

Tenant Participation Round up



Welcome to the first “Round-Up” newsletter created by the Tenant Participation Team. In here you’ll find highlights of some of the activities that have taken place over the last month. Don’t forget to check out our upcoming events to see what is happening over the next few months!

What we have been up to in February

The first Monday of the month our Multi-Storey Living (MSL) Group meet. In this meeting they received an update from the Housing Tenancy Manager on a variety of High-Rise issues and topics. The group were informed that the Fire Brigade were using the 3 empty blocks of flats at Boothferry to train new fire officers in evacuation procedures.

Two people from our Customer Access Focus Group took part in a visit to our 300300 Call Centre to find out what goes on behind the scenes. Our volunteers found the visit to be insightful, and we plan to organise more visits like this in the future for volunteers.

Every first Thursday of the month our team visit the Chat and Choose event at Chiltern Primary School. We attend this event to offer any support to people on any housing needs they have, and to provide a friendly face to the Housing Service.

Next month we’ll be visiting The Boulevard Academy as part of their Coffee Morning to offer support for any housing needs that parents may have. We’re always on the lookout for other venues to visit to provide advice on Housing issues, and if we’re in your area, pop along to say hello!

We welcomed Linda from [Forum CIO](#) who delivered an engagement session with our volunteers on getting active in Hull. Discussions took place in groups, with the feedback being used to help guide a piece of research being undertaken by Forum CIO

We had 20 enthusiastic volunteers took part in the Safeguarding Adults and Children’s course at Brunswick House, raising their awareness in the processes involved in raising a safeguarding referral.



Customer Access Focus Group
visit to the Call centre



Safeguarding Adults and
Children's training

Tenant Participation Round-up



The Tenants' Forum is open to all Hull City Council Tenants and Residents, meeting monthly to hear from guest speakers and raise any queries they may have. Details of future Forum meetings can be found at the bottom of the page.

At February's Tenants' Forum we were delighted to welcome our Community Manager and the Head of Service for Area & Neighbourhood Management. Together they gave a presentation to members, introducing the Neighbourhood Teams and the work that they do.



Our Tenant's And Resident Association (TARA) continue to meet regularly to discuss any issues and matters arising in their local areas. This month, our Women's Voice TARA received Domestic Abuse Awareness Training from Hull City Council Officers. Interested in setting up a TARA in your area? Visit [our website](#) for more information or contact us for a chat – we're always happy to help and advise you on what may work best in your area.



We've hosted two students from Wilberforce College as part of their Level 3 studies. Both students got to experience what life of a Tenant Participation Officer is like by attending various meetings, committees, estate walks and communal area flat inspections. We'd like to say a huge thank you to Wilberforce and to the two students who visited us!



Light nights are here and so is our Garden Competition! At the end of February, the team launched our garden competition for all our tenants to take part in. If you have a passion for gardening or have something to shout about, why not enter? Click the link to find out how to take part. [click here](#).



Women's Voice TARA
Domestic Abuse Training



Wilberforce College Student Visit

Our big focus this month has been encouraging residents to take part in our block/neighbourhood champion's campaign. This is great for anyone who wants to help in their community in their own time. The team provides full training and support to anyone who would like to become one of the champions. Estate Walks have been undertaken on Dorchester Road and Noddle Hill Way following requests from volunteers.

Have you got any spare time to walk around your local area to check for issues? Get in touch with us today to find out how you can become a Block (for flats) or Neighbourhood Champion!

FEBRUARY FACTS AND FIGURES



172 Bags of rubbish and
47 Recycling Bags of rubbish
collected by our volunteers



101 posts with
over 16,100 views on our social
media!



9 estate walks
happened with our
officers and volunteers



5 residents signed up to be a
Neighbourhood or Block
Champions

A message from your local Neighbourhood Coordinating Teams

“Thank you for providing space in your monthly news round up, where we will be showcasing what our Neighbourhood Teams have been up to during each month in coming editions. For this first edition we would like to inform you our Engagement HQ platform and ask that you take the time to complete our very short survey.”

Who are we? What do we do?

Our aim is to revitalise neighbourhoods by working with you, our local residents, to tackle the issues that matter to you. We work to improve outcomes for local people on local issues. We want to improve the community leadership role of your local councillors. We work on behalf of Area Committees. We aim to provide excellent and accountable services which help address local priorities.

The neighbourhood teams are split into 3 areas made up of the following wards, North, East and West. You can find out your Area/ward by [searching your postcode](#). We work with partners to identify priorities. This is to improve your neighbourhood and your quality of life. That's why in this first edition we would like to make you aware of our Engagement HQ platform, and encourage you to complete this very short survey for the Area/Ward in which you reside.

My Communities

We are committed to listening and involving local communities in local decisions that affect them. As a result, we understand that there will be times when we need to engage with residents on specific community-based issues.

The results of these surveys and other engagement activities will help us to understand our communities, target resources, set priorities and keep them up to date, evaluate work we have done, and keep improving.

We work on behalf of Area Committees, with our aims being to provide excellent and accountable services which help address local priorities. In the North Area Committee we have 114,647 Residents, in over 52,000 households. In the East Area Committee we have 88,427 Residents, in over 41,269 households, and in the West Area Committee we have 63,934 Residents, in over 33,638 households.

We want to reach out using this platform to understand our residents, their lives and challenges which will help us to decide what actions are needed to help improve everyone's lives in the North, East and or West Area. Tracking how our people change because of our actions helps us know if what we are doing is positively affecting you, our residents

We look forward to updating you on the great work our Neighbourhoods do within your Areas in the coming months.

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Links to online survey.

[My Communities | Yoursay Hull](#)
[My Community \(North Hull\) | Yoursay Hull](#)
[My Community \(East Hull\) | Yoursay Hull](#)
[My Community \(West Hull\) | Yoursay Hull](#)



Neighbourhood Coordinator team working with the community

UPCOMING EVENTS

MARCH

31

Autism Awareness Event
10am > 2pm
The Guildhall, HU1 2AA

APRIL

10

Customer Access Focus Group
10am > 12pm
Room C1, The Guildhall, HU1 2AA

15

Tenants' Forum - Welfare Rights
1pm > 3pm
Room C1, The Guildhall, HU1 2AA

MAY

6

Repairs and Maintenance Group
10am > 1pm
Room C1, The Guildhall, HU1 2AA

19

Neighbourhood Management Group
10am > 12pm
Warehouse 9, HU1 1HJ

21

Tenants' Forum - Customer Services
10am > 12pm
Room C1, The Guildhall, HU1 2AA

Please be aware dates and times are subject to change.

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