

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] T [REDACTED] (Leaseholder)

C [REDACTED] H [REDACTED] (Tenant)

Mr C [REDACTED] (Leaseholders)

Mrs C [REDACTED] (Leaseholders)

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)

Yvonne Adewumi, Operations Manager (Housing)

Jess Bligh, Assistant Development Officer

Jodi Blizzard, Housing Policy Officer

Rebecca Champion, Senior Development Officer

1	Welcome, Introductions and Apologies 11am All attendees introduced themselves. No apologies. Neil is attending the Mears Contract meeting at 1pm on 22.07.25, following this meeting. Neil shared the satisfaction scores from Mears. Cllr Brivio asked to ask with the methodology is.	
2	Minutes and Actions 11.05 Minutes agreed.	
3	Welcome and introduction to Yvonne 11.10 Neil welcomed Yvonne to the meeting and said that she is welcome to attend anytime. Yvonne introduced herself and gave a background into her career so far. Yvonne has got 20 years experience in housing, started at Genesis Housing as a Complaints manager, went to Hammersmith and Fulham for 8 years as Housing Manager, Moved to Lambeth as a Housing Manager for 4 years, moved to Redbridge as a Housing Manager for a number of years.	

	<p>Yvonne lives in Maidstone and this role is better for her work life balance to limit driving to London. Joined on 2nd June. C■■ H■■■■ said he has had emails which have not been responded to. Yvonne will get back to C■■. C■■ to send the emails to Beth and Beth will forward them to Yvonne to look into.</p> <p>Beth to send round the updated staffing list for Beth to send DDTCG Yvonne's email</p>	Beth
4	Development Update – With Jess Bligh 11.20	
5	<p>Policy Update – Compliance – with Jodi 11.45 The principals in all the policies are the same but the content differs from Policy to Policy. Going to Cabinet in September. Gas and heating is based on inspections, for annual gas safety certificates. Highlighting that tenants have to let contractors in to complete the inspections, and if they don't DDC can force entry for safety reasons. Fire safety includes fire risk assessments, personal evacuation plans and other fire safety measures. Jodi to send out the final versions before the next meeting.</p>	
6	<p>Resident Engagement Update 12.15</p> <ul style="list-style-type: none"> • TSM Video – Beth showed the TSM video and asked for feedback. Tenants agreed that it was good. • Estate Events <ul style="list-style-type: none"> ▪ Aylesham Event - (Note KA on A/L) ▪ Wednesday 13th August, 10-12pm ▪ Location: Market Place, Aylesham, CT3 3EY (Subject to Parish Council Approval) ▪ Deal Event ▪ Wednesday 20th August, 10-12pm ▪ Location: Green in front of Tudor House, Birdwood Avenue, Deal, CT14 9RX ▪ Dover Event - (Note BB on A/L) ▪ Wednesday 27th August, 1pm-3pm - Aycliffe, Dover ▪ Location: Green on St Patricks Road, Aycliffe, Dover CT17 9HE • Newsletter Update <p>Category 1 risks – invite David</p> <ul style="list-style-type: none"> • Annual Report • Tenant Handbook <p>Keep me posted</p> <ul style="list-style-type: none"> ○ Meet Your New Housing Operations Manager – Let's Stay in Touch! – 30th June <ul style="list-style-type: none"> ▪ 48% open rate ○ Housing Staff Visit New Homes in Sholden - 11th July <ul style="list-style-type: none"> ▪ 45% open rate 	

7	<p>Sureserve Update 12.30</p> <p>Welcome to Jenny Becket, Principal Compliance Officer.</p> <p>Tricia – On Friday they smelt gas and felt ill, Saturday morning phoned British gas who capped the supply and reported to sureserve on Saturday. They didn't have any hot water until Monday at 5pm Tim to raise this with Sureserve. Jenny took the details and will look into it.</p> <p>Neil raised that they never know who is turning up, which company as they are using and there is no consistency or communication. They aren't answering their phone calls, and when they do they are rude.</p> <p>Karen said that they turned up and there were no appointment and she had to send him away.</p> <p>Neil had a letter and they never turned up, explained it was an error.</p> <p>Jenny stated that complaints have slowed down internally and externally.</p> <p>RLO attends the office regularly and there is a contract manager in post.</p> <p>C H asked if boiler replacements were being done as a engineer said they don't do them anymore. Tim said to take what engineers say with a pinch of salt. Jenny confirmed that there were 15 completed since the start of the contract.</p>	
8	<ul style="list-style-type: none"> ○ Forward plan 12.50 ○ <i>David Parish's team regarding Category 1, 2 risks (stock condition survey)</i> ○ Tenancy Agreement ○ Parks and Open spaces – weeds, maintenance and updates. ○ Jodi – Compliance Policies ● October meeting to be changed to 14th October. 	
9	<p>Meeting Close</p> <p>Date of next meeting: 2nd September 2025 Tracker, DDC Offices</p>	

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