



## The Tenants' Forum

**15<sup>th</sup> April 2025**  
**The Guildhall**  
**C1 – 1pm to 3pm**

	<b>DISCUSSION</b>	<b>Action by</b>
<b>55</b>	<b><u>Welcome and Introductions</u></b>	
<b>55.1</b>	The Chair opened the meeting and followed the standard 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.	
<b>56</b>	<b><u>Maintenance and Improvement Manager</u></b>	
<b>56.1</b>	The Maintenance and Improvements Manager and the Head of Service (Contracting and Investment) attended the Forum to give an update on the repairs offer the Council currently undertakes with its tenants. Presentation is available on request.	
<b>56.2</b>	The Following questions were received from the floor:	
<b>56.3</b>	PR asked if the emergency occurred at a weekend would the repair be classed as a 24-hour repair or 48 hour one?  The Officer replied that it would be classed as a 48-hour repair and that would be to determine whether a temporary repair needed to take place, then another appointment would be arranged in the working week. This all depended on the repair and the needs of the tenant.	
<b>56.4</b>	NA asked why appointments were being changed 2-3 times after the original one had been placed with no explanation?  The Officer replied that on some occasions it would be necessary for the operative to delay or change an appointment due to an emergency, but the tenant should have been contacted.	



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<p><b>56.5</b></p> <p><b>56.6</b></p> <p><b>56.7</b></p> <p><b>56.8</b></p> <p><b>56.9</b></p> <p><b>56.10</b></p>	<p>LG asked if the repair was an emergency, such as a toilet blocked, would a temporary repair be done or a full repair carried out</p> <p>The Officer replied that depending on the severity of the repair, then the operative would judge either to do the repair immediately or in some cases another appointment would have to be made.</p> <p>JS stated that her flat had been flooded from the flat above her and reported that the repairs had been carried out promptly and within time limits.</p> <p>SB stated that reporting repairs online was difficult for some people and asked if more community centres and Customer Service Centre's could be used to help people.</p> <p>The Officer replied that we do encourage people to report online and confirmed there is still the Customer Service Centres and 300 300 options available.</p> <p>PB mentioned that people with dyslexia also struggled with communication methods, so this needed to be considered.</p> <p>MK asked if KWL was the main contractor for the Council, and if so, why didn't the Council use others.</p> <p>The Officer replied that KWL was the main contractor.</p> <p>The Forum thanked the Officer for their presentation and attendance to the Forum.</p>	
<p><b>57</b></p> <p><b>57.1</b></p> <p><b>57.2</b></p>	<p><b><u>Senior Welfare Rights Officer</u></b></p> <p>The Welfare Rights Officer attended the Forum to give an update on the work the Welfare Rights Service provides in the city. Presentation is available on request.</p> <p>The following questions were taken from the floor:</p>	



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<p><b>57.3</b></p> <p><b>57.4</b></p> <p><b>57.5</b></p> <p><b>57.6</b></p> <p><b>57.7</b></p>	<p>NA asked at what age she would be eligible for Pension Credit as she was 65 now.</p> <p>The Officer replied that in this case the age would be 66 and she would receive a letter 3 months before turning that age.</p> <p>PB asked about the threshold of savings a person could have before the benefits were stopped, which was £16k, why in his case had his benefits stopped when his savings had been considerably less?</p> <p>The Officer replied that he would take some details and call PB back to assist.</p> <p>PR stated that the level of advertisement of benefits when some people were clearly not entitled was unacceptable and should be scaled down.</p> <p>JF stated that it seemed to her that the application process for benefits was getting harder. In her case the process for a disabled badge was not good.</p> <p>The Officer was thanked for his presentation and attendance to the Forum.</p>	<p><b>Post meeting notes:</b> - PB was contacted on 17/4/25 to provide appropriate advice on this issue.</p>
<p><b>58</b></p> <p><b>58.1</b></p> <p><b>58.2</b></p> <p><b>58.3</b></p>	<p><b><u>Minutes and Matters Arising</u></b></p> <p>The minutes of the Tenants' Forum for the 18<sup>th</sup> March 2025 were checked, proposed and agreed following amendments and updates stated below:</p> <p>In relation to 48.7 of the previous minutes - DM asked why certain houses on Grasby Road had been left void, when there was a shortage of properties in the city? DM asked if an updated could be provided to this question. TPO to provide update at next meeting</p> <p>In relation to 48.10 of the previous minutes - 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</p>	<p><b>Post meeting notes:-</b> there are only 2 vacant properties. 1 requires some extensive works which is ongoing and 2<sup>nd</sup> should be returned in the next couple of weeks.</p> <p><b>Post meeting notes:-</b> there are no outstanding</p>



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<p><b>58.4</b></p>	<p>other issues, these were still in the system according to KWL, why was this the case.</p> <p>TPO to investigate and ensure contact made with DC direct.</p> <p>DM also asked that in relation to the list of projects given by the Neighbourhood Co-Ordination Team, could the Forum have updates?</p>	<p>repairs on NEC – surveyor have arranged a visit on 28<sup>th</sup> April – officer will provide feedback after the visit</p>
<p><b>58.5</b></p>	<p>TPO to contact Officers and request information and updates are provided. Suggestion for a progress column to be added to the information.</p> <p>In relation to 41.9 and 50.8 of previous minutes – 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>	<p><b>TPO</b></p>



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	CL asked if the pole left outside 8 Coleford Grove could be removed. As there is no intention to use the CCTV pole	
	The Chair stated that this issue would be raised at the Councils Scrutiny Commission meeting.	
58.6	The Chair also thanked Women's Voice for their sterling work with their TARA.	
58.7	NA asked why it was the case that people could not get hold of recordings of CCTV footage when they had had an accident to use for evidence	
	Officers replied that by law the public could not have access, but if the incident was reported to the Police, then they had the power to do so.	
58.8	CL raised a query that she believed it was discriminatory that she had to ask to be let through the security doors to use the bathroom. She stated this was treating her like a child. There was then a general discussion regarding the security measures in place at the Guildhall and that both visitors and officer that do not work in Guildhall do not have access passed the reception area.	<b>Post meeting notes:</b> - Facilities Manager at Guildhall agreed to provide two proximity passes marked up "Tenants Forum – Return after use" for volunteers to have access to WC.
58.9	SL stated that she had used the facilities many times and had had no issues.	
58.10	Whilst the matter has been considered it was agreed as a temporary measure that a Tenant Participation Officer (TPO) would be on duty near the barriers	
58.11	Proposed by JS Seconded by CS	



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59	<p><b><u>Feedback from Tenant and Residents Associations (TARA's)</u></b></p> <p>The Chair or affiliated person gave a brief update on their TARA's activities to the Forum, the following was received:</p>	
59.1	<p><b><u>Womens Voice TARA</u></b></p> <p>The Women's Voice TARA Committee met with Tenant Participation Officer to plan activities. We had requested the Tenants Participation Officer to provide us litter picking equipment which was handed in the very next day. We carried out litter picking in our local area and have planned days to litter pick.</p> <p>In collaboration with Goodwin Development Trust the group carried out cooking sessions in March and in April.</p> <p>The Community Development Officer (Forum CIO) and Tenant Participation Officer helped us to finalise our Safeguarding Children and Adult policy. We have applied for Recovery Funding for our activities. We received good news today that we have been awarded £9640.</p> <p>Chair of Women Voice attended the Tpas event with other volunteers and extremely enjoyed the day. It was informative and enjoyable the day. Congratulations to the Chair of the Tenants' Forum for getting the recognition award from Tpas for volunteering with the Housing Service.</p> <p>Members of Womens' Voice TARA like to attend the Forum and other meetings on regular basis. We will provide feedback on our activities at the next Tenants' Forum meeting.</p>	
60	<p><b><u>Feedback from Groups</u></b></p> <p>The Chair or affiliated person gave a brief update on their group's activities to the Forum, the following was received:</p>	
60.1	<p><b><u>Tenants Scrutiny Panel</u></b></p> <p>The Tenants Scrutiny Panel had been reviewing the Council's Adaptations service, with Panel Members inviting relevant</p>	



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60.2	<p>Officers to attend to give an overview of current service provision.</p> <p>This had now concluded with the final report and its recommendations being agreed by relevant Officers and the Assistant Director and being signed off by the Chair.</p> <p>A copy is available at the back of this Forum.</p> <p>The Chair asked the Forum to consider Anti-Social Behaviour being the next topic to be reviewed. This was agreed unanimously.</p> <p><b><u>Dewsbury Tpas Regional Member Event</u></b></p> <p>Last week we attended the Tpas Northeast Regional Member meet-up in Dewsbury at the Connect Housing Offices. Housing Organisations from across the region were in attendance, as was the Regulator of Social Housing. Attendees received updates from Tpas, and the Regulator, and host organisation Connect Housing, and we were all given the opportunity to discuss our successes over the last few years in our own organisations. Everyone had a fantastic time, and the Chair was nominated for a Tpas Engagement Heroes Award.</p> <p>Tpas were also encouraging organisations to share ways in which they could use their membership to its full potential, and one way you could do this is by signing up for an online account on their website. This online account would allow you to access all the latest policy and regulatory changes, as well as receive the fortnightly Tpas E-Zine newsletter. In addition to this, Tpas also had their own “social media” network called “Tpas Connect” – this was a dedicated place that allowed you to chat with other tenants about all things tenant engagement. If you are interested in either of these, please speak to a member of the team for assistance in signing up.</p>	
61	<p><b><u>Any Other Business</u></b></p>	
61.1	<p>The Chair stated that in the Hull Housing News, the Forum dates were wrong concerning the meeting in April. It should read 15 not 24.</p>	



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61.2	Officers replied that this had been changed on the website.  PR confirmed that he had not stood for Chair in the elections for the Customer Access Group, and congratulated MB on her election.	
62	<b><u>Close of Meeting</u></b>	
62.1	The meeting closed at 3pm.	

<p><b>Estimated cost of meeting.</b></p> <p>Postage, paper, photocopying: £73</p> <p>Refreshments: £39</p> <p>Expenses: £14.30</p> <p>Taxis: £0</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><b><u>TOTAL COSTS £126.30</u></b></p> <p><u>Savings: by emailing, not using headed paper and no cost of room booking £115</u></p>	<p><b>Details of Meeting.</b></p> <p>No of Staff at meeting: 7</p> <p>No of guest speakers: 3</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 16</p> <p>Resident members: 6</p> <p>None members: 0</p> <p><b>TOTAL No of Volunteers at Meeting: 22</b></p> <p>Duration of Meeting: 2hrs</p> <p>Pre meeting: 12hrs</p> <p>During meeting: 44hrs</p> <p><b><u>TOTAL:</u> 65hrs</b></p>
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