



The Tenants' Forum

23rd January 2025

The Guildhall

C1 – 10am to 1pm

	DISCUSSION	Action by
35	<u>Welcome and Introductions</u>	
35.1	The Chair opened the meeting and followed the usual format of housekeeping rules and fire evacuation procedures. She also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked.	
36	<u>Minutes and Matters Arising</u>	
36.1	The minutes of the Tenants' Forum for the 17 th October 2024 were checked, proposed and agreed. Proposed by SL Seconded by JS	
36.2	The minutes of the Tenants' Forum for the 20 th November 2024 were checked, proposed and agreed. Proposed by BP Seconded by JS	



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37	<u>Performance Manager and Business Insight & Quality Manager</u>	
37.1	<p>The Performance Manager and the Business Insight and Quality Manager gave a 6 monthly review of performance to the Forum. Presentation is available on request.</p> <p>Questions were then taken from the floor:</p>	
37.2	<p>CL stated that none of the data presented impressed her, looking at the information given 1 in 3 were not satisfied, and 7 in 10 were not happy with complaints, why was this so?</p> <p>The Officer replied that complaints never hit 80 or 90%, so any improvement to this data was a good start.</p>	
37.3	<p>PR said the number of complaints which was 183 was not great, how could this be improved?</p> <p>The Officer replied that we welcome all feedback as it is important to learn</p>	
37.4	<p>CL said on TP05, 79.3% which equated to 1 in 4 people not feeling safe in their home, didn't this stand out to Officers as been quite high?</p> <p>The Officer replied that the data presented was good, however more work needs to be done.</p>	
37.5	<p>SSm interjected by saying that the level of people not feeling safe in their homes may include Anti-Social Behaviour as well as gas and electrical checks, etc.</p> <p>This led to some group members stating that when gas and electrical checks were carried out, no certificate of the checks were given out, why?</p>	
37.6	<p>SSm responded by saying she would check into this issue and report back to the Forum.</p>	



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37.7	JS reported that she had received her electrical check some weeks ago which had taken 2.5 hours to complete but was thorough.	
37.8	<p>JL stated that at present the overall satisfaction was 72.4% when really it should be 95%, in 20 years why had the Housing Service not being able to reach 95%?</p> <p>The Officer replied that the benchmarking covers a host of organisations such as, ALMO's, housing associations and stock retention Councils.</p>	
37.9	<p>JM said that the level of responses was low for the STAR survey being sent out, 1004 out of the 23k tenants in Hull. Would it be possible to increase feedback by using calls rather than posting these surveys?</p> <p>The Officer replied that there needed to be changes to the way surveys were sent out and in the future Officers would be looking at a more digital approach and telephone calls to gauge people's opinions.</p>	
37.10	<p>BP said that Call Centre times were still averaged 15 minutes to be answered, as she had to deal with a repair and waited this amount time.</p> <p>The Officer responded that depending on the time of day when customers called, this definitely affected the waiting times for calls to be answered.</p>	
37.11	<p>BP also stated that operatives were not showing ID badges when calling at customers homes, could something be done about this?</p> <p>Officers responded that many years ago, this issue used to be recorded as part of the feedback for repairs. Officers would look at options for measuring this.</p>	
37.12	The Chair interjected and said that in this age of scamming, it was vital that the proper identification was given to customers when operatives visited their homes.	



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	<p>The Officer again re-iterated that Senior Management classed complaints as “Golden”, but also mentioned that compliments were also being raised which was really good.</p>	
<p>37.13</p>	<p>The Chair mentioned homeless people staying in temporary accommodation such as hotels, where it was costing the Council £97 per night. According to other Tenants' Forum representatives the “normal” price was £75, why was this?</p> <p>The Officer responded that the hotel in question charged the £97 rate as the Council needed emergency accommodation. The Officer also mentioned the “golden rules” that Senior Management were implementing across the service, copies of this would be sent to all Tenants' Forum members.</p>	
<p>37.14</p>	<p>MS said that in the past properties that were refused seemed to be handled quicker that they are now, was this the case?</p> <p>Officers responded that under the “golden” rules policy any property that was refused, would then be re-allocated within 24 hours and this was also the case for non-responsive tenants, who were allocated of the property and not made contact to finalise.</p>	
<p>37.15</p>	<p>MS asked if there was any incentive for people to bid on properties who were then finding it difficult to move through costs?</p> <p>Officers responded that the Sustainment Officers within the Housing Service were there to help with these sorts of issues.</p>	
<p>37.16</p>	<p>KS asked why it had taken 4 months for operatives to work on 2 empty properties within her block considering one was in good condition but the other did need some work?</p> <p>Officers responded that now under the “golden” rules policy empty properties would be visited by operatives within 3-5 days of being emptied and did apologise for the length of time it had taken to inspect the flats in question.</p>	



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37.17	PR stated that although KWL was our main contractor, a second contractor had been agreed in case KWL did not have capacity to carry out works.	SSh
37.18	<p>JL stated that whilst speaking to the previous Assistant Director about average relet times which was 26 days, in 2025 it is 76.1 which equated to 11 weeks, why was this the case?</p> <p>Officers responded that this is an area for improvement.</p>	
37.19	<p>CL stated that her block, whilst being cleaned monthly was still looking shabby, why couldn't the Council look into increasing the cleaning service?</p> <p>The Officer replied that there was a Service Level Agreement in place with Building Cleaning, which looking at present service provision needed to be re-evaluated. However, this would need consultation with all residents in MSL's, which could lead to increases in service charges for residents.</p>	
37.20	<p>BP mentioned the routine tenancy visits, and asked if people in sheltered accommodation would be given priority visits as many were vulnerable?</p> <p>Officers responded that up to now 900 visits had been carried out this year, with further ones planned. All residents including vulnerable people would be visited as part of the scheme.</p>	
37.21	<p>JL stated that non decent homes were still a concern and that the Council still had a way to go to rectify this issue.</p> <p>MS interjected and asked what was the life span of a kitchen and bathroom after newly fitted into a property?</p> <p>The Officer responded that for both commodities it was 30 years.</p>	
37.22	PR touched upon the current building safety checks to high rises and asked if there had been an update yet?	



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<p>37.23</p> <p>37.24</p> <p>37.25</p> <p>37.26</p> <p>37.27</p>	<p>The Officer responded by informing the Forum that up to now 5 blocks had been inspected with Padstow, Gatwick, Muswell and Bayswater due in the near future.</p> <p>PR also stated that the targets for estates in the report presented being unacceptable and levels of inspections in low-rises needed to be re-assessed.</p> <p>Officers responded that at the March MSL meeting this was to be discussed about low-rise and Neighbourhood Management would be asked to look and change their element of estates being unacceptable.</p> <p>The Chair interjected by congratulating the Local Area and Block Champions for their hard work they did.</p> <p>JM asked if Streetscene could be invited to a future meeting of the Forum to explain their role.</p> <p>Officers responded that Streetscene attended the Forum in October 24, and do regularly at Neighbourhood Management</p> <p>JL mentioned the levels of debt the Council was in, former tenant arrears written off and how would this affect future house building and service provision?</p> <p>Officers responded by stating the HRA consultation with the Finance Manager was taking place in the next week, where he would be able to address these issues raised.</p> <p>SL further asked what do Tenancy Officers do to recover arrears going forward and how do they tackle former tenant arrears?</p> <p>Officers responded that the TO's regularly chase people with arrears, and for former tenant arrears, they use debt recovery companies to claw back this debt. Up to now £400k has been recovered for the Council.</p> <p>It was agreed to add the collection of FTA's to future presentations.</p>	<p>SSh and TPO</p>
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37.28	The TPO (TF) gave a brief update on the Call Centre survey he and TPO (EB) actioned. They were able to complete 20 surveys from callers regarding why people are not using the digital contact methods for repairs. A repeat visit was planned in the future.	
37.29	<p>The Chair asked if UC payments were still affecting rent arrears in a significant way?</p> <p>Officers responded that this element was still an issue for the Council and wider organisations.</p> <p>The Officers were thanked for their presentation and were invited back in 6 months time.</p>	
38	<u>Any Other Business</u>	
38.1	The Chair reminded all of the HRA consultations scheduled for Monday and Tuesday of next week	
39	<u>Close of Meeting</u>	
39.1	The meeting closed at 1pm	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £73</p> <p>Refreshments: £79.60</p> <p>Expenses: £0</p> <p>Taxis: £0</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><u>TOTAL COSTS £152.60</u></p>	<p>Details of Meeting.</p> <p>No of Staff at meeting: 3</p> <p>No of guest speakers: 2</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 10</p> <p>Resident members: 4</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting:</p> <p>Duration of Meeting: 3hrs</p>
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<u>Savings: by emailing, not using headed paper and no cost of room booking £115</u>	Pre meeting: 2hrs During meeting: 42hrs <u>TOTAL:</u> 60hrs
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