

**Private Sector Housing
White Cliffs Business Park
Dover
Kent CT16 3PJ**

Telephone: (01304) 821199
Minicom: (01304) 820115
Website: www.dover.gov.uk

Contact: [REDACTED]
Direct line: (01304) 872219
E-mail: [REDACTED]
Our ref: [REDACTED] /201836144
Your ref:
Date: 27 October 2020

[REDACTED]
Dear [REDACTED]

Grant Assistance to Provide lift at The Gateway, Dover

I thought it would be useful to provide you with an update in respect of your request for grant assistance to fund the cost of a lift at block 11, The Gateway

I have been advised that the surveyor from Peabody met with members of the Board and Fell Reynolds recently. They were not able to provide permission at the time of the meeting for the works to proceed as they had some further queries regarding the position of the proposed lift and a further revision of the works. This is obviously disappointing for everyone concerned at this late stage.

Unfortunately, this means that we require a revised estimate of the revised scheme. More importantly, we still do not have permission from the freeholder (GMPD Ltd) to allow the works to be carried out. Until we have this permission, we are not able to approve your grant.

I can advise that based on the information submitted on the recent application forms and the financial information provided by you, that all your proportion of the relevant and agreed works will be covered by grant. Therefore, the grants should cover all the costs of providing the lift. Please note that if the board were to request works that fall outside of the scheme then these would not be covered by the grant.

Please note that the Council must make a decision on any grant application within 6 months. Therefore, permission from the freeholder needs to be provided by 28 February 2021. If we have not received permission of the freeholder (GMPD Ltd) by this date, we will have to refuse the current grant applications. We cannot approve the grants without their permission. As this matter has been ongoing for two years and the freeholder has given their approval in principle, I would expect that the latest revision requested by them which we have no objection to should not delay their approval.

Yours sincerely

[REDACTED]
[REDACTED], Private Sector Housing Manager

Regulatory Reform (Housing Assistance) Order 2002

EXTRACT FROM DEPARTMENT REPORT

Disabled Adaptation Grant

Client [REDACTED]
Property [REDACTED]

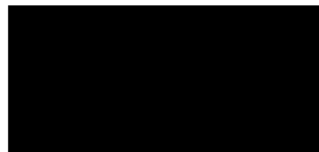
Date: 25 Feb 2021

Grant Number: WK/202035170

Brief description of work: Installation of external lift

1	Estimates accepted	
(a)	TBC	£ 9,059.40
(b)		£0.00
(c)		£ -
(d)		
(e)		
(f)		
	Total Estimated Costs	£ 9,059.40
2	Non-eligible costs	
3	Eligible Costs (1-2)	£ 9,059.40
4	VAT on Eligible costs	£ 1,811.88
5	Eligible Costs + VAT (3 + 4)	£ 10,871.28
6	Professional Fee etc	
a	Peabody Fees (11.5%)	£ 1,041.83
b	Vat on fees (20%)	£ 208.37
		£ -
7	Total Approved Expense (5+6)	£ 12,121.48
8	Disabled Adaptation Grant	£ 12,121.48
9		

EHO/HIO
[REDACTED]



From: [REDACTED]
Sent: 09 March 2021 08:45
To: [REDACTED]
Cc: [REDACTED]
Subject: Lift at The Gateway

Dear [REDACTED]

Would you be able to advise when you expect the board to meet to discuss the lift please? As you know the Council has approved grants based on the original scheme as submitted to the Council of which the works should be completed within 12 months of the date of approval.

As the scheme may or may not require planning approval this doesn't in reality leave that much time to get the scheme started and underway within the 12 month time period.

The scheme submitted by Peabody appears to be a suitable one and any increase in costs will need to be put forward to the Council to consider as to whether these would be reasonable and covered by grant.

Kind regards



[REDACTED]
Housing Improvement Officer
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Email: [REDACTED]
Web: <http://dover.gov.uk>

My normal working days are Monday to Thursday.

Did you know that The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1st June 2020? These regulations will be enforced by the Private Sector Housing Team and they have the ability to impose fines for non-compliance of up to £30,000.

Landlords in the Private Rented Sector (PRS) must ensure every electrical installation in their residential premises is inspected and tested at intervals of no more than 5 years by a qualified and competent person. This applies to all new standard Tenancies from the 1st July 2020 and all existing Tenancies from 1st April 2021. See <https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-rented-sector-guidance-for-landlords-tenants-and-local-authorities/guide-for-landlords-electrical-safety-standards-in-the-private-rented-sector> for further guidance.

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From: [REDACTED]
Sent: 22 June 2021 16:17
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: The Gateway

I have been forwarded the email from [REDACTED]. The recent amended plans that are the preferred choice of the board appear to make it more difficult to access by a disabled person compared to the original plan. The Council is therefore unlikely to agree to pay towards the amended scheme. Before making a final decision, we are seeking advice from the occupational Therapist. It appears that the board are not looking at this scheme from a disabled persons perspective.



[REDACTED]
Private Sector Housing manager

Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Mob: [REDACTED]
Fax: 01304 872316
Email: [REDACTED]
Web: <http://dover.gov.uk>

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- ***Did you know that The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1st June 2020? These regulations will be enforced by the Private Sector Housing Team and they have the ability to impose fines for non-compliance of up to £30,000.***
-
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-
-
-
-



[REDACTED]
Housing Improvement Officer

Dover District Council

Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ

Tel: [REDACTED]

Email: [REDACTED]

Web: <http://dover.gov.uk>

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From: [REDACTED] [@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>

Sent: 22 June 2021 14:49

To: [REDACTED] [@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Cc: [REDACTED] [@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; [REDACTED] [@kent.gov.uk](mailto:[REDACTED]@kent.gov.uk)

Subject: RE: The Gateway

Hi [REDACTED]

Yes, fine thanks. I hope all is well with you.

I don't have much news I'm afraid. As you mentioned I had a meeting there last week, this was with the new KCC Occupational Therapist ([REDACTED]) who has been given the case following the retirement of the original OT. The purpose of the meeting was to simply acquaint her with the building and the proposals. I understand that she now needs to re-assess those receiving the grant to ensure their needs haven't changes and to bring her records up to date.

Other than that, I'm not entirely sure where we are, but I believe we are still awaiting word from DDC with regard to the two different proposals that have been put forward.

A meeting may be a good idea, but perhaps we should get an update from [REDACTED] as to where the council are with the matter first – hopefully [REDACTED] can provide this.

Kind regards

[REDACTED]

[REDACTED] | **Surveyor Manager** | **East Kent Home Improvement Agency**

Tel: [REDACTED] | Tel: [REDACTED] | Email: [REDACTED]@peabody.org.uk

Peabody | 6 Town Walk | Folkestone CT20 2AD

Web: www.peabody.org.uk Facebook: [PeabodyLDN](https://www.facebook.com/PeabodyLDN) Twitter: [@PeabodyLDN](https://twitter.com/PeabodyLDN)

From: [REDACTED]@fellreynolds.com>

Sent: 22 June 2021 14:24

To: [REDACTED]@peabody.org.uk>

Subject: [External] RE: The Gateway

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Hi [REDACTED]

I hope you are well.

Do you have any update on the lift at the above, you mentioned you were visiting last week (?) and we would be interested to know the outcome?

Do you think a meeting would help with all interested parties to resolve this.

I look forward to hearing from you.

Regards

[REDACTED]

[REDACTED]
Team Leader



Unit 13 The Glenmore Centre

Shearway Business Park

Pent Road

Folkestone, Kent CT19 4RJ

Tel - 01303 228 688

Mob - [REDACTED]

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From: [REDACTED]
Sent: 04 June 2021 16:52
To: [REDACTED]
Subject: Re: The Gateway

Hi [REDACTED]

Thanks, I was more interested in whether you had any response from DDC.

The board have looked at the plans which they were all very thankful for them.

The main issue is whether the grants would be available for the changes as I know this has been raised previously.

regards,

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>
Sent: 04 June 2021 16:47
To: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>
Subject: RE: The Gateway

Hi [REDACTED]

Fine thanks, I hope you likewise.

If you recall it was you who were to be updating me. In the last correspondence I received from you (18th May) you said you'd come back to me after the board meeting following me having sent you the plans.

With regard to the grant in general, I am visiting with the new OT next week to give her an idea of the scheme and I believe she will be speaking to all the applicants. DDC also have the new plans to review. .

Kind regards

[REDACTED]

[REDACTED] | **Surveyor Manager** | East Kent Home Improvement Agency
Tel: [REDACTED] | Tel: [REDACTED] | Email: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>
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From: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>
Sent: 04 June 2021 16:18
To: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>
Subject: [External] The Gateway

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Hi [REDACTED]

I hope you are well.

Is there any update on the plans for the lift?

I look forward to hearing from you.

Regards,

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 30 July 2021 09:35
To: [REDACTED]@kent.gov.uk; [REDACTED]@peabody.org.uk
Cc: Helen Moore
Subject: RE: The Gateway

Having spoken to [REDACTED] and [REDACTED] yesterday I confirmed we would not grant aid their scheme drawn up by [REDACTED] I understand they have accepted this and [REDACTED] believes the concerns some of the residents have and ours can be sorted with some amendments. I have stated strongly that any further discussion must be with us and not Peabody or OT. If they contact you on this matter can I ask you refer them to [REDACTED] or [REDACTED] after 16 August



[REDACTED]
Private Sector Housing manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Mob: [REDACTED]
Fax: 01304 872316
Email: [REDACTED]
Web: <http://dover.gov.uk>

My normal working days are Tuesday to Friday.

- ***Please note that I am retiring at the end of July and my last working day is 30 July 2021. After this time please email privatesectorhousing@dover.gov.uk.***

From: [REDACTED]@kent.gov.uk [REDACTED]@kent.gov.uk>
Sent: 22 July 2021 08:42
To: [REDACTED]@peabody.org.uk; [REDACTED]@fellreynolds.com
Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway

Hello All

I am still finalising my assessments.
I have made comments to DDC regarding plans proposed.
If DDC feel that a meeting is required I am able to attend, however this would need to be virtually.

Kind regards

[REDACTED]

[REDACTED] | Registered Practitioner Occupational Therapist | Promoting Independence | Dover/Deal
LocalityAdult | Social Older People and Physical Disability (OPPD) | Adult Social Care and Health (ASCH) | Kent County

Council, Thistley Hill, Melbourne Avenue, Kent, CT16 2JH | Direct: Tel [REDACTED] | Contact Centre: 03000 416161 | Email: [REDACTED]@kent.gov.uk

If you are a client or are emailing in relation to a client, who is open to the Adults Social Care team in Dover locality, please contact our client support service by emailing OPPDclientsupportserviceDandD@kent.gov.uk and they will be able to assist you.

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From: [REDACTED]@peabody.org.uk>
Sent: 21 July 2021 08:49
To: [REDACTED]@fellreynolds.com>
Cc: [REDACTED]@kent.gov.uk>; [REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK
Subject: RE: The Gateway

Morning [REDACTED]

I don't believe there is a need for another meeting with the Board. I have prepared two sets of drawings now and from the correspondence that I have seen the OT and DDC have made their views clear in respect of what is required and what will be funded. The Board therefore have all they need to inform their decision as to how they wish to proceed I'd be happy to answer any questions that may arise from their discussions if you pass them on to me by email.

I've cc'd in DDC and the OT in case they should wish to meet with the Board themselves.

Kind regards

[REDACTED]

[REDACTED] | **Surveyor Manager** | **East Kent Home Improvement Agency**
Tel: [REDACTED] | Tel: [REDACTED] | Email: [REDACTED]@peabody.org.uk
Peabody | 6 Town Walk | Folkestone CT20 2AD
Web: www.peabody.org.uk Facebook: [PeabodyLDN](#) Twitter: [@PeabodyLDN](#)

From: [REDACTED]@fellreynolds.com>
Sent: 19 July 2021 12:22
To: [REDACTED]@peabody.org.uk>
Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@kent.gov.uk
Subject: [External] Re: The Gateway

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Dear [REDACTED]

Further to our recent correspondence, would it be possible to arrange a meeting with you, Dover District Council, the Occupational Therapist, the Board at the Gateway and Fell Reynolds.

I believe it would be beneficial to have a round table discussion to understand the concerns of all parties and come up with plan to move matters forward.

I am available next week (w/c 26th) on Wednesday afternoon or most times on Thursday and Friday. The following week (w/c 2nd) I am available any day apart from Monday and Wednesday morning.

I look forward to hearing from you.

Regards

[REDACTED]

[REDACTED]

Team Leader



Unit 13 The Glenmore Centre

Shearway Business Park

Pent Road

Folkestone, Kent CT19 4RJ

Tel - 01303 228 688

Mob - [REDACTED]

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From: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>

Sent: 22 June 2021 14:48

To: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@kent.gov.uk <[REDACTED]@kent.gov.uk>
Subject: RE: The Gateway

Hi [REDACTED]

Yes, fine thanks. I hope all is well with you.

I don't have much news I'm afraid. As you mentioned I had a meeting there last week, this was with the new KCC Occupational Therapist ([REDACTED]) who has been given the case following the retirement of the original OT. The purpose of the meeting was to simply acquaint her with the building and the proposals. I understand that she now needs to re-assess those receiving the grant to ensure their needs haven't changes and to bring her records up to date.

Other than that, I'm not entirely sure where we are, but I believe we are still awaiting word from DDC with regard to the two different proposals that have been put forward.

A meeting may be a good idea, but perhaps we should get an update from [REDACTED] as t where the council are with the matter first – hopefully [REDACTED] can provide this.

Kind regards

[REDACTED]

[REDACTED] | Surveyor Manager | East Kent Home Improvement Agency

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From: [REDACTED]@fellreynolds.com>

Sent: 22 June 2021 14:24

To: [REDACTED]@peabody.org.uk>

Subject: [External] RE: The Gateway

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I look forward to hearing from you.

Regards

Team Leader



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From: [REDACTED]
Sent: 04 June 2021 16:52
To: [REDACTED]
Subject: Re: The Gateway

Hi [REDACTED]

Thanks, I was more interested in whether you had any response from DDC.

The board have looked at the plans which they were all very thankful for them.

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Sent: 04 June 2021 16:47
To: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>
Subject: RE: The Gateway

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Fine thanks, I hope you likewise.

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Kind regards

██████████

██████████ | Surveyor Manager | East Kent Home Improvement Agency

Tel: ██████████ | Tel: ██████████ | Email: ██████████ [@peabody.org.uk](mailto:██████████@peabody.org.uk)

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Web: www.peabody.org.uk Facebook: [PeabodyLDN](https://www.facebook.com/PeabodyLDN) Twitter: [@PeabodyLDN](https://twitter.com/PeabodyLDN)

From: ██████████ [@fellreynolds.com](mailto:██████████@fellreynolds.com)>

Sent: 04 June 2021 16:18

To: ██████████ [@peabody.org.uk](mailto:██████████@peabody.org.uk)>

Subject: [External] The Gateway

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Hi ██████████

I hope you are well.

Is there any update on the plans for the lift?

I look forward to hearing from you.

Regards,

██████████
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Financial Conduct Authority and the Regulator of Social Housing Full details of the above entities and other legal entities in the Peabody Group can be found on our web-site: www.peabody.org.uk



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[REDACTED]

From: [REDACTED]@kent.gov.uk
Sent: 13 August 2021 10:29
To: DDC PrivateSectorHousing
Cc: [REDACTED]; [REDACTED]@kent.gov.uk; [REDACTED]@peabody.org.uk
Subject: Gateway Flats access
Attachments: gateway Access Proforma Recs (002).doc

Hello [REDACTED]

As per telephone conversation earlier this week.

I have attached the recommendations for the lift and access to gateway flats.

I would recommend that final plans are reviewed with Occupational Therapy when they are approved by the board to check that they are suitable.

The 5 open cases will be closed to OT at this time, unless there are any further issues.

Kind regards

[REDACTED] | Registered Practitioner Occupational Therapist | Promoting Independence | Dover/Deal
LocalityAdult | Social Older People and Physical Disability (OPPD) | Adult Social Care and Health (ASCH) | Kent County
Council, Thistley Hill, Melbourne Avenue, Kent, CT16 2JH | Direct: Tel [REDACTED] | Contact Centre: 03000
416161 | Email: [REDACTED]@kent.gov.uk

If you are a client or are emailing in relation to a client, who is open to the Adults Social Care team in Dover locality,
please contact our client support service by emailing

OPPDclientsupportserviceDandD@kent.gov.uk and they will be able to assist you.

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**KENT COUNTY COUNCIL
OCCUPATIONAL THERAPY SERVICE
RECOMMENDATIONS FOR DISABLED ADAPTATIONS**

NAME: Gateway flats adaptation 5 clients ADDRESS: [REDACTED] [REDACTED] The Gateway, Dover, Kent POST CODE: CT16 1LJ	TEL NO: Held by Council OWNER OCCUPIER COUNCIL/LA/HA OTHER DETAIL: management company – DDC are dealing with regarding proposed plans.
Reported Height: N/A	Reported Weight: N/A

THIS IS A RECOMMENDATION FOR ADAPTED ACCESS

The following works of adaptation are required for the property to meet the aforementioned person's needs under the Housing Grants, Construction and Regeneration Act of 1996 and the Care Act of 2014.

Occupational Therapist name: [REDACTED] _____

Email: [REDACTED]@kent.gov.uk _____

Tel Number: [REDACTED] _____

Date: __09/08/2021_____

LOCATION OF PROPOSED WORK	<ul style="list-style-type: none"> ➤ Front – entrance – location of external lift ➤ Site has been located in the car park to side of the current steps (main road side Townwall Street A20)
DOOR	<ul style="list-style-type: none"> ➤ Main communal door from first floor lift landing. ➤ Current door I believe has a key fob entry system. ➤ Consider making entrance suitable for wheelchair/ mobility scooter access - ➤ Widen doorway to have clear usable width of minimum 900mm. ➤ Level access sill ➤ Automatic door opener details position of button (height and how long door stays open for suitable time to enable access.) ➤ Handles / latches / locks to be accessible to client
DRAINAGE	<ul style="list-style-type: none"> ➤ Ensure good water dispersal at doorway, platform, and ramp,
PLATFORM	<ul style="list-style-type: none"> ➤ Immediately outside door, clear of any door swing for communal entrance door to flats from lift access. ➤ Level with internal floor surface ➤ Size 1200 x 1200mm minimum
RAMP	<ul style="list-style-type: none"> ➤ Not appropriate
STEPS	<ul style="list-style-type: none"> ➤ No recommendations/ not applicable.

SURFACE	➤ No recommendations/ not applicable.
UPSTANDS	➤ No recommendations/ not applicable.
RAILS	➤ No recommendations/ not applicable.
STEP LIFT (external lift)	<ul style="list-style-type: none"> ➤ Passenger lift – quote obtained from Wessex lifts – for Wessex Liberty 3 series. ➤ Considerations ➤ Clear landing of at least 1500mm by 1500mm in front of lift on each landing. ➤ Clear lift door opening of at least 800/ 850mm ➤ Internal dimensions – 1100mm x 1400mm ➤ Load capacity of at least 400kg ➤ Wheelchair accessible lift controls inside and outside of lift – recommended height between 900 and 1200mm from floor and 400mm from front wall. ➤ Dwell time of lift to be at least 5 seconds before door closes. ➤ Visual and audio signalling system to notify lift is answering a landing call. ➤ Emergency call system.
CROSS OVER AND HARDSTANDING	➤ No recommendations/ not applicable.
ADDITIONAL	➤ Note no clients that DDC have provided details for currently have an electric wheelchair or mobility scooters. Mobility scooters come in various sizes and users will need to consider size of lift limitations when purchasing mobility scooter.
OTHER WORKS REQUIRED	➤ Lighting – on ground floor and first floor – consider dawn to dusk lighting or motion detection lighting.

SKETCH PLAN OF PROPOSED LAYOUT (not to scale)	
--	--



Occupational Therapist Signature: _____

From: [REDACTED]
Sent: 16 August 2021 15:35
To: [REDACTED]
Subject: FW: The Gateway

Dear [REDACTED]

I would be grateful if you would be able to provide me with the current position from yours/the board perspective in moving the proposed installation of the lift forward. Are they now in agreement and providing formal permission for the scheme to proceed?

Many thanks



[REDACTED]
Housing Improvement Officer
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Email: [REDACTED]
Web: <http://dover.gov.uk>

My normal working days are Monday to Thursday.

Did you know that The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1st June 2020? These regulations will be enforced by the Private Sector Housing Team and they have the ability to impose fines for non-compliance of up to £30,000.

Landlords in the Private Rented Sector (PRS) must ensure every electrical installation in their residential premises is inspected and tested at intervals of no more than 5 years by a qualified and competent person. This applies to all new standard Tenancies from the 1st July 2020 and all existing Tenancies from 1st April 2021. See <https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-rented-sector-guidance-for-landlords-tenants-and-local-authorities/guide-for-landlords-electrical-safety-standards-in-the-private-rented-sector> for further guidance.

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From: [REDACTED]@fellreynolds.com>
Sent: 22 July 2021 16:41

To: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@peabody.org.uk>
Cc: [REDACTED]@kent.gov.uk; [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway

Dear [REDACTED]

Thank you for your email. The board met this morning with the agenda being solely the proposed lift. I will discuss the contents of your email with the Board and come back to you.

Regards

[REDACTED]

[REDACTED]
Team Leader



Unit 13 The Glenmore Centre
Shearway Business Park
Pent Road
Folkestone, Kent CT19 4RJ
Tel - 01303 228 688
Mob - [REDACTED]

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Please note I will be on annual leave for the morning of Wednesday 21st July.

From: [REDACTED]@DOVER.GOV.UK>
Sent: 22 July 2021 12:23
To: [REDACTED]@peabody.org.uk>; [REDACTED]@fellreynolds.com>
Cc: [REDACTED]@kent.gov.uk; [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway

Paul,

I believe a meeting with yourself and the board is long overdue and agree a meeting is required. [REDACTED]
[REDACTED] Wednesday or Thursday would be ideal. [REDACTED] is on leave so cannot attend. I am not sure if [REDACTED] is required the decision on the funding is the Councils.



[REDACTED]
Private Sector Housing manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Tel: [REDACTED]
Mob: [REDACTED]
Fax: 01304 872316
Email: [REDACTED]
Web: <http://dover.gov.uk>

My normal working days are Tuesday to Friday.

- **Please note that I am retiring at the end of July and my last working day is 30 July 2021. After this time please email privatesectorhousing@dover.gov.uk.**

From: [REDACTED]@peabody.org.uk>
Sent: 21 July 2021 08:49
To: [REDACTED]@fellreynolds.com>
Cc: [REDACTED]@kent.gov.uk; [REDACTED]@DOVER.GOV.UK>; [REDACTED]
[REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway

Morning [REDACTED]

I don't believe there is a need for another meeting with the Board. I have prepared two sets of drawings now and from the correspondence that I have seen the OT and DDC have made their views clear in respect of what is required and what will be funded. The Board therefore have all they need to inform their decision as to how they wish to proceed I'd be happy to answer any questions that may arise from their discussions if you pass them on to me by email.

I've cc'd in DDC and the OT in case they should wish to meet with the Board themselves.

Kind regards

[REDACTED]

[REDACTED] | **Surveyor Manager** | **East Kent Home Improvement Agency**
Tel: [REDACTED] | Tel: [REDACTED] | Email: [REDACTED]@peabody.org.uk
Peabody | 6 Town Walk | Folkestone CT20 2AD
Web: www.peabody.org.uk Facebook: [PeabodyLDN](https://www.facebook.com/PeabodyLDN) Twitter: [@PeabodyLDN](https://twitter.com/PeabodyLDN)

From: [REDACTED]@fellreynolds.com>
Sent: 19 July 2021 12:22
To: [REDACTED]@peabody.org.uk>
Cc: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@kent.gov.uk
Subject: [External] Re: The Gateway

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Dear [REDACTED]

Further to our recent correspondence, would it be possible to arrange a meeting with you, Dover District Council, the Occupational Therapist, the Board at the Gateway and Fell Reynolds.

I believe it would be beneficial to have a round table discussion to understand the concerns of all parties and come up with plan to move matters forward.

I am available next week (w/c 26th) on Wednesday afternoon or most times on Thursday and Friday. The following week (w/c 2nd) I am available any day apart from Monday and Wednesday morning.

I look forward to hearing from you.

Regards

[Redacted]

[Redacted]

Team Leader



Unit 13 The Glenmore Centre

Shearway Business Park

Pent Road

Folkestone, Kent CT19 4RJ

Tel - 01303 228 688

Mob - [Redacted]

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From: [Redacted] <[\[Redacted\]@peabody.org.uk](mailto:[Redacted]@peabody.org.uk)>
Sent: 22 June 2021 14:48
To: [Redacted] <[\[Redacted\]@fellreynolds.com](mailto:[Redacted]@fellreynolds.com)>
Cc: [Redacted] <[\[Redacted\]@DOVER.GOV.UK](mailto:[Redacted]@DOVER.GOV.UK)>, [Redacted] <[\[Redacted\]@kent.gov.uk](mailto:[Redacted]@kent.gov.uk)> <[\[Redacted\]@kent.gov.uk](mailto:[Redacted]@kent.gov.uk)>
Subject: RE: The Gateway

Hi [REDACTED]

Yes, fine thanks. I hope all is well with you.

I don't have much news I'm afraid. As you mentioned I had a meeting there last week, this was with the new KCC Occupational Therapist ([REDACTED]) who has been given the case following the retirement of the original OT. The purpose of the meeting was to simply acquaint her with the building and the proposals. I understand that she now needs to re-assess those receiving the grant to ensure their needs haven't changes and to bring her records up to date.

Other than that, I'm not entirely sure where we are, but I believe we are still awaiting word from DDC with regard to the two different proposals that have been put forward.

A meeting may be a good idea, but perhaps we should get an update from [REDACTED] as t where the council are with the matter first – hopefully [REDACTED] can provide this.

Kind regards

[REDACTED]

[REDACTED] | **Surveyor Manager** | **East Kent Home Improvement Agency**

Tel: [REDACTED] | Tel: [REDACTED] | Email: [REDACTED] [@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)

Peabody | 6 Town Walk | Folkestone CT20 2AD

Web: www.peabody.org.uk Facebook: [PeabodyLDN](https://www.facebook.com/PeabodyLDN) Twitter: [@PeabodyLDN](https://twitter.com/PeabodyLDN)

From: [REDACTED] [@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Sent: 22 June 2021 14:24

To: [REDACTED] [@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>

Subject: [External] RE: The Gateway

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Hi [REDACTED]

I hope you are well.

Do you have any update on the lift at the above, you mentioned you were visiting last week (?) and we would be interested to know the outcome?

Do you think a meeting would help with all interested parties to resolve this.

I look forward to hearing from you.

Regards

[REDACTED]

[REDACTED]
Team Leader



Unit 13 The Glenmore Centre
Shearway Business Park
Pent Road
Folkestone, Kent CT19 4RJ
Tel - 01303 228 688
Mob - [REDACTED]

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From: [REDACTED]
Sent: 04 June 2021 16:52
To: [REDACTED]
Subject: Re: The Gateway

Hi [REDACTED]

Thanks, I was more interested in whether you had any response from DDC.

The board have looked at the plans which they were all very thankful for them.

The main issue is whether the grants would be available for the changes as I know this has been raised previously.

regards,
[REDACTED]

From: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>
Sent: 04 June 2021 16:47
To: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>
Subject: RE: The Gateway

Hi [REDACTED]

Fine thanks, I hope you likewise.

If you recall it was you who were to be updating me. In the last correspondence I received from you (18th May) you said you'd come back to me after the board meeting following me having sent you the plans.

With regard to the grant in general, I am visiting with the new OT next week to give her an idea of the scheme and I believe she will be speaking to all the applicants. DDC also have the new plans to review. .

Kind regards
[REDACTED]

██████████ | Surveyor Manager| East Kent Home Improvement Agency
Tel: ██████████ | Tel: ██████████ | Email: ██████████@peabody.org.uk
Peabody | 6 Town Walk | Folkestone CT20 2AD
Web: www.peabody.org.uk Facebook: [PeabodyLDN](https://www.facebook.com/PeabodyLDN) Twitter: [@PeabodyLDN](https://twitter.com/PeabodyLDN)

From: ██████████@fellreynolds.com>
Sent: 04 June 2021 16:18
To: ██████████@peabody.org.uk>
Subject: [External] The Gateway

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Hi ██████████

I hope you are well.

Is there any update on the plans for the lift?

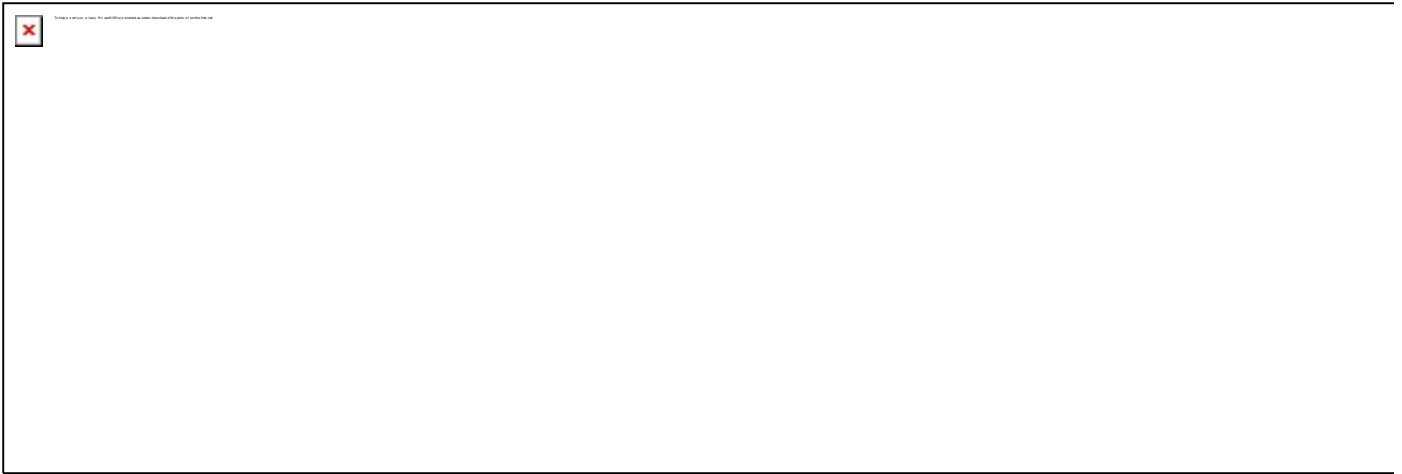
I look forward to hearing from you.

Regards,

██████████
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From: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Sent: 25 January 2022 12:55

To: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>; [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>

Cc: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>; [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Subject: RE: Block 11 the Gateway Disabled Lift, Update Request.

Dear [REDACTED]

Thank you for your email below.

I have forwarded a copy of your email (and [REDACTED] drawings) to my clients, the Directors of the 'Gateway Marine Parade (Dover) Ltd'.

In light of the discussions at the last meeting that was held, I believe the Directors will wish to meet with you once more to discuss the new proposals.

Would you and [REDACTED] be able to provide some dates that you would be available to meet and work through the Directors concerns?

At present, and I have yet to discuss this with the Directors, I believe they may wish to meet with you without the presence of the Leaseholders of Block 11 so that they may work through their concerns.

Best regards

[REDACTED]

[REDACTED]

Associate Director



Unit 13 The Glenmore Centre
Shearway Business Park
Pent Road
Folkestone, Kent CT19 4RJ
Tel - 01303 228 688
Mob - [REDACTED]

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From: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Sent: 25 January 2022 11:52

To: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>; [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Subject: RE: Block 11 the Gateway Disabled Lift, Update Request.

****External Email Alert****

Thanks [REDACTED]

This looks in line with what was discussed when we met the board last year. I can advise that the council would agree to allow this additional element to be added to the scheme as it appears to be a reasonable solution to the concerns raised at the meeting.

[REDACTED] I would be grateful if you would advise me on this by 7 Feb 2022 if this is acceptable to enable the scheme to move forward.

Kind regards

[REDACTED]

[REDACTED]

Housing Improvement Officer

Dover District Council

Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ

Tel: [REDACTED]

Email: [REDACTED]

Web: <http://dover.gov.uk>

My normal working days are Monday to Thursday.

Did you know that The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 came into force on 1st June 2020? These regulations will be enforced by the Private Sector Housing Team and they have the ability to impose fines for non-compliance of up to £30,000.

Landlords in the Private Rented Sector (PRS) must ensure every electrical installation in their residential premises is inspected and tested at intervals of no more than 5 years by a qualified and competent person. This applies to all new standard Tenancies from the 1st July 2020 and all existing Tenancies from 1st April 2021. See <https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-rented-sector-guidance-for-landlords-tenants-and-local-authorities/guide-for-landlords-electrical-safety-standards-in-the-private-rented-sector> for further guidance.

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From: [REDACTED] <[\[REDACTED\]@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>

Sent: 24 January 2022 11:36

To: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Cc: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Subject: RE: Block 11 the Gateway Disabled Lift, Update Request.

Dear [REDACTED]

Please find attached a draft drawing for the above scheme.

I trust I have interpreted the Board's requirements correctly – the amended drawing shows a covered, flat roofed lobby with space to allow a buggy/wheelchair covered protection allowing for the swing of the internal lift door. The design is shown in section, plan and elevation – I have not gone as far as to prepare a side elevation drawing at this stage.

I hope the information on the drawing is sufficient to allow the Board to consider the scheme, but if further detail is required please let me know.

I look forward to hearing from you in due course.

Kind regards

[REDACTED]

[REDACTED] | Surveyor Manager | East Kent Home Improvement Agency

Tel: [REDACTED] | Email: [REDACTED] [@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)

Peabody | 6 Town Walk | Folkestone CT20 2AD

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From: [REDACTED] [@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Sent: 20 December 2021 09:08

To: [REDACTED] [@peabody.org.uk](mailto:[REDACTED]@peabody.org.uk)>

Cc: [REDACTED]; [REDACTED] [@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>

Subject: [External] Block 11 the Gateway Disabled Lift, Update Request.

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Dear [REDACTED]

I hope this email finds you well and looking forward to a bit of a break over Christmas.

I write further to the Leaseholders meeting at the Gateway on the 16th of November.

As you will remember, following the meeting, it was agreed that your team would produce some new proposal drawings with the changes which had been agreed (to include an entrance lobby etc.)

I write to ask for an update, as yet we have yet to receive anything following the meeting.

I appreciate that you have put a huge amount of work into this project already, however, I am a little concerned as [REDACTED] of DDC made it clear at the meeting that time was pressing for this project and if agreement wasn't reached soon the funding may be at peril.

The Gateway Directors are keen to receive the plans so that these can be discussed and, all things being equal, agreed.

I am sorry to press you as I fully appreciate you are under pressure, but if you would drop me a line with a likely timescale, I would be very grateful.

Thank you for your help and understanding.

Best regards

[REDACTED]

[REDACTED]
Associate Director

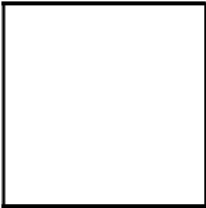


Unit 13 The Glenmore Centre
Shearway Business Park
Pent Road
Folkestone, Kent CT19 4RJ
Tel - 01303 228 688
Mob - [REDACTED]

Fell Reynolds is the trading name of Estate Services (Southern) Ltd

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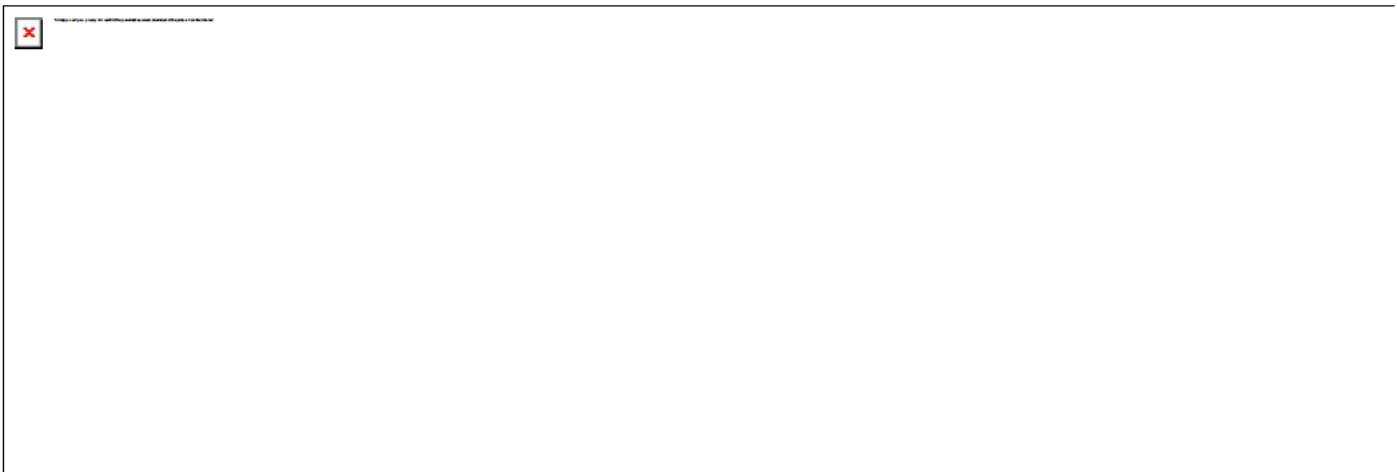
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From: [redacted]@peabody.org.uk>
Sent: 26 July 2022 14:04
To: [redacted]
Cc: [redacted]; [redacted]; [redacted]; [redacted]
Subject: RE: Dover District Council- Planning Application 22/00871 (The Gateway, Dover)

Dear [redacted]

Thanks for your email.

We had to make the planning application in someone's name – it would not have been correct to name our organisation as applicant as we are named as agent. Under normal circumstances we would name our client as applicant in terms of the planning application but given that this application is for multiple applicants this wasn't possible, so naming Fell Reynolds as applicant seemed the most appropriate course of action.

Thank you for forwarding the correspondence from the planners, we will attend to the points they make and are waiting for DDC to provide proof of exemption of fees – this was supposed to have been done when we submitted the application so we have chased it. We will shortly forward you Certificate B for signing in your capacity as management company.

We will ensure you are copied into to all future correspondence with the planners.

Kind regards

[redacted]

[redacted] | Surveyor Manager | Town & Country Housing

Main: [redacted] | Direct: [redacted]
East Kent H.I.A | 6 Town Walk | Folkestone | Kent | CT20 2AD
www.tch.org.uk | Facebook: townandcountryhousing Twitter: @tandchousing

On the 31 March 2022, Peabody South-East transferred to Town & Country Housing (TCH) and will now be referred to as the Home Improvement and Support Team. While we are migrating the service, as an interim measure you may receive emails from either a TCH email address or a Peabody email address.

From: [redacted]@fellreynolds.com>
Sent: 11 July 2022 11:05
To: [redacted]@peabody.org.uk>
Cc: [redacted]
Subject: [External] FW: Dover District Council- Planning Application 22/00871
Importance: High

Do you know who sent this email?

This is an external email and may not be genuine. Please don't reply or click on any links in this email unless you're absolutely sure who sent the email. If you need help deciding please contact the IT Service Desk.

Dear [REDACTED]

I write further to the planning application you have submitted for the disabled lift to block 11 of the Gateway.

I am not clear why, but I believe you have made the application in my name, rather than your organisations. As a result, it would appear that I am the recipient for correspondence.

I have this morning received the attached from DDC, they are stating the application is invalid as it does not include various documents they require.

Please may I pass this to you to deal with.

As I am the named party, I would be grateful if you would copy me into your response to DDC so that I may have a copy of the documents which are being served on my behalf.

Thank you for your assistance with this.

Best regards

[REDACTED]

[REDACTED]

Associate Director



Unit 13 The Glenmore Centre
Shearway Business Park
Pent Road
Folkestone, Kent CT19 4RJ
Tel - 01303 228 688
Mob - [REDACTED]

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From: developmentcontrol@dover.gov.uk <developmentcontrol@dover.gov.uk>

Sent: 11 July 2022 10:53

To: [REDACTED] <[\[REDACTED\]@fellreynolds.com](mailto:[REDACTED]@fellreynolds.com)>

Subject: Dover District Council- Planning Application 22/00871

****External Email Alert****

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[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: 04 July 2023 12:08
To: [REDACTED]
Subject: RE: The Gateway

Hi All
In the meantime I will try and find out the cost and who can do the fire assessment

[REDACTED] | **Surveyor | Town & Country Housing**
Main: 01843 606445 | Direct: [REDACTED]
Westwood Business Park | Unit 6 | Westwood Business Park | Strasbourg Street | Margate CT9 4JJ
www.tch.org.uk | Facebook: townandcountryhousing | Twitter: @tandchousing

From: [REDACTED]@DOVER.GOV.UK>
Sent: Tuesday, July 4, 2023 10:37 AM
To: [REDACTED]@tch.org.uk>
Cc: [REDACTED]@tch.org.uk>
Subject: RE: The Gateway

Hi [REDACTED]

I thought the lift had been shelved due to the opposition from several residents! I've checked all the DFG application cases and they all expired in 2021 and most of them are DIGs. The applicants will have to reapply, I will check with council tax as some of the applicants may have moved etc. The grant will cover the costs of the fire statement.
I'll let you know.
Regs
[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: Monday, July 3, 2023 11:45 AM
To: [REDACTED]@DOVER.GOV.UK>
Cc: [REDACTED]@tch.org.uk>
Subject: FW: The Gateway

Hi [REDACTED]

Sorry to ask again but the managing agent has called [REDACTED] and to move this on in any way could we check – the fire statement will incur a fee – will this be paid from a DFG? sorry I can't remember if anything had got to approval stage.

Many thanks
[REDACTED]

From: [REDACTED]
Sent: Wednesday, June 21, 2023 1:59 PM
To: [REDACTED]@DOVER.GOV.UK>
Subject: FW: The Gateway

Hi [REDACTED]

[REDACTED] is trying to pick up the Gateway which was a [REDACTED] job, please see below. should we try and move it on? Sorry to ask, but I am not sure where it got to and wanted to check with you.

Kind regards

From: [REDACTED]@tch.org.uk>
Sent: Wednesday, June 21, 2023 11:59 AM
To: [REDACTED]@tch.org.uk>
Subject: The Gateway

[REDACTED]

Looking at the Gateway Planning application was never validated so it would have been cancelled by now.

There were several reasons:

1 The proposed floor plan and block plan show an extension area that is not considered in the site location plan and existing block plan.

This is easy to resolve

2 A Fire Statement Form is required to be submitted with this application, please complete and return.

This will need a consultant and payment not sure how to obtain this

What is required are:

Details description of development, function and reasons.

Construction method

Means of escape

Fire safety measures

3 Certificate B of the application form should be signed by the Management Company

This easy to resolve

4 Please provide side external elevations of the lift extension

This easy to resolve

5 The drawings provided by Wessex Lifts are not annotated with the scale they are drawn to.

This easy to resolve

6 Please provide proof of exemption for the fee.

OK is we can prove

If we are required to re submit the above needs to be sorted first

Regards [REDACTED]

[REDACTED] | Surveyor | Town & Country Housing

Main: 01843 606445 | Direct: [REDACTED]

Westwood Business Park | Unit 6 | Westwood Business Park | Strasbourg Street | Margate CT9 4JJ

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[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: 07 September 2023 17:00
To: [REDACTED]
Cc: [REDACTED]
Subject: Gateway Flats

Hi [REDACTED]

Further to our conversation about the above, I can confirm that I agree that a project management company is probably the best way forward. We have cases open for the 5 or so customers who had originally been identified, however I am unclear if any application forms that we have completed, or test of resources would still stand or if they would be considered out of date now?

You said that there may be more customers involved than those we are aware of and I am wondering if from an HIA point of view we should close these cases and start afresh once you know exactly which customers we are to support with the application forms etc and support planning, and then open new cases so at that point we can collect current information, we could perhaps agree a nominal aborted fee for any work done to date, what are your thoughts?

I have copied [REDACTED] in as she would be able to advise at what point our caseworker originally visited and completed forms, so we have an indicative date to work from.

As mentioned, we would be happy going forward to be involved with the non-technical side of things and perhaps we could think about an agreed set fee for our part in that process.

I am on leave after today so happy to pick this up when you get back or take a steer from you... I just think maybe its better perhaps to start afresh with this project....

Kind regards

[REDACTED]

Please note my usual working days are Tuesday – Friday.

[REDACTED] | **Operations Manager | Town & Country Housing**

Main Office: [0800 028 3172](tel:08000283172) (Option 2) | Tel: [REDACTED]
Town & Country Housing | 6 Town Walk | Folkestone | Kent | CT20 2AD
www.tch.org.uk | Facebook: townandcountryhousing | Twitter: @tandchousing

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[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: 08 September 2023 08:27
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Gateway Flats

Hi all

We completed application forms in Nov 2018 and again in August 2020, tenders went to DDC in Feb 2021 and we received Approval documents for the DAGs in March 21.

These are the clients we have as open cases

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Kind regards
[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: Thursday, September 7, 2023 5:00 PM
To: [REDACTED]@dover.gov.uk; [REDACTED]@dover.gov.uk
Cc: [REDACTED]@tch.org.uk>; [REDACTED]@tch.org.uk>
Subject: Gateway Flats

Hi [REDACTED]

Further to our conversation about the above, I can confirm that I agree that a project management company is probably the best way forward. We have cases open for the 5 or so customers who had originally been identified, however I am unclear if any application forms that we have completed, or test of resources would still stand or if they would be considered out of date now?

You said that there may be more customers involved than those we are aware of and I am wondering if from an HIA point of view we should close these cases and start afresh once you know exactly which customers we are to support with the application forms etc and support planning, and then open new cases so at that point we can collect current information, we could perhaps agree a nominal aborted fee for any work done to date, what are your thoughts?

I have copied [REDACTED] in as she would be able to advise at what point our caseworker originally visited and completed forms, so we have an indicative date to work from.

As mentioned, we would be happy going forward to be involved with the non-technical side of things and perhaps we could think about an agreed set fee for our part in that process.

I am on leave after today so happy to pick this up when you get back or take a steer from you... I just think maybe its better perhaps to start afresh with this project....

Kind regards
[REDACTED]

Please note my usual working days are Tuesday – Friday.

██████████ | Operations Manager | Town & Country Housing

Main Office: [0800 028 3172](tel:08000283172) (Option 2) | Tel: ██████████

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From: [REDACTED]@qdime.co.uk>
Sent: 22 September 2023 14:03
To: [REDACTED]
Subject: FW: **F/G03 - The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift**

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from [REDACTED]@qdime.co.uk. [Learn why this is important](#)

Dear [REDACTED]

We write on behalf of The Gateway Marine Parade (Dover) Limited to ascertain the status of the installation of a passenger lift in Block 11 at The Gateway.

This is an ongoing project between Peabody and The Council however since the departure of [REDACTED] we are now unaware who to contact for updates.

Would you kindly advise if you are the appropriate contact within your organisation?

Many thanks

Kind regards

[REDACTED]
Senior Property Manager

Email: [REDACTED]@qdime.co.uk

Tel: 01303 228 688

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FROM HOUSE TO HOME

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From: [REDACTED]@qdime.co.uk>
Sent: 04 October 2023 14:36
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

You don't often get email from [REDACTED]@qdime.co.uk. [Learn why this is important](#)

Dear [REDACTED]

Yes please that would be great, I shall send an official invitation via Microsoft Outlook for Thursday, 16th November 9:30am in due course.

There will up to 7 Directors of The Gateway Marine Parade (Dover) Limited and 2 employees from Fell Reynolds (all very amicable) and we aim to simply clarify the latest position, have a discussion and ascertain our options to move this forward.

Many thanks

Kind regards

[REDACTED]
Senior Property Manager

Email: [REDACTED]@qdime.co.uk

Tel: 01303 228 688

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SHEARWAY BUSINESS PARK, PENT ROAD
FOLKESTONE, KENT CT19 4RJ
T: +44 (0) 1303 228688
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From: [REDACTED]@DOVER.GOV.UK>
Sent: Tuesday, October 3, 2023 12:37 PM
To: [REDACTED]@qdime.co.uk>
Cc: [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

****External Email Alert****

Hi [REDACTED] success, let's get that booked in before things change?



[REDACTED]
Private Sector Housing Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Email: [REDACTED]
Web <http://dover.gov.uk/>

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From: [REDACTED]@qdime.co.uk>
Sent: Tuesday, October 3, 2023 10:06 AM
To: [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

Hi [REDACTED]

I do apologise we are unable to make that date, working with multiple calendars, annual leave and our client preferences for certain days as you can appreciate is challenging.

Would Thursday 16th November at 9:30 be suitable for you?

Should this not work I shall call to discuss.

Kind regards

[REDACTED]
Senior Property Manager

Email: [REDACTED]@qdime.co.uk
Tel: 01303 228 688



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SHEARWAY BUSINESS PARK, PENT ROAD
FOLKESTONE, KENT CT19 4RJ
T: +44 (0) 1303 228688
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From: [REDACTED]@DOVER.GOV.UK>
Sent: Tuesday, October 3, 2023 8:36 AM
To: [REDACTED]@qdime.co.uk>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

****External Email Alert****

Hi [REDACTED]
We can't manage the 2nd but we can do Friday the 3rd any time.



[REDACTED]
Private Sector Housing Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Email [REDACTED]
Web <http://dover.gov.uk/>

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From: [REDACTED]@qdime.co.uk>
Sent: Monday, October 2, 2023 2:09 PM
To: [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

Dear [REDACTED]

Would a week later on Thursday, 2nd November at 9:30 be possible please?

Kind regards

[REDACTED]
Senior Property Manager

Email: [REDACTED]@qdime.co.uk
Tel: 01303 228 688



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From: [REDACTED]@DOVER.GOV.UK>
Sent: Thursday, September 28, 2023 4:38 PM
To: [REDACTED]@qdime.co.uk>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

****External Email Alert****

Hi [REDACTED]

The next two weeks are just to rammed to squeeze anything more in sorry, Thursday 26th and Friday 27th anytime?

Regards

[REDACTED]



██████████
Private Sector Housing Manager

Dover District Council

Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ

Email: ██████████

Web <http://dover.gov.uk/>

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From: ██████████@qdime.co.uk>

Sent: Thursday, September 28, 2023 4:30 PM

To: ██████████@DOVER.GOV.UK>

Cc: ██████████@DOVER.GOV.UK>

Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

Hi ██████████

The Directors have requested Mondays and Tuesdays are avoided.

Would you have availability in any of the afternoons on 4th, 5th, 6th, 11th, 12th or 13th of October please?

Kind regards

██████████
Senior Property Manager

Email: ██████████@qdime.co.uk

Tel: 01303 228 688



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From: [REDACTED]@DOVER.GOV.UK>
Sent: Thursday, September 28, 2023 4:25 PM
To: [REDACTED]@qdime.co.uk>
Cc: [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

****External Email Alert****

Good afternoon [REDACTED]
We are very happy to come to the Gateway for the meeting unfortunately we are unable to make the dates you have proposed, we have some availability on the 16th and 17th at 10:00 or the following week beginning 23rd October at the same time.

Kind regards



[REDACTED]
Private Sector Housing Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Email: [REDACTED]
Web <http://dover.gov.uk/>

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From: [REDACTED]@qdime.co.uk>
Sent: Thursday, September 28, 2023 4:04 PM
To: [REDACTED]@DOVER.GOV.UK>
Cc: [REDACTED]@DOVER.GOV.UK>
Subject: RE: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

Dear [REDACTED]

Many thanks for your message.

The Directors of The Gateway Marine Parade (Dover) Limited would be grateful for a meeting and have proposed this takes place within the meeting room at The Gateway, Dover, CT161LQ (entrance shown below).

The attendees from our side have availability at 10:00am on 4th, 5th, 6th, 11th, 12th or 13th of October if possible.

Please do feel free to propose a selection of dates from your side should the above suggestions not suit.



Kind regards

[Redacted]
Senior Property Manager

Email: [Redacted]@qdime.co.uk

Tel: 01303 228 688



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From: [Redacted]@DOVER.GOV.UK>

Sent: Wednesday, September 27, 2023 5:13 PM

To: [Redacted]@qdime.co.uk>

Cc: [REDACTED] <[\[REDACTED\]@DOVER.GOV.UK](mailto:[REDACTED]@DOVER.GOV.UK)>
Subject: The Gateway, Dover, CT16 1LQ - Block 11 Passenger Lift

****External Email Alert****

Good afternoon,

[REDACTED] is the correct contact for this project, to be able to fully explain the ongoing situation we would like to meet with you and discuss the current situation. We feel that the most productive way of doing this would be in an in person meeting.

Kind regards



[REDACTED]
Private Sector Housing Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Email: [REDACTED]
Web <http://dover.gov.uk/>

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[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: 18 January 2024 14:30
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Gateway Flats

Hi [REDACTED]

I am just touching base with you to see if there has been any movement or progress on the Gateway Flats situation as per our previous conversations?

Many thanks

From: [REDACTED]@DOVER.GOV.UK>
Sent: Friday, September 8, 2023 9:45 AM
To: [REDACTED]@tch.org.uk>; [REDACTED]@DOVER.GOV.UK>
Cc: [REDACTED]@tch.org.uk>; [REDACTED]@tch.org.uk>
Subject: RE: Gateway Flats

The way forward is not definitely set yet, I am in communication with Foundations, our legal department/contracts department so the organisation our end is likely to take some time. I may have to obtain senior management approval for this project as well.



[REDACTED]
Private Sector Housing Manager
Dover District Council
Council Offices, White Cliffs Business Park, Whitfield, Dover CT16 3PJ
Email: [REDACTED]
Web <http://dover.gov.uk/>

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From: [REDACTED]@tch.org.uk>
Sent: Thursday, September 7, 2023 5:00 PM
To: [REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK>

Cc: [REDACTED]@tch.org.uk>; [REDACTED]@tch.org.uk>

Subject: Gateway Flats

Hi [REDACTED]

Further to our conversation about the above, I can confirm that I agree that a project management company is probably the best way forward. We have cases open for the 5 or so customers who had originally been identified, however I am unclear if any application forms that we have completed, or test of resources would still stand or if they would be considered out of date now?

You said that there may be more customers involved than those we are aware of and I am wondering if from an HIA point of view we should close these cases and start afresh once you know exactly which customers we are to support with the application forms etc and support planning, and then open new cases so at that point we can collect current information, we could perhaps agree a nominal aborted fee for any work done to date, what are your thoughts?

I have copied [REDACTED] in as she would be able to advise at what point our caseworker originally visited and completed forms, so we have an indicative date to work from.

As mentioned, we would be happy going forward to be involved with the non-technical side of things and perhaps we could think about an agreed set fee for our part in that process.

I am on leave after today so happy to pick this up when you get back or take a steer from you... I just think maybe its better perhaps to start afresh with this project....

Kind regards

[REDACTED]

Please note my usual working days are Tuesday – Friday.

[REDACTED] | **Operations Manager | Town & Country Housing**

Main Office: [0800 028 3172](tel:08000283172) (Option 2) | Tel: [REDACTED]

Town & Country Housing | 6 Town Walk | Folkestone | Kent | CT20 2AD

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From: no-reply@dover.gov.uk [mailto:no-reply@dover.gov.uk]

Sent: 09 April 2024 14:44

To: rostrvmddc <do-not-reply@dover.gov.uk>

Subject: Dover general enquiry - Contact the Council -

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Page: About your enquiry

- What does your enquiry relate to Other enquiry

Page: About your enquiry continued

- Your message To - [REDACTED]@DOVER.GOV.UK>; [REDACTED]@DOVER.GOV.UK> Please urgently provide [REDACTED] of Anthem Management an update in relation to the access into Block 11 of The Gateway, Marine Parade, Dover. Following your meeting with the Board of Directors in November 2023 we have yet to have received any information. [REDACTED]@anthemmanagement.co.uk Kind regards [REDACTED] Deputy Head of Region South and Southeast [REDACTED]

Page: About you

- First name [REDACTED]
- Last name [REDACTED]

- Your email address [REDACTED]@anthemmanagement.co.uk
- Contact phone number [REDACTED]
- Your address including postcode Unit 17, Basepoint Business Centre Shearway Business Park, Shearway Road, Folkestone, CT194RH

Jadu reference number 1105390

Date and time submitted 09/04/2024 14:44:26

Logged by: WEB

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[REDACTED]

From: [REDACTED]@tch.org.uk>
Sent: 07 May 2024 14:27
To: [REDACTED]
Cc: [REDACTED]
Subject: Gateway Flats

Hi [REDACTED] & [REDACTED]

Just a quick courtesy line to advise that we are closing all of our cases that we have open for the Gateway Flats. Our cases have been open since circa 2019 and are massively out of date, should any of the projects every proceed we would need to start the application process from scratch as the information collected thus far would be massively out of date. We haven't received any new instructions on these in a long while, so we are unclear what the latest is.

Should these cases ever move forward we can always open new cases and start the process from scratch, but for now we will close them down and will not invoice DDC any fees.

Kind regards

[REDACTED]

Kind Regards

[REDACTED]

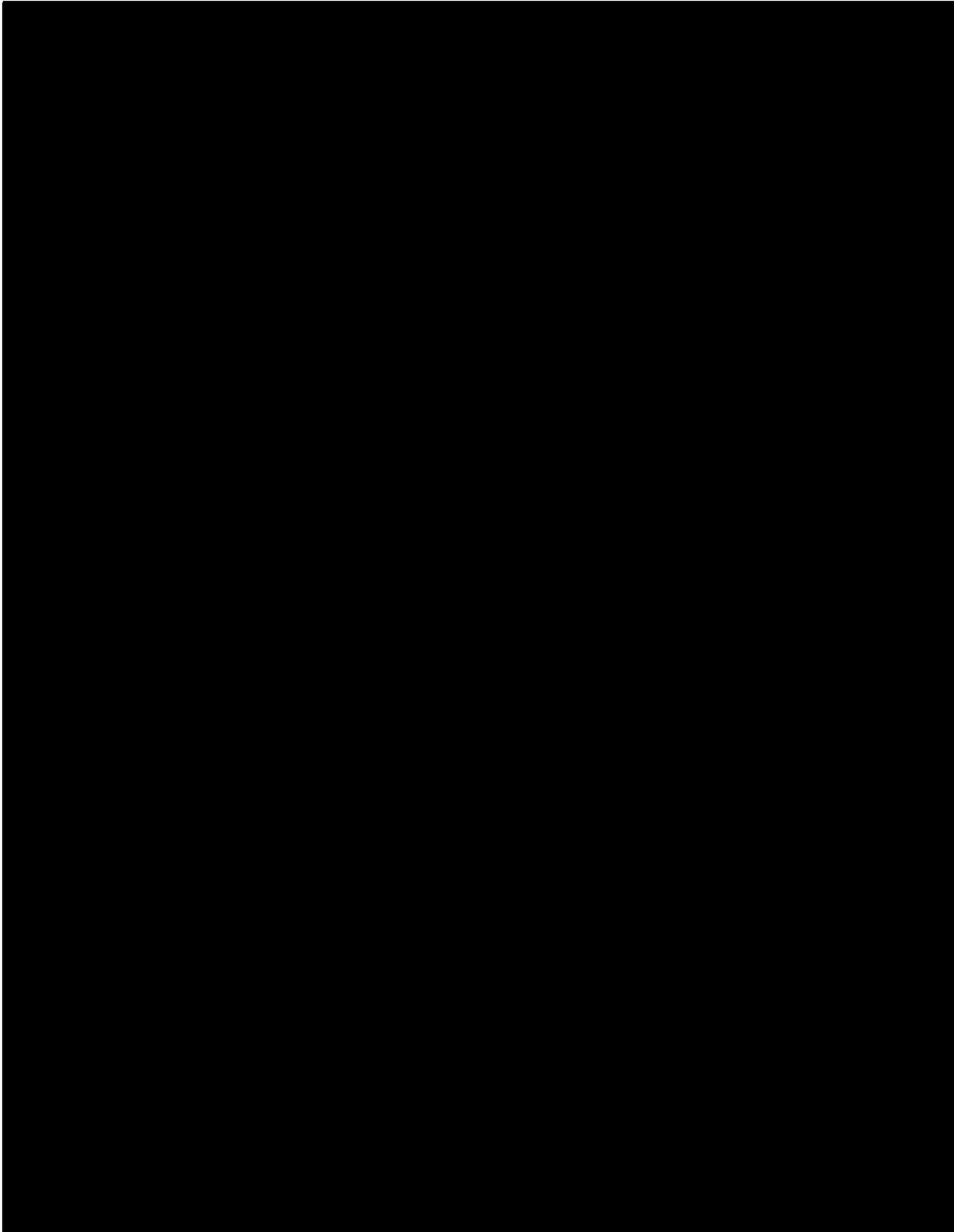
Please note my usual working days are Tuesday – Friday.

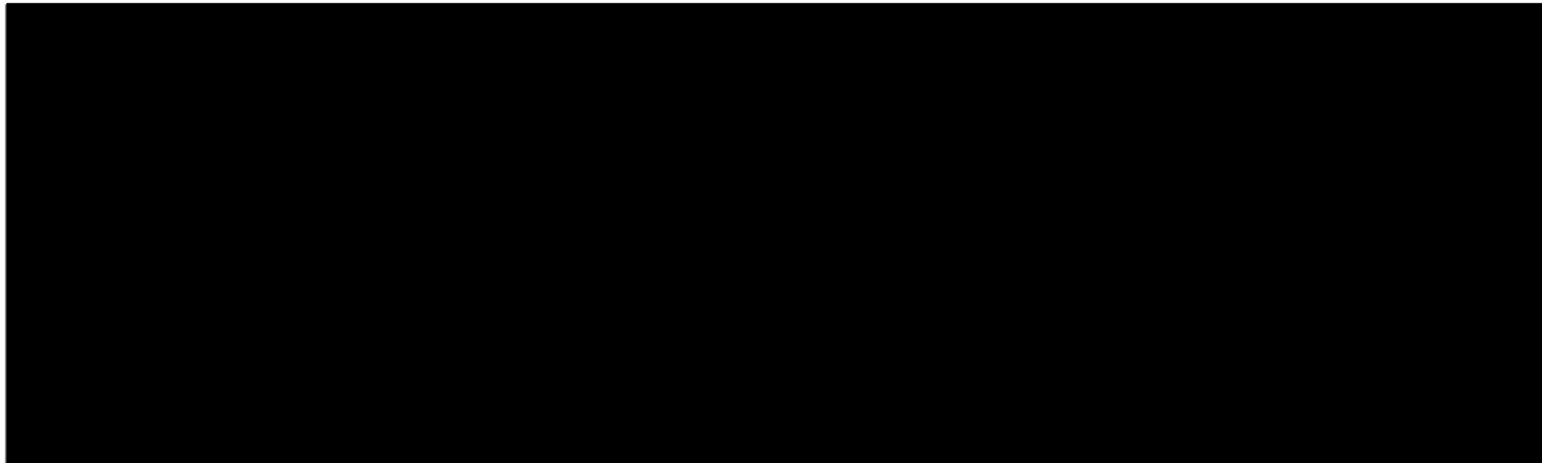
[REDACTED] | **Operations Manager | Town & Country Housing**
Main Office: [0800 028 3172](tel:08000283172) (Option 2) | Direct: [REDACTED]
Town & Country Housing | 6 Town Walk | Folkestone | Kent | CT20 2AD
www.tch.org.uk | Facebook: townandcountryhousing | Twitter: @tandchousing

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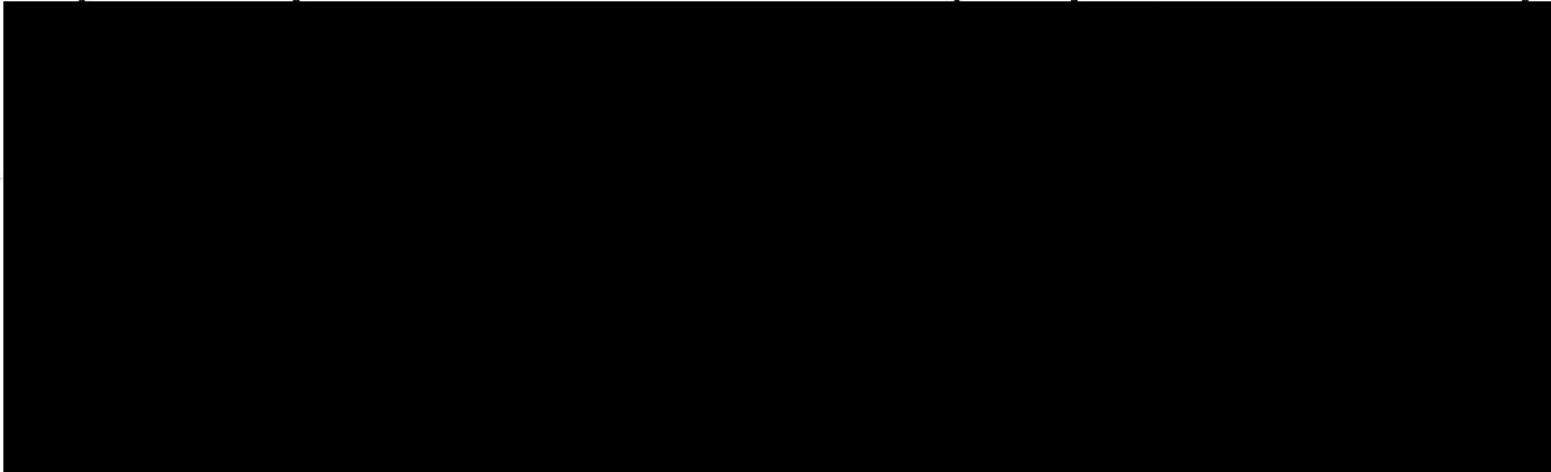
Reference:

Grant 7670

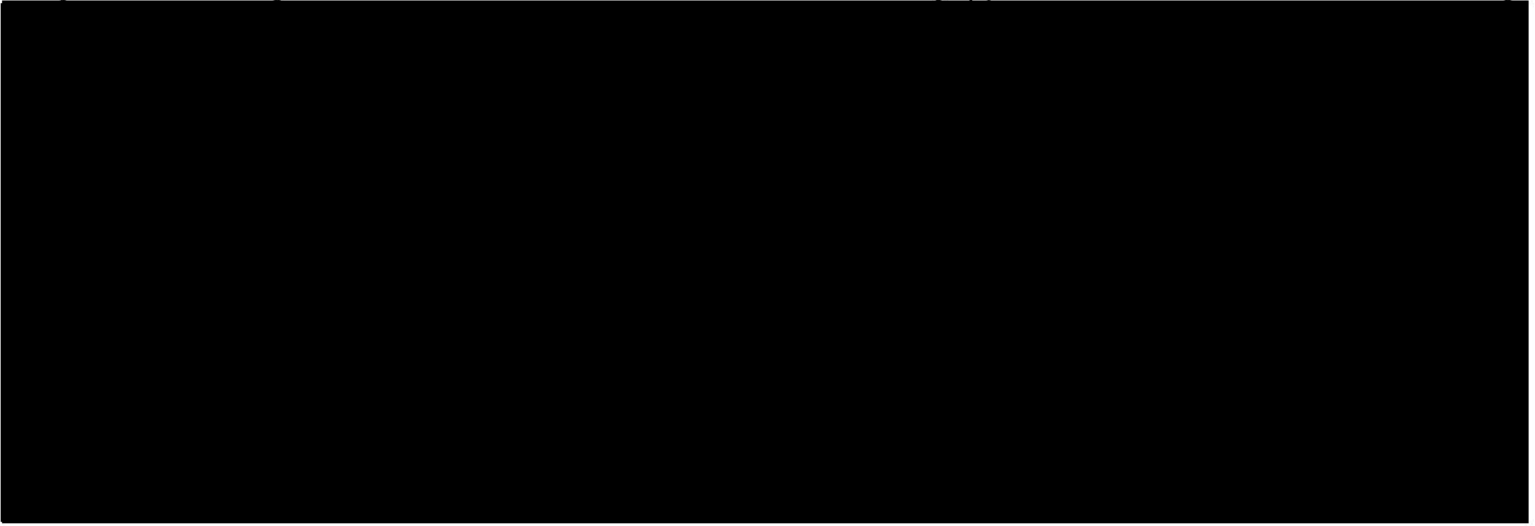


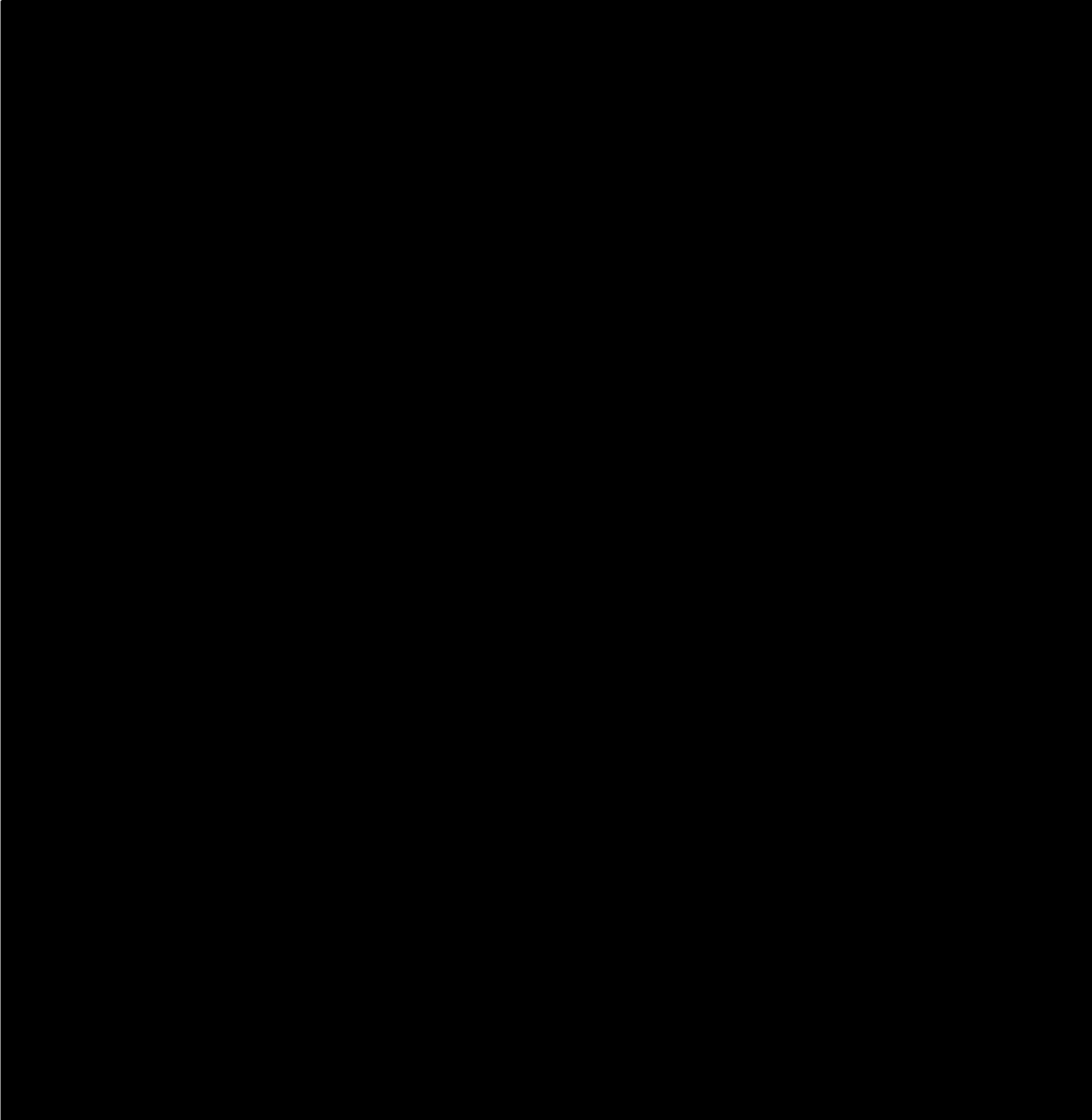


16/11/2021	Meeting / Discussion	<p>██████████ Peabody and ██████████ ██████████ met with board of directors and grant applicants and fell reynolds at The Gateway to discuss the proposed lift installation. Agreed to consider some additional works to the lower landing (carpark) ie door and brick built lobby to provide additional security and weather protection. Tristan to revise plans and send to Fell Reynolds</p>
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27/01/2022	Telephone Call	<p>Discussion with ██████████-now need to move forward with planning application.</p>
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16/11/2023

Meeting / Discussion

Meeting today with the board of directors and representatives from Fell Rynolds Discussed the way forward explained that both [REDACTED] and I were new to the project and outlined what we the LHA are able to provide under the DFG/DCF umbrella. Explained that previously the individuals involved in the project didn't fully understand the complexities of the works

necessary and that the change in legislation (Building Safety Act) has further increased the complexities. I also explained that we would need to have an application from the board as an owner to avoid multiple applicants for the same work and potential for repayment should an applicant drop out. I explained that we would favour design and build project (DMB) and tender the whole project. We then discussed the possible installation of a ramp to the front of the block as an alternative to the lift. The weather was not conducive to a full site inspection although we did view the area and we both consider that it is worth pursuing the installation of ramping. To avoid the maintenance issue for the lift installation

