



03 June 2025

11am-1pm

Members

Neil Drakley (Tenant)

Tricia Hayward (Tenant)

K [REDACTED] S [REDACTED] (Tenant)

C [REDACTED] T [REDACTED] (Leaseholder)

Mr and Mrs C [REDACTED]

C [REDACTED] H [REDACTED] (Tenant)

Dover District Council

Cllr Pam Brivio, Portfolio Holder for Housing, Skills and Education

Beth Becks, Principal Tenant Engagement and Monitoring Officer

Tim Goss, Property Asset Manager (Housing)

1	<p>Welcome, Introductions and Apologies 11am</p> <p>Apologies from S [REDACTED] K [REDACTED], A [REDACTED] T [REDACTED] and G [REDACTED] S [REDACTED].</p>	
2	<p>Minutes and Actions 11.05</p> <p>Minutes agreed.</p>	
3	<p>Neil's update – Conference and Mears Meeting 11.10</p> <p>Neil gave an update on the Tenant Conference. DDC paid for Neil, Beth and Jodi to attend the Inside Housing Tenant Engagement Conference.</p> <p>Neil said the sessions were very worthwhile and felt that DDC is doing really well in comparison to other providers.</p> <p>Mears Meeting on 22nd April – new offices to be set up by 29th May, with communication system still being installed so the portal has not gone live yet. There were glitches in the Mears system to be able to talk to DDC's Northgate system. Tim confirmed that the Barras interface has had further APIs turned on.</p> <p>DDC have given Mears a grace period until the end of June to smooth out any teething problems.</p> <p>Neil has asked if everyone could go along once it's all set up and see it all working – perhaps for an open day.</p>	Neil Drakley

	<p>Mears have agreed that he could attend a 'ride along' to see a typical day with a Mears operative, seeing what happens and how they run.</p> <p>Vans and uniforms are all in place and looking smart.</p> <p>Neil stated that Sureserve communication was poor and he had a letter with an incorrect appointment. That said, the service was the best service he has had. If anyone has any</p> <p>Tim said that there have been some issues with the Sureserve amalgamation due to people not turning up and confused appointments. Tim stated that complaints have raised due to these issues and the team are having regular meetings to stay on top of it. C■■■ T■■■ asked if there would be some penalties. Tim confirmed that the contract does include penalties, but there has to be some understanding on teething issues.</p> <p>Mears are recruiting more staff, including many tradespeople. They will have apprentices further into the contract.</p>	
4	<p>Communal Cleaning Contract</p> <p>11.20</p> <p>Town and Country have stated that because of the changes in National Insurance and minimum wage, they will not be able to honour the contract extension due to the additional costs. Contract will now end on 31st December 2025.</p> <p>Beth and Tim are putting together a consultation survey, to collect tenant ideas.</p> <p>The results of this will be brought to tenants to discuss the results and consider what to include in the service, and what we need to get quotes together to determine the costs.</p> <p>Mr C■■■ asked what's included in the clean, Tim explained that the cleaners are given a list of tasks which generally includes mopping floors and picking up litter with spiders webs are being missed. Tim said that tasks within the deep cleans are being missed which needs to be addressed. Chris asked if the notice boards will be the same, and Tim said that the 6 month or 12 month.</p> <p>Cllr Brivio asked if there were other competitors expected and Tim said he believed there were many other companies that might be interested in tendering.</p> <p>Beth to add to the agenda – to see the Cleaning contract next meeting.</p> <p>Neil asked how much the contract is worth, and Tim said it was about £500k per year.</p> <p>Tim said we could arrange for 'Block inspectors' whereby tenants check the standard of cleaning.</p>	Tim Goss

	<p>K asked when the flooring would be replaced at Harold St. Tim said that they're currently putting together their programmes following the stock condition surveys. The flooring of blocks comes into the future programme. Flooring is currently replaced due to health and safety concerns which include lifted tiles or broken asbestos tiles.</p> <p>Tricia asked about the window contract. Tim stated that many windows are 1st generation PVC which need to be replaced but there are some in poorer condition to others. We have a separate contract with Channel windows and they have access to all the parts and expertise to fix windows that Mears cannot.</p> <p>Mr C asked about replacements for block entrance doors. Tim said we are monitoring the install of new steel doors to measure success. Timber is easier to fix but requires more decoration and shorter life expectancy. Steel/composite last longer but can be heavier and more difficult to fix when they go wrong.</p> <p>Tim also stated that when the police use their red key, it can cause much more damage and hassle to fix a composite door. Tim said that as more things come up, he will be back to discuss the upcoming contracts.</p>	
5	<p>Garden Competition – Dates and Entry form 11.45</p> <p>Beth will be looking to book Maison Dieu for prize giving as Kearsney Abbey was not the best in terms of viewing the videos on the screen. The Prize giving ceremony will be held in August. 16 entries from mostly the same entrants as last year, some are new so it will be exciting to see those.</p> <p>Judging videos will be completed by the beginning of July, with the judging meeting taking place later in July.</p>	Beth Becks
6	<p>6 x Health & Safety Policies 12.00</p> <p>Perry took Jodi's agenda item. Perry stated part of his team is to write and introduce Policies, which himself and Jodi will bring along to the meeting.</p> <p>Every registered provider is inspected once every 4 year cycle. We are not 1 year into the cycle.</p> <p>Neil asked if we are given warning, and Perry stated that they can give 48hrs but most people are given 6 weeks to prepare. We are currently preparing for our inspection.</p>	Jodi Blizzard
7	<p>Resident Engagement Update 12.30</p> <p>Reminder that 15 July 2025 to 22nd July 2025 (date moved by 1 week) and 26 August 2025 to 2nd September 2025 (date moved by 1 week). DDTCCG agreed these amendments.</p> <p><u>TSMs</u></p> <p>Beth stated that she is putting together the submission for TSMs, these have to be submitted by 30th June. Once</p>	Beth Becks

	<p>submitted, we will publish to tenants and give you the opportunity to scrutinise.</p> <p><u>Estate Events</u></p> <p>Aylesham Event – Wednesday 13th August, Parish Council have granted us approval to use Market square</p> <p>Deal Event - Wednesday 20th August, 10-12pm on the Green in front of Tudor House, Birdwood Avenue, Deal, CT14 9RX</p> <p>Dover Event - Wednesday 27th August, 1pm-3pm - Aycliffe, Dover on the Green on St Patricks Road, Aycliffe, Dover CT17 9HE</p> <p><u>Newsletter Update</u></p> <p>Newsletter articles include so far:</p> <ul style="list-style-type: none"> ○ Contact details – with new contractors ○ Mears Mobilisation Update ○ Estate Walkabout update (progress and advertising) ○ Annual report link ○ Tenancy Fraud Awareness ○ Damp and mould advice ○ Recycling education ○ Policy Page ○ Your Money Matters (money and rent advice) ○ Cookery at St Radigunds centre? – Beth to look up local events and add to newsletter - idea from DDTCG ○ Litter picking – On Estates? <p><u>Annual Report</u></p> <p>Beth is collating the data for production of the Annual report. DDTCG will get the opportunity to scrutinise the performance.</p> <p><u>Tenant Handbook</u></p> <p>Beth is writing the Tenant Handbook and will get tenants involved in this once the majority of the working is put together. Tenants will be able to have their say on what it looks like, how it's published and what's included.</p> <p><u>Keep me posted</u></p> <p>1,030 Subscribers</p> <p>Mears Press release – 46% open rate</p>	
8	<p>Forward plan 12.50</p> <p>Upcoming meetings to include:</p> <ul style="list-style-type: none"> ○ Sholden Update - Jess Bligh ○ Update about Sureserve ○ Handbook ○ Newsletter ○ Garden Competition ○ Jodi Policy updates. ○ Sheila/Elly – Temporary Accommodation (to discuss the disruption) ○ Waste – educating residents (When council refuse to take) 	
9	<p>Meeting Close</p> <p>Date of next meeting: 22nd July 2025 HMS Brave, DDC Offices</p>	

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