



The Tenants' Forum

18th March 2025
The Guildhall
C1 – 10am to 12 noon

	DISCUSSION	Action by
47	<u>Welcome and Introductions</u>	
47.1	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.	
48	<u>Operations Manager – Neighbourhoods and Housing</u>	
48.1	The Operations Manager (Neighbourhoods and Housing gave a presentation to the Tenants' Forum (copies of the presentation are available on request).	
	The following questions were raised from the floor:	
48.2	DC asked what happened to people with rent arrears when moving out and going to a private landlord, did the arrears move with them?	
	The Officer replied that the Council did not have authority over private landlords	
48.3	DC also asked if JL would be receiving the information from the meeting?	
	SSm interjected that she had already noticed his absence and confirmed the presentation would be sent to him.	TPO to action
48.4	The Chair asked if the 176 in temporary accommodation had reduced	
	The Officer replied that the figure was the same, but the Council was trying to stop using places such as Gilson Hotel and looking at other accommodation.	



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48.5	<p>The Chair asked if the £97 paid for rooms included breakfast?</p> <p>The Officer replied that this was not the case.</p>	
48.6	<p>DM asked if the Council had considered using William Booth House or other buildings instead of places like the Gilson Hotel for temporary accommodation?</p> <p>The Officer replied that such places were being looked into but commented that William Booth House had been deemed unsuitable at this time due to the amount of work and costing involved.</p>	
48.7	<p>DM asked why certain houses on Grasby Road had been left void, when there was a shortage of properties in the city?</p> <p>The Officer replied that this issue would be investigated.</p>	CT to action
48.8	<p>CL stated that she had come off Income Support and gone onto Universal Credit, which was paid 5 weeks in arrears, could this be changed as people who stay with the Council long term would always be in arrears?</p> <p>The Officer replied that the assessment periods were set by central Government and that the Council was powerless to change it.</p>	
48.9	<p>The Chair asked if someone had been made homeless through a no fault eviction, but did not take all their belongings, was there a fund run by the Council that could help</p> <p>The Officer replied that there were different funds available for this issue.</p>	
48.10	<p>DC stated that repairs to her Council property had taken over 2 years to be partially sorted out. In relation to the roof, down pipe works and other issues, these were still in the system according to KWL, why was this the case</p> <p>The Officer replied that details would be taken for them to investigate.</p>	CT to action



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48.11	<p>DC also asked if documentation was sent out in different languages.</p> <p>The Officer replied that yes this was the case, however if the letter process did not work, then a visit would be arranged to discuss Council issues.</p> <p>The Officer was thanked for their presentation.</p>	
<p>49</p> <p>49.1</p> <p>49.2</p>	<p><u>Dewsbury Tpas Day – 8th April 2025</u></p> <p>The Chair asked for volunteers to attend 4 places at the Tpas Day in Dewsbury on 8th April 2025. Volunteers were asked to put their names on a piece of paper to be entered into a draw. The following names where drawn.</p> <p>SB, CS, HM, HMM.</p> <p>DC recommended a reserve Reserve - SL</p> <p>Tenant Participation Officers (TPO) would be arranging pick up times for the excursion to Dewsbury nearer the 8th April.</p>	
<p>50</p> <p>50.1</p> <p>50.2</p> <p>50.3</p> <p>50.4</p>	<p><u>Minutes and Matters Arising</u></p> <p>The minutes of the Tenants' Forum for the 18th February 2025 were checked, proposed and agreed following amendments and updates stated below:</p> <p>41.2 – 20.02.25 – TPO(CN) had contacted the relevant NC for information and to see what could be done to rectify the issue, of drop-down kerbs. To be kept on the action log until completed.</p> <p>41.4 – Following JM's request to see the 61 projects in the presentation, a copy of all projects was available at the back of Forum for information.</p> <p>41.5 – DC asked if the following change to what was said could be added to the minutes as a correct record. Zig Zag lines</p>	<p>TPO to amend</p>



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	<p>need to be repainted and the double yellows, to try and deter parents parking so near to the school. Also to stop them parking fully on the foot paths.</p>	
50.5	<p>41.9 – The following response was received for CL's query from Civic One. They stated that the CCTV camera near the shops on Cheltenham Avenue opposite Coleford Grove had been removed. Although the post was still in position, why, as it later transpired that the removal was to put the camera on Grandale, when these roads needed to be protected</p> <p>Response from Public Service Control Room Manager – There was no record on our camera listings or that of our contractors Open View of the camera for Coleford Grove being either installed or decommissioned.</p> <p>From previous works that they had done to install their own CCTV several years ago to cover that area was for a particular enquiry. So, it hadn't been in place for some considerable time.</p> <p>The original camera installations had been in Sutton for over 10 years with no additions, so Officers were not sure where the information has come from that the camera from Coleford Grove was removed to cover Sutton.</p> <p>It was hoped that the Coleford issues was on Officers common tasking, but they had not been approached to consider any applications as part of the crime prevention fund and hadn't seen any briefings indicating any issues.</p>	
50.6	<p>41.10 – Vape Shops- TPO had e-mailed AS for a response</p>	
50.7	<p>45.2 – The Tenant Participation Manager confirmed that CL's queries had been put into the form of a formal complaint, also following the queries, they had been an outcome for the Forum, the removal of items of furniture usually 7 days with storage of items by the Council had now changed to removal immediately as it was a fire hazard.</p>	
50.8	<p>CL confirmed officers had been in contact with her regarding the various aspects, including KWL and Building Cleaning.</p>	



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<p>50.9</p> <p>50.10</p>	<p>CS confirmed he had inspected the cleaning standard at Salinger House and it scored Bs.</p> <p>Both SSm and CS confirmed that the MSL Project Group will be involved in the review of the Building Cleaning SLA.</p> <p>Proposed by CP Seconded by CS</p>	
<p>51</p> <p>51.1</p>	<p><u>Feedback from Tenant and Residents Associations (TARA's)</u></p> <p>The Chair or affiliated person gave a brief update on their TARA's activities to the Forum, the following was received:</p> <p><u>Womens Voice TARA</u></p> <p>The Women's Voice TARA Committee met and planned their activities to make the Neighbourhood safer, improve the local environment, promote community spirit, improve the services and arrange social activities to create community cohesion.</p> <p>We arranged a cooking session during February and March in collaboration with the Goodwin Development Trust.</p> <p>We met with the TPO and Neighbourhood Coordinator (NC) to plan how to work together for benefit of the community.</p> <p>The TPO arranged a Domestic Abuse Awareness session at the Welcome to English Centre, 26 women attended the training and provided very positive feedback.</p> <p>The members of TARA attended Safeguarding training arranged by Tenant Participation Team (TPT).</p> <p>Women Voice Committee met with a representative from Forum CIO to discuss the policies and procedures for funding purposes.</p> <p>We have large number of members and need a a bigger room to accommodate all the members in our meetings. The Chair</p>	



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	<p>and Vice Chair along with the TPO and NC met with the Chair of Maurice Rawling Centre to use their facilities for our activities.</p> <p>Members met with the TPO to discuss and recruit more block and neighbourhood champions. Members raised a few issues with the officer which were noted and were sent to the relevant officers.</p> <p>The TPO arranged blue bin for the residents of Goodwin Parade flats to recycle the items.</p> <p>Members attend the Forum and other meetings on regular basis. We will provide feedback on our activities at the next Tenants' Forum meeting.</p>	
51.2	<p><u>Bayswater Court TARA</u></p> <p>The group are continuing to work hard for the block and its residents, by putting their opinions and suggestions forward to the Tenants' Forum and its related subject meetings.</p> <p>On the 10.03.25, it was the local Councillors Pop In, where residents can raise questions and receive updates from Officers, they included:</p> <ul style="list-style-type: none"> - Intrusive surveys starting in the block from April - Dogs in flats - Implementation of broadband in the block - Replacement of lifts in the block - The closure of Middlesex Road and implications for bus routes, also recent accidents at bus stops - Use of chutes during the night <p>The next meeting with Councillors will be 14.04.25, 10am to 12 noon</p>	
51.3	<p><u>DRAMA TARA</u></p> <p>The group met in March with Councillors and undertook a local area walk. Members discussed the following issues:</p>	



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<p>51.4</p>	<p>Flytipping Parking and kerbs Dog fouling Untidy gardens Garage rent increases Barcodes on wheelie bins</p> <p><u>Muswell Court TARA</u></p> <p>The group are continuing to work hard for the block and its residents, by putting their opinions and suggestions forward to the Tenants' Forum and its related subject meetings.</p> <p>At the beginning of March students from Wilberforce College carried out a sponsored mountain climb for the second year, with over £200 raised for the TARA. Well done to all that participated.</p> <p>On the 10.03.25, it was the local Councillors Pop In, where residents can raise questions and receive updates from Officers, they included:</p> <p>Implementation of new heating system in the block Intrusive surveys and number of vacant flats Dogs in flats and children running around the block at night People using the chutes at night Communal garden and funding Block signage and leaflets in different languages</p> <p>On the 11.03.25, the group held its annual AGM, where the committee were re-elected, and planning has now started for what the group wants to achieve this coming year.</p> <p>The next meeting with Councillors will be 14.04.25, 1pm to 3pm</p>	
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52	<p><u>Feedback from Groups</u></p> <p>The Chair or affiliated person gave a brief update on their group's activities to the Forum, the following was received:</p>	
52.1	<p><u>Multi Storey Living Project Group</u></p> <p>In March it was the turn of the Building Cleaning Manager and the Business Insight and Quality Manager, who attended the meeting to give the group an update on the work she and her team are carrying out in the high-rise and low-rise blocks.</p> <p>TPO's along with volunteers were focusing on low-rise inspections this year and the new campaign to recruit block champions leaflets were being delivered at a rapid pace.</p> <p>25 block champions had been recruited so far with 46 inspections in February/March and 99 service requests raised.</p> <p>The next meeting of the MSL group is on Monday 7th April 2025, 10am to 12 noon, topic being Building Safety,</p>	
52.2	<p><u>Publicity Project Group</u></p> <p>The Publicity Project group met on Monday 10th March. In this meeting the group saw the first draft of the spring edition of Hull Housing News. The Communications Officer went through each article and group gave her feedback for the final draft.</p>	
52.3	<p><u>Repairs and Maintenance Project Group</u></p> <p>The Repairs and Maintenance Project Group held a productive meeting last week, discussing Asset Management and finance with the Asset Planning Manager, Capital & Revenue Program Manager and the Performance Manager.</p> <p>We started by reviewing the latest performance figures for the repairs service. Adaptations performance is improving, and whilst the figures may still be under target, the Adaptations Team have been dealing with 3x the usual workload compared to previous years.</p>	



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	<p>The Asset Planning Manager then talked to the group about the work they do, ensuring that homes meet the Decent Homes Standard and have an EPC Rating of at least C. The Asset Planning Team are also overseeing the Stock Condition Surveys that are being carried out by Enviro AC. Of the surveys carried out so far, there is currently around 40% of individuals refusing the survey or not keeping to their allocated appointment time. On behalf of the team, if you do have an appointment made for a Stock Condition Survey, please do allow them access to your home.</p> <p>The Capital & Revenue Program Manager explained some of the work his team delivers, administrative support to ensure that repairs can be carried out and planned works can take place. They ensure that contracts are set up on the system so that both yourselves and officers can raise the correct repair.</p> <p>Next meeting Tuesday 6th May between 10am and 1pm in C1.</p>	
53	<u>Any Other Business</u>	
53.1	<p>The Chair informed the group that in relation to KWL building houses, she had raised the issue at the Service Improvement Board and was informed that KWL would be using sub-contractors for building works, and this would not change KWL's relationship with the Housing Service.</p>	
54	<u>Close of Meeting</u>	
54.1	<p>The meeting closed at 11.45am</p>	



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<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £73</p> <p>Refreshments: £39</p> <p>Expenses: £10.71</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 £122.71</u></p> <p><u>Savings: by emailing, not using headed paper and no cost of room booking £115</u></p>	<p>Details of Meeting.</p> <p>No of Staff at meeting: 6</p> <p>No of guest speakers: 1</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 11</p> <p>Resident members: 1</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 15</p> <p>Duration of Meeting: 2hrs</p> <p>Pre meeting: 12hrs</p> <p>During meeting: 30hrs</p> <p><u>TOTAL:</u> 42hrs</p>
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