

Minutes
Leaseholder Forum
23.06.26
1pm-3pm
HMS Brave



Dover District Council

Attended Full Meeting:

Beth Becks – Principal Tenant Engagement and Monitoring Officer
 Simon Drew – Senior Housing Officer (Tenancy Management)
 Sharon Davison – Home Ownership Officer
 Beth McLaughlin-Aldred – Assistant Strategic Housing Officer (Minute taker)

Attended Partial Meeting:

Tim Goss – Property Asset Manager
 Stephen Rosen – Senior Housing Officer (Estates)
 Tim Lovell – Private Sector Housing Manager
 Katy Martin – Homeless Prevention Officer
 Daniel Welsh – Contract Management Officer (Waste)
 Mitch Sanderson – Environmental Improvement Officer

Leaseholders

(Full names redacted to protect privacy)

Dave D	Karen S	Shaun M
Marion B	Barrie F	Susan C
Catherine H	Stefan M	Jim H
Stuart M	Amanda M	Anthony E
Jennifer C	Tim (Sydney) P	Colin S
Gordon C	Kenneth H	Hayley S (online)
Chris T	Andrea N	Angela U (online)

	Notes	Actions
1	Welcome, introductions and apologies General housekeeping information and staff introductions. Apologies from Gavin D.	
2	The New Cleaning Contract – Beth Becks Town and Country contract ends on 31 st December. DDC are launching a Focus group for residents to directly have input in 4 to 5 meetings to decide what goes into the contract.	

	Leaseholders spoke about dissatisfaction with the standard of some of the cleaning with Town and Country Cleaning. Beth B asked Leaseholders to complete the cleaning consultation to provide feedback. Questions were asked about what the contract would contain and how breaches would be dealt with and Beth B confirmed these would be discussed in the Focus Group Beth asked if anyone would like to join Focus Group, for them to sign up using the QR code provided, or use this link: Cleaning Contract Focus Group Sign up Feedback about the cleaning service can be provided here: https://www.surveymonkey.com/r/DDC-Cleaning Communication and Engagement – Beth Becks Introduction of new groups. There are spaces for leaseholders in the Resident Scrutiny Group. ‘Your Home, Your Voice’, conference information was shared. 22nd August at Maison Dieu. PowerPoint slides will be shared with the minutes. Some residents expressed interest in leaseholders’ voices to be heard. DDC clarified that on the initial survey to register interest, vast majority of leaseholders asked for meetings biannually.	Beth MA – ensure that PowerPoint slides are shared with the minutes
3	Waste Services – Daniel Welsh Leaseholders stated issues with bin stores and neighbours discarding of waste incorrectly. They made it clear that tenants who move in are not made aware of where and how to dispose of waste correctly. This was noted by DDC, and more materials will be provided in the moving in letter. Leaseholders also made DDC aware of issues in regard to bulky collection, and how it is not financially accessible to all residents, meaning fly tipping becomes apparent. Ideas around going into estates, where this is a prevalent problem, with a cage vehicle to clean rubbish was discussed. However, Dan stated this would be very expensive and could potentially be abused. Dan also made leaseholders aware of what is known as a Zone Z, which is highly pedestrianised areas such as the Town Centre, where contractually, DDC have a responsibility to clean these areas more than residential areas. Dan informed leaseholders of the new job role ‘Bespoke Monitoring Officer’ designed to solve issues quicker in blocks of flats, as well as the increase in staff in our Estate Team, which will also improve efficiency. Stephen advised that the Estates Team is now fully staffed and, moving forward hopes that residents will start to see improvements in the state of blocks.	Sharon D – Add recycling guidance to welcome letter. Mitch S – Will contact a leaseholder in regard to their issue.

	Fly tipping – Mitch Sanderson Mitch explained to leaseholders if the waste is from a tenant with access to the bin, that is not classed as fly tipping, but it is incorrect presentation of waste. Leaseholders presented issues of fly tipping in their communal areas. Stephen informed the leaseholders that requests for these items to be removed had been made in the past 24 hours.	
4	Repairs and Maintenance – Tim Goss Leaseholders were made aware of DDC's short- and long-term plans for planned maintenance works. These works will be staggered due to costs as well as minimising disruption to residents. Tim G informed leaseholders of external contractors who deal with broken door entry systems (Southern Antennae Ltd) as some leaseholders are having issues with this. They were also told the value of the Mears contract, which is £22 million for a 5-year contract for over 4500 properties. They were also made aware of the results from the consultant who informed DDC that a DLO (Direct Labour Organisation) would be the most expensive route, which is why DDC opted to subcontract.	
5	Renters Rights – Tim Lovell & Katy Martin Tim L informed leaseholders of a new property portal, which will be introduced next year. This will be a geographical roll out which will take around 12 months to reach all areas of the country. Leaseholders were made aware that leaseholders who are landlords are responsible for their tenants. Some issues were raised regarding leaseholders feeling anxious about who lives in their buildings. They were informed that if they are partaking in illegal activities and causing issues, then this needs to be reported to the police. Katy explained that ex-prisoners may be entitled to housing and are supported with the aim to prevent them from re-offending. She also advised that there is a strict protocol that must be followed when re-housing ex-offenders.	
6	ASB issues – Simon Drew DDC now have an increase of staff to monitor tenancy breaches. Leaseholders were informed that without evidence, no case can go to court. If leaseholders do not want to go to court, DDC can testify on their behalf using their provided evidence. Drug issues are the majority of anti-social behaviour issues. These issues must be reported to the Police. DDC will open a case for every complaint, but this does not mean every case will be investigated.	Simon – Look into leaseholders ASB report.

	Leaseholders took issue with cases being closed after 2 weeks. Simon explained that if no report is made for 2 weeks, then the case will be closed, this is because it cannot be seen as a nuisance if the issue is happening that rarely. If leaseholders are scared to make reports, DDC can organise for a tenancy audit to take place at the perpetrators property so that we can see the issue first hand and make a report. Leaseholders having issues with parking and asked for parking permits, they were informed that are expensive to monitor and would cost them over £100.00.	
7	Meeting Close	