tenants' Consultative Group.</p> <p>Keep me posted – Newsletter download and Mears Update will be sent in upcoming weeks.</p>	
12	<p><b>Forward Plan</b></p> <p>It was agreed that the group would like to ensure Development Team and Estates Team (Simon Drew) are on the forward plan.</p>	Beth Becks
16	<p><b>Meeting Close</b></p> <ul style="list-style-type: none"> <li>• Date of next meeting: – 11<sup>th</sup> March 2025 – Council Chamber</li> </ul>	