



# Tenants' Forum

## Newsletter

### Forewords

**January — March 2025**  
**Issue no — 18**



Welcome to the 18<sup>th</sup> Edition of the Tenants' Forum newsletter.

Our volunteers have been very busy this quarter, helping to improve the Housing Service by carrying out litter picking, neighbourhood inspections and block inspections, along with attending project & focus group meetings. The Tenant and Resident Associations (TARAs) have been active in their communal gardens and carrying out activities in their respective communities.

The Tenant Participation Team (TPT) arranged a graduation ceremony following the completion of Housing Academy. Well done to both volunteers and officers who completed the sessions and thank you to Mark Nearney Assistant Director Neighbourhoods and Housing for presenting the certificates.

TPT arranged a Domestic Abuse Awareness Session for Womens' Voice TARA (26 ladies attended the training) and Safeguarding Training for all the active volunteers. Additionally, they arranged visits to the Contact Centre for the volunteers to observe the operators, processes and IT system.

To promote membership of the Tenants' Forum, the Tenants' Forum Committee (TFC) are currently planning a drop-in session on 13<sup>th</sup> August at the Guildhall, where tenants and resident can meet the members of the Tenants' Forum and have a chat and a coffee, or tea. We have also invited housing officers who will then be available to respond to any matters raised.

To raise awareness regarding the current Stock Condition Surveys and Damp and Mould, we will be hosting an additional Forum on 16<sup>th</sup> June to receive information from Housing Investment Officers, or as I call them the repairs and maintenance team. Hopefully you will all be able to attend.

Your enthusiasm, time and skills are bringing positive changes to the Housing Service and City overall. We need more tenants and residents to get involve in this journey. If your neighbours or friends would like to join us in bringing positive changes in your area and the city overall, contact TPT via 612010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk). The TPT will get in touch and will arrange an induction.

Maureen Bristow  
Chair – Hull Tenants' Forum

# The Tenants' Forum (TF)



25th January 2025

Performance against Business Plan

Business Insight and Quality  
Manager  
&  
Performance Manager

The Business Insight & Quality Manager and Performance Manager delivered a presentation at the Tenants' Forum (TF) on six monthly housing progress. Officers also responded to the queries raised by members of the TF. The Officers discussed the following points during their presentation.

## Building great places together, putting residents first

### 1. Focussing on customer

### 2. Putting residents first and meeting their needs

### 3. Safety, sustainability and climate change

### 4. Strengthening Hull's neighbourhoods and communities

### 5. Investing in modernisation and organisational development

#### 1. Focussing on customer experience

##### Wait time for residents to have their calls to 300300 answered (Housing calls only)

	Oct 24	Nov 24	Dec 24	
Calls Offered	9,742	10,344	8,271	
Calls Answered	83.5%	79.0%	83.5%	
Average call wait time (in minutes)	07:01	08:54	09:11	National Average (HouseMark) - 03:28

##### Repairs (Year to December 2024)

Satisfaction with the overall repairs service	83.4%	Last year 82.4%	National Average (HouseMark) - 88.3%
% emergency repairs made safe/secure within 24 hours	97.0%	Last year 97.5%	National Average (RSH) - 95.3%
% Repair appointments kept	99.5%	Last year 99.4%	Target 95%
% Repairs completed in one visit	77.1%	Last year 76.4%	Target 75%
Average time to complete repairs (calendar days)	20.1	Last year 18.6	Target 12

##### Neighbourhoods and Housing customer feedback 2023/24 (as at end Nov 24)

Complaints received (per 1,000 properties per month)	547	Last year 861	2019/20 791	National Average (HouseMark) - 5.35
Proportion of Complaints Upheld	32.2%	Last year 30.4%	2019/20 32.8%	
Proportion of Complaints Partially Upheld	21.9%	Last year 20.9%		
Complaints answered in target (10 working days)	88.0%	Last year 81.1%	2019/20 71.2%	National Average (HouseMark) - 93.8%
Satisfaction with the Housing Service's approach to handling complaints (2024/25 STAR survey)	31.7%	2023/24 38.6%	2019/20 45.4%	National Average (RSH) - 34.5%

## The Tenants' Forum (TF)

### 1. Focussing on customer experience

- Wait times for customers ringing the Council on 300300 have much improved against 7 min target – Customer Access Project Group monitors performance every 3 months.
- myHousing app launched January 2024 - will hopefully start to take pressure off 300300 – 9,000 users
- Review of repair priorities to focus on real emergencies with extra 5 day category should help everyone.
- Officers are working hard to learn from complaints – and are responding quickly – “complaints are golden”.



### 2. Putting residents first and meeting their needs

Homelessness duty cases currently supported in temporary accommodation	195	March 2024 167	March 2023 111	
Latest Homeseach application processing backlog (including amendments) - days	56	March 2024 31		Target 14
Empty Properties intended for reletting - at 6 Jan 2025 (as % of stock)	335 (1.46%)	March 2024 312 (1.36%)	March 2020 253 (1.07%)	National Average (HouseMark) - 0.52%
Average Relet Time (calendar days) as at end December 2024	76.1	Last Year 81.1	2019/20 29.5	National Average (HouseMark) - 47.2

### Putting residents first and meeting their needs

- Homelessness crisis continues and demand for housing in the city remains very high – buying temporary housing.
- Major focus on improving voids performance continues
  - ♦ Led by Assistant Director Neighbourhood and Housing – “Golden Rules” covering all stages introduced in November 2024.

- Adaptations review showing good improvement in performance.
- 4,699 Routine Tenancy visits undertaken so far this financial year (from April 2024)

## 3. Safety, sustainability and climate change

### Safety

Proportion of homes with a valid gas safety certificate	<b>99.99%</b>	March 2024 99.99%	March 2020 99.94%	National Average (HouseMark) - 99.97%
Proportion of properties with Electrical Installation Condition certificates up to five years old	<b>97.12%</b>	March 2024 94.17%		National Average (HouseMark) - 99.17%

### Sustainability

Proportion of non-decent council homes (at end March 2024)	<b>14.40%</b>	March 2023 3.52%	March 2020 0.44%	National Average (RSH) - 0.5%
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## Safety, sustainability and climate change

- Strengthening of Compliance Access Team – they will be dealing with all compliance access issues, not just gas servicing
- Major focus on improving Decent Homes performance to get to 0% ASAP including second contractor, more investment.
- Another major focus on building safety
  - ♦ City-wide Resident Engagement Strategy now in place.
- Stock Condition Surveys – Hull-based Enviro AC

## 4. Strengthening Hull's neighbourhoods and communities

Tenant satisfaction with their neighbourhood as a place to live (2024/25 STAR survey)	<b>73.7%</b>	2023/24 68.6%	2019/20 80.0%	National Average (HouseMark) - 80.3%
Estate Walks undertaken with tenants 2024/25	<b>127</b>	2023/24 127	2022/23 124	
Estate Walks: % unacceptable elements identified (lower is better)	<b>1.4%</b>	2023/24 1.7%	2022/23 6.1%	Target 26% (set with tenant reps)
Low-Rise Flats Communal Area Inspections: % unacceptable elements identified (lower is better)	<b>15.0%</b>	2023/24 14.4%	2022/23 45.9%	Target 38% (set with tenant reps)
Number of complaints relating to anti-social behaviour (per 1,000 properties per month)	<b>4.50</b>	2023/24 4.28%	2022/23 4.38%	National Average (HouseMark) - 2.73
Satisfaction with ASB case handling (2024/25 STAR survey)	<b>56.6%</b>	2023/24 52.3%	2019/20 51.7%	National Average (RSH) - 57.8%

## Strengthening Hull's neighbourhoods and communities

- Satisfaction with neighbourhood has increased.
- The standard of communal areas, especially in blocks of low-rise flats, continues to be a focus for officers.
- SIB (Service Improvement Board) continues to oversee improvements in anti-social behaviour services in Hull.



- Council's house-building programme continues.

## 5. Investing in modernisation and organisational development

### Improvements in technology

% Customer contact received via digital channels (Hull figure relates only to online repairs)	<b>7.5%</b>	2023/24 13.5%	2022/23 13.1%	National Average (HouseMark) - 33.76%
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### Working in partnership with residents' groups

Satisfaction that we listen to views and act upon them (2024/25 STAR survey)	<b>66.2%</b>	2023/24 59.5%	2019/20 65.7%	National Average (RSH) - 60.4%
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### Focus on ensuring a financially viable service

Latest Current Tenant Arrears (as % of debit)	<b>£3,260,234</b> <b>2.88%</b>	March 2024 £3,416,833 (3.09%)	March 2020 £2,710,763 (2.86%)	National Average (HouseMark) - 3.14%
Latest Former Tenant Arrears (as % of debit)	<b>£1,756,925</b> <b>1.55%</b>	March 2024 £1,533,355 (1.46%)	March 2020 £1,325,015 (1.40%)	National Average (HouseMark) - 1.32%

## Investing in modernisation and organisational development

- Officers are investing time and effort in technology to support better services – developing myHousing app with NEC, who are reviewing RepairFinder.
- Former Tenants Arrears are proving harder to recover.
- Tenant involvement continues to underpin everything we do as a landlord.

**18th February 2025**

**Introduction to Neighbourhood Teams**

**Community Managers**

The Officers informed the TF that the role of Neighbourhood Team was to bring about faster decision making, greater openness, better quality services and greater public participation in local government. 3 Community Managers manage the Neighbourhood Teams, support the 3 x Area Committees - North, East and West and each Area Committee boundaries are coterminous with Hull's 21 electoral wards.

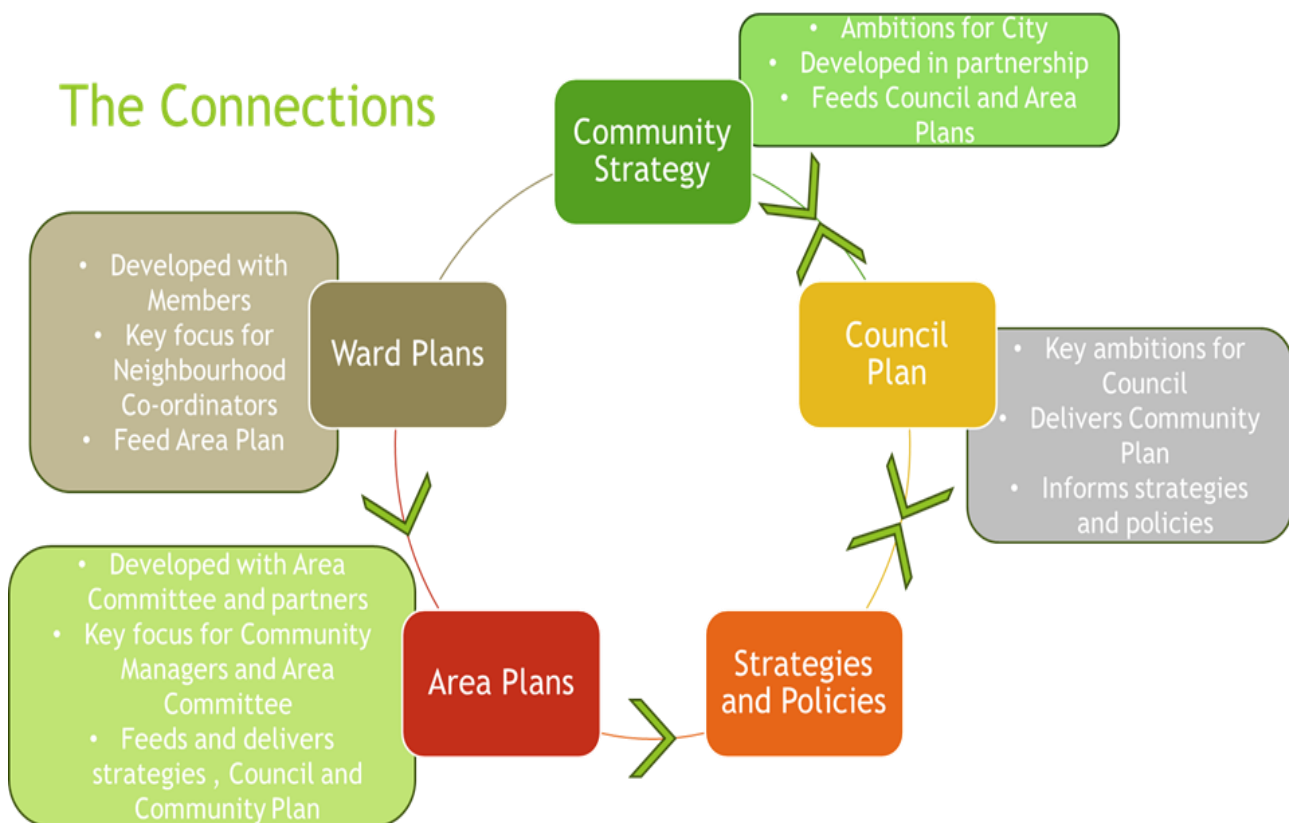
### Community Managers

- ⇒ Manage the Neighbourhood Teams
- ⇒ Revitalise neighbourhoods for ALL residents of Hull irrespective of tenure.



- ⇒ Improve outcomes for local people on local issues
- ⇒ What their role involves:
  - ♦ They work to address issues that impact on residents' quality of life.
  - ♦ Each ward has a named Neighbourhood Coordinator with responsibility for setting local priorities and delivering key projects to improve our Neighbourhoods.
  - ♦ Produce Ward Plans to guide their work - available on the council website ([www.hull.gov.uk/neighbourhoodteam](http://www.hull.gov.uk/neighbourhoodteam)).

### The Connections



Community Managers explained the role of Neighbourhood Co-ordinators: -

- ♦ Engaging with the local community, stakeholders and ward members to develop and implement plans that reflect the priorities and needs of local communities.
- ♦ Promotion and implementation of effective community-based partnership work to ensure that plans and improvements are developed and delivered in an inclusive manner ensuring linkages to the Community Plan and other key strategies.
- ♦ Management of Ward budgets, developing and monitoring projects that address ward priorities

The Community Managers evidenced the following examples for their projects and how they engage and communicate with communities.



Call 01482 300 300 [www.hull.gov.uk](http://www.hull.gov.uk)

- Social media – Facebook & Twitter Area accounts
  - ⇒ During 2024, posted 800 messages
- Have Your Say! – on-line questionnaire
- Ward events – themed, neighbourhood
  - ⇒ During 2024, 62 events took place including Ward forums
- Hull Peoples' Panel
- Customer Intelligence – Call Centre
- Photobook entries –
  - ⇒ During 2024, 431 reports filed



### Ward Budget and Crime Prevention Fund

- Crime Prevention Fund (£1.5 million until 2027)
  - ⇒ 61 Projects Progressing – valuing £655k
- Ward Budgets -
  - ⇒ Revenue Allocation - £190K
    - ♦ 143 Projects Developed in 2024
- Capital Allocation – £1m
  - ⇒ 201 Projects Developed in 2024
- Other External Funding – Holiday Activity Fund, Planning Capital receipts (section 106)



## Future Developments – Gypsies and Travellers

- Local Plan – identifies need for additional permanent pitches
- Wilmington Extension – 10 Pitches
- Establishing a Temporary Stopping Place
  - Land at end of Bedford Street
  - 17 Places
  - Managed by the Support Officers
  - Open April – October
  - Cost to stay
  - Time Limit
  - Policies & Procedures to be Developed
  - Scheduled July 2025

Officers responded to the issues raised by the Forum members. A list of the 61 projects was available at the TF in March.

**18th March 2025**

**Operation Manager**

**Rents & Rent Arrears and Escalation Policy**

The Officer delivered a presentation and covered rents, rent arrears and escalation policy.

## Properties and Make Up

Total Properties – 22,972

Turnover – 1,785 – 7.8%

Current Rent Accounts – 22,268

- ⇒ Universal Credit – 12,811 – 58%
- ⇒ Full Housing Benefit – 3,537 – 16%
- ⇒ Part Housing Benefit – 1,858 – 8%
- ⇒ Self-Funding – 4,062 – 18%

## **Current and former rent arrears**

### **Current Arrears**

- Overall Arrears Balance - £3,378,233
- In Year Cash Collection – 100.22%

### **Former Tenant Arrears**

- ♦ Overall Arrears Balance - £1,833,498
- ♦ Created - £642,542
- ♦ Payments Received - £380,221
- ♦ Written Off - £442,333





## Cases in arrears

Cases in Arrears – 9,744 – 42%

### Arrears Income Type

- Universal Credit – 7,387 – 79%
- Full Housing Benefit – 1,466 – 16%
- Part Housing Benefit – 415 – 4%
- Self-Funding – 129 – 1%



## Routine tenancy visits

Routine Tenancy Visits – All Time (Since 2022)

- Completed Visits – 9,468
- Repairs Raised – 5,604

Routine Tenancy Visits – 2024/25

- Completed Visits – 5,953
- Repairs Raised – 3,513

## Escalation Policy

Officer also explained the following stages of escalation policy





### ST17

Eviction Pending  
Stage P1

Multiple Contact

Visit

Letter

### ST18

Eviction Pending  
Stage P2

Multiple Contact

Visit

Letter

### ST19

Eviction Date Letter  
Stage

Multiple Contact

Visit

Letter

### ST20

Eviction Stage

Possible  
Suspension or  
Adjournment

Officer responded to the issues raised by the members present and the members provided very positive feedback at the end of the TF.

## Tenant and Resident Associations (TARAs)

The TARAs have been carrying out face to face meetings and have been actively feeding issues from their members to the relevant service areas, carrying out local area walks and litter picking and block walks to improve the kerb appeal of their areas.

Committee members have been in regular contact with the Tenant Participation Team (TPT), who support them in finding a resolve to the issues/concern they may raise.

If you think your area would benefit from having a tenant and residents' group and there is enough interest in your community, give the TPT a call to discuss this further. Information is also available on the Council's website, which you can view by visiting

<https://www.hull.gov.uk/tenant-involvement/tenant-residents-associations>

Or by scanning the QR code



## Bayswater Court TARA

The TARA have met once this quarter with Councillors hosting a Pop In. Residents were invited to provide feedback about the block and related issues, such as:

- Anti-Social Behaviour
- Dogs in flats
- Use of laundry room
- TARA activities for 2025
- Tenants' Garden Competition entry

## Dorchester Road and Midmere Avenue Association

The group have met three times during this quarter with Councillors present and have discussed the following:

- Highways issues, parking
- Anti-social behaviour
- Streetscene including flytipping, grass cutting and neighbourhood issues
- Ward budgets and Councillor updates
- Estate Walks with Councillors



## Great Thornton Street TARA

The group met once this quarter with Councillors present and they discussed the following:

- Behaviour in the blocks on GTS
- Housing Facilities Officers
- Litterpicking
- Repairs



## Melville New Michael Street TARA

This group is in development, with their initial meeting taking place in February. Officers met with residents and discussed issues such as:

- Makeup of new group
- Working on their proposed constitution
- Behaviour in the blocks
- Street cleaning around the blocks
- Future topics and meetings

## Muswell Court TARA

The group have met twice in the last quarter with Councillors present, including its AGM. The group discussed the following issues affecting them:

- Use of Laundry Room
- Parking and garages
- Community Garden
- Activities for the group
- TARA entry into the Tenants' Garden Competition

## Women's Voice of Thornton Estate TARA

The Women's Voice TARA Committee met with the Tenant Participation Officer (TPO) three times during this quarter to discuss issues and plan their activities. They also met with the Neighbourhood Coordinator (NC) and TPO to discuss the possibilities to work together for the benefit of the local people. To accommodate more members to their general meetings the Chair and Vice Chair of Women's Voice TARA, along with the TPO and NC, met with the Chair of Maurice Rawlings Centre to use their facilities for their meetings and activities.



The TARA have arranged weekly cooking sessions in collaboration with the Goodwin Development Trust. The TPO arranged an awareness session on Domestic Abuse at the Welcome to English Centre - 26 women attended the



training and provided very positive feedback. After the training officers provided information about Domestic Abuse in ten different languages.

Some members of the TARA also attended Safeguarding training arranged by TPT. A TPO has arranged a meeting with Women's Voice members to recruit more block and neighbourhood champions. Members present raised a few issues with the TPO which were noted and were sent to the relevant officers.



Domestic Abuse Awareness Session



The Women Voice Committee met with a representative from Forum CIO to discuss the policies and procedures for funding purposes. In March they met with the Organisational Development Coordinator from Forum CIO to finalise their safeguarding policy.

The residents of Goodwin Parade flats requested to provide them with a big blue bin for all the flats. TPO contacted the Waste Management Service and arranged a big bin for the residents. The Waste Management Service provided copies of leaflets to all the residents containing information on how to use the blue bin properly.

## Multi Storey Living Project Group

This first quarter of 2025 the Multi Story Living Project Group have continued to meet monthly to discuss issues and updates related to high and low-rise flats in the city.

In January the group received an update on service provision from the Building Safety Manager. She spoke to the group about the work the team had been carrying out in all high-rise blocks across the city to make sure they are up to standard.

In February the group received a visit from High-Rise Manager, who updated them on her team's work carried out in the High-Rise blocks, which was well received.

In March the group received an update of service provision from the Business Insight & Quality Manager and the Manager for the Building Cleaning Service.

Many of the volunteers present were Block Champions, it gave an insight into the present workings and what needed to be carried out in the future to improve standards.

Presently there are 8 block champions who meet with TPOs to carry out block inspections throughout the city, we also have 17 block champions, who carry out inspections unassisted. This has resulted in some positive outcomes and has brought attention to areas of concern. Results are recorded on a performance app called Photobook that is fed through to building cleaning. For this quarter, 78 low-rise and 12 high-rise inspections have been carried out.

## **Local Area Walks and Litterpicking**

The Local Area Walks programme is still going strong with the intrepid volunteers out and about weekly and monthly, checking areas for a wide range of issues. The Local Area Champion programme has 84 participants, who are happily recording issues at their own pace and reporting them to Officers. The TPT regularly put campaigns for Local Area Champions on X and on Facebook to gauge interest. The TPT are also visiting community centres and other external agencies to promote the Local Area Champion program.

Here is the January to March 25 summary of what has happened:

### **Local Area Walks in this quarter**

Number of assisted Local Area Walks carried out = 15

Number of solo walks carried out = 22

### **Service requests raised this quarter**

Number of assisted service requests raised = 13

Number of solo service requests raised = 48

Gardens needing attention sent to Housing Tenancy Manager's = 13

## Litterpicking

Again, the momentum for this activity is still very strong with more people than ever wanting to carry out this activity. So far this year the TPT has seen a massive increase in individuals and communities litterpicking in their areas. This has created some great community spirit and help build some strong friendships along the way. The data collected is also being fed into the Council's climate change agenda.

- Number of litterpicks carried out this quarter = 43
- Bags of litter collected during litterpicks in the city for this quarter = 344
- Number of bags of litter to recycling for this quarter = 129
- Total for this financial year is 2297 bags combined, with 1719 bags of rubbish and 585 bags of recycling, totalling 11.52 tons collectively



**WANTED!  
BLOCK AND  
NEIGHBOURHOOD  
CHAMPIONS**



**Help us to keep our neighbourhoods clean and tidy, by carrying out inspections of the communal areas of flats and the area where you live.**

Together we can develop solutions which improve the look and feel of your block of flats and/or local streets.

You can give as much or as little of your time - whatever suits you.

We offer support and guidance throughout.



**Interested?**

 01482 612 010

 [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)



## Publicity Project Group



The Publicity Project Group continue to work hard to develop and produce the quarterly Hull Housing News newsletter. The Spring edition should land on doorsteps within the first few weeks of April, and it will also be posted on the Hull City Council website and on social media. Previous editions of the newsletter can also be found on the website – search for Hull Housing News for more information.

If you would like to take part in the Publicity Project Group meeting and have a say in what go in future editions, please contact the TPT.



## Customer Access Focus Group

The Customer Access Focus Group met in January and received presentations and updates from the Customer Operations Manager, Customer Journey Manager and the Business Planning Manager.



Key points taken from the presentations are:

- The number of inbound calls continue to decrease, with December experiencing the lowest in the last 6 years.
- In busy periods, there are 5 Customer Service Centre (CSC) staff that can assist on the 300300 phone lines.
- Overall Customer Satisfaction is at an all-time high, with a review being undertaken later this year to see how the phone options menu can be improved.
- There has been a drop in footfall to CSCs in December, however this is consistent with seasonal trends.

The group also received an update from the TPO (Digital Officer) on Mystery Shopping and the plans which are being put into place

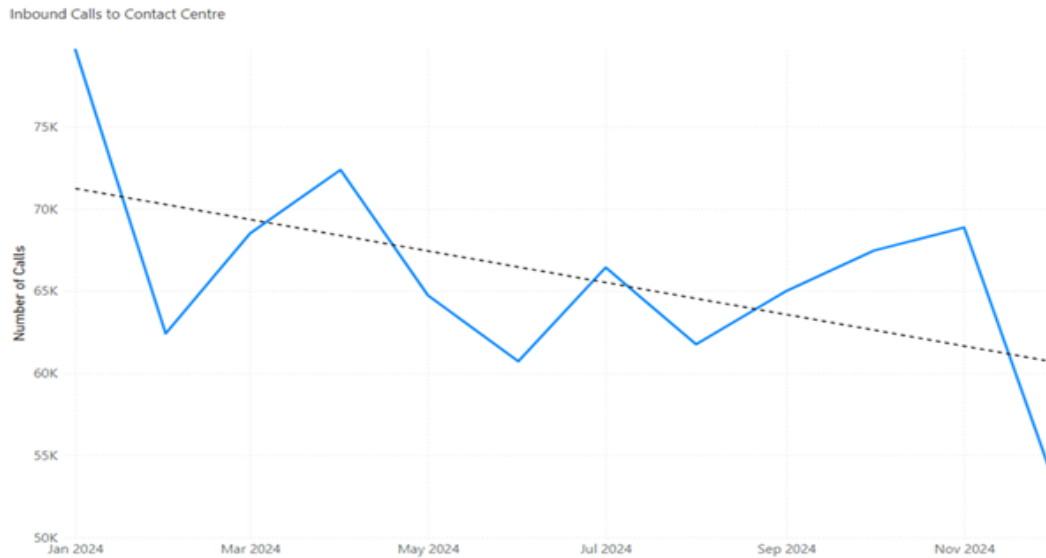
Following additional requests from the group, a second visit to the 300300 Call Centre was planned for members to see what goes on behind the scenes. Members in attendance were able to see various systems in use at the Council, such as NEC, Civica Council Tax, and the online forms system that you use on the Council website. If you'd like to take part in a future visit, or you'd like to join the Customer Access Focus Group, please speak to the TPT.



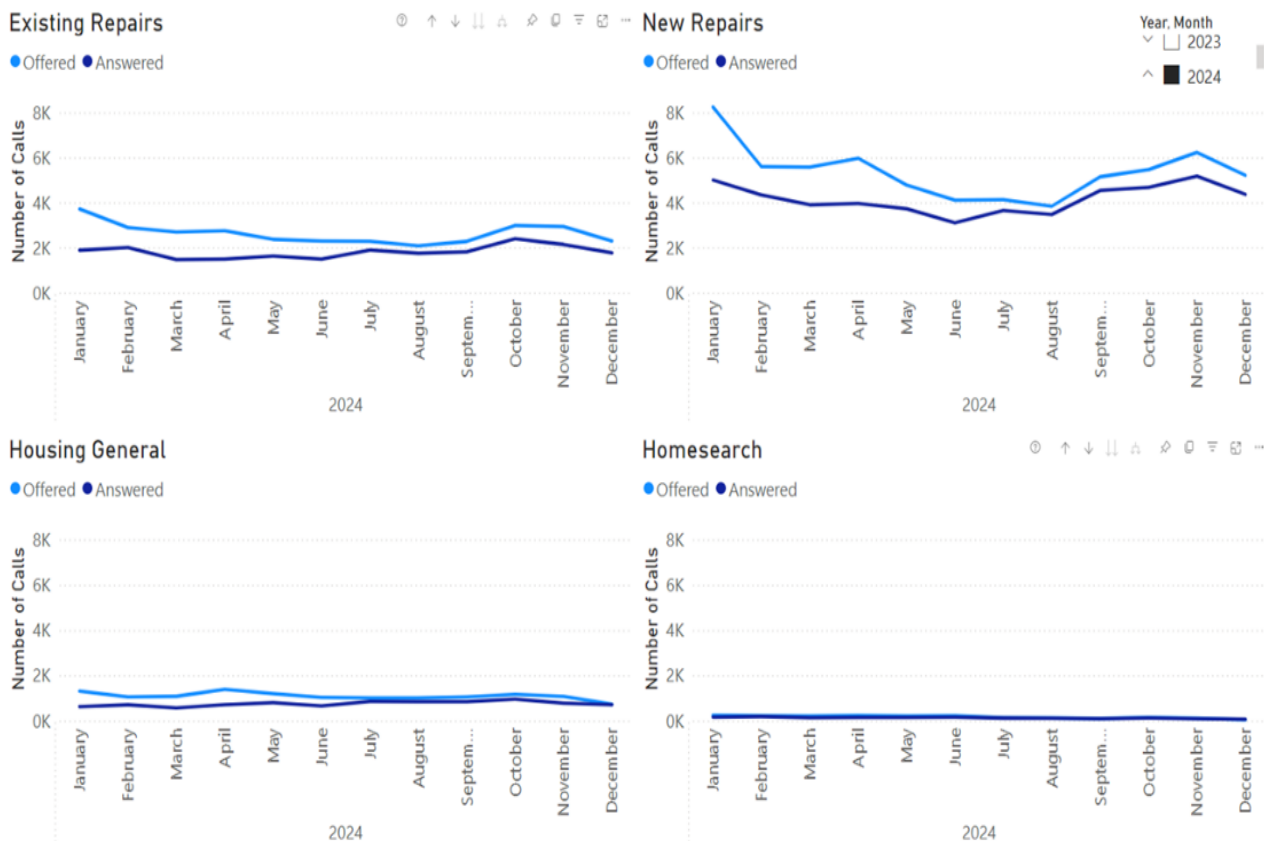
**Volunteers' visit to Contact Centre**



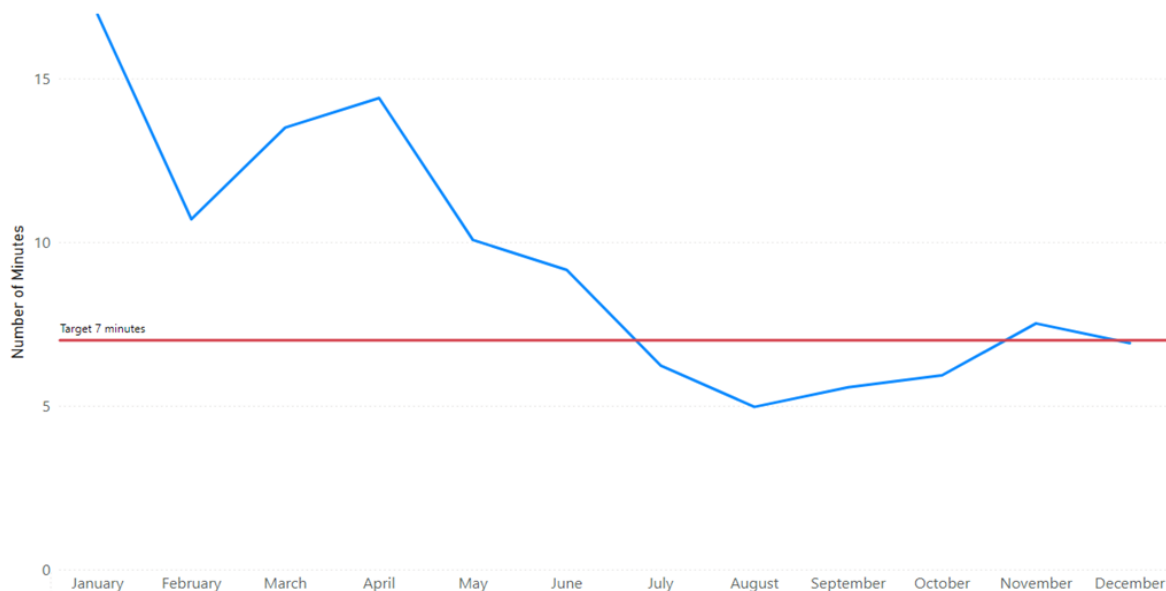
## Contact Centre – Total Inbound Calls



## Contact Centre – Total Housing Calls

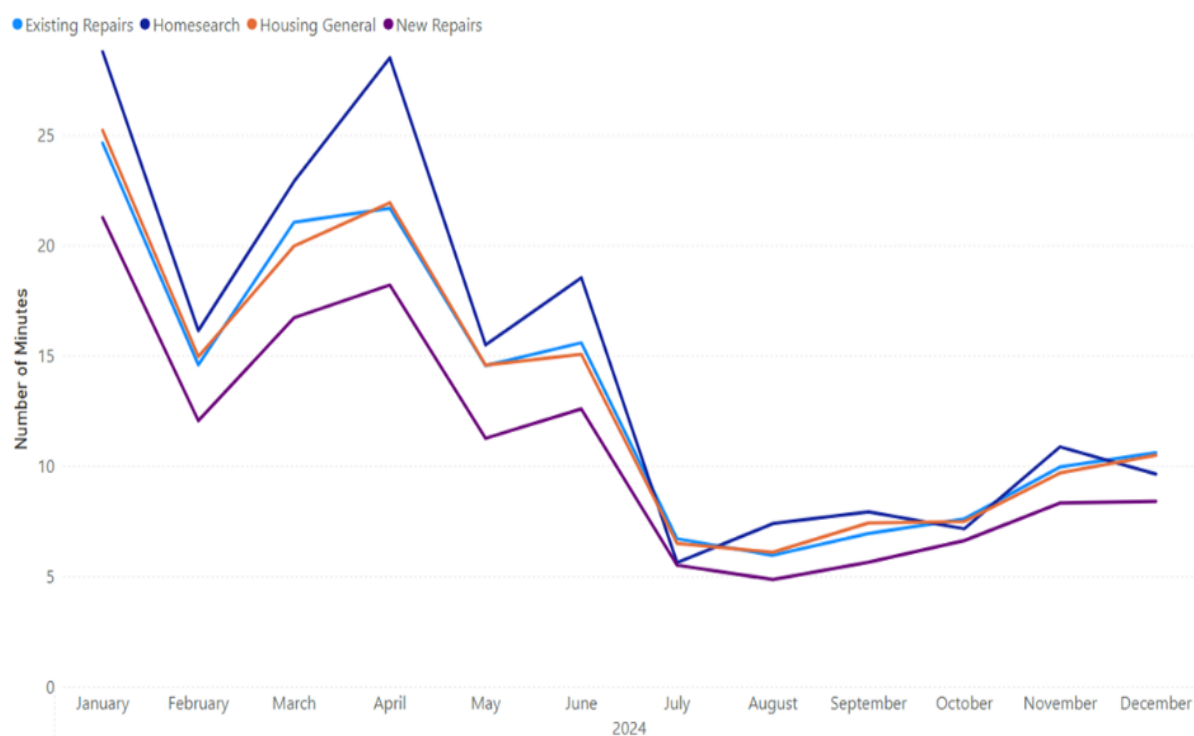


## Contact Centre – Average Wait Time



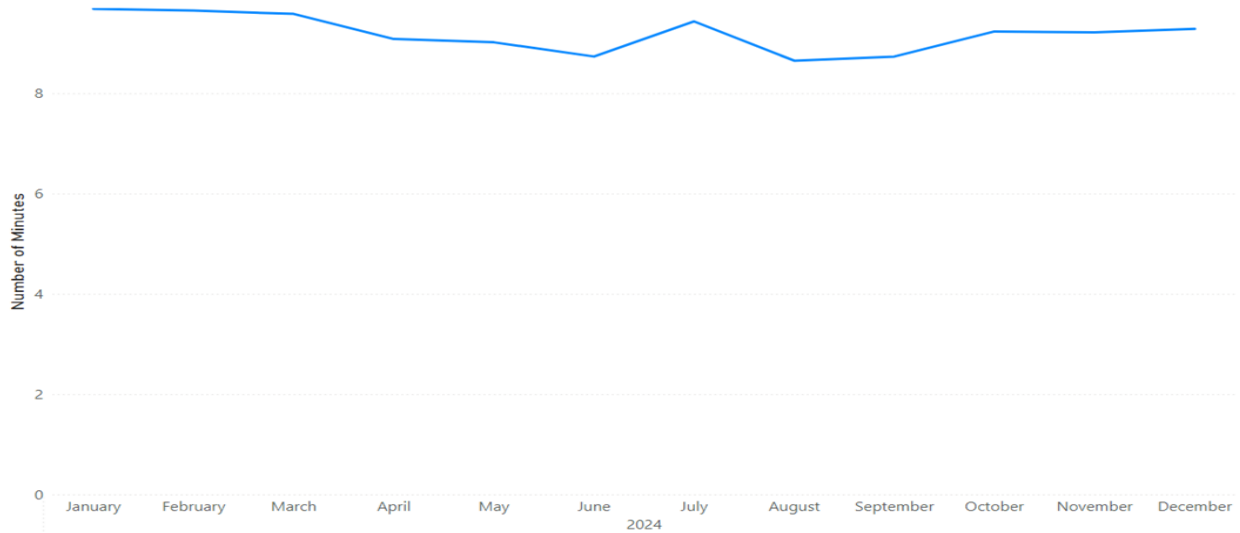
## Contact Centre – Average Wait Time (Housing)

Average Wait Time (AWT) - Housing



## Contact Centre – Average Handle Time

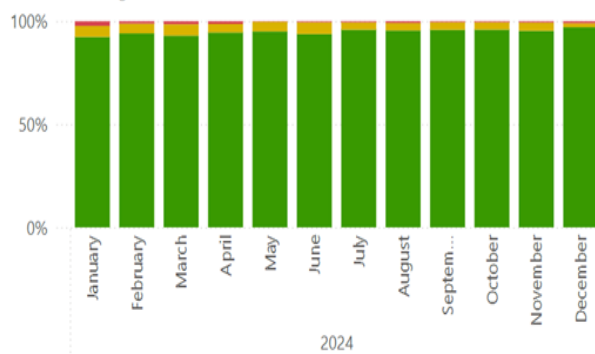
Average Handle Time (AHT)



## Contact Centre – Customer Satisfaction

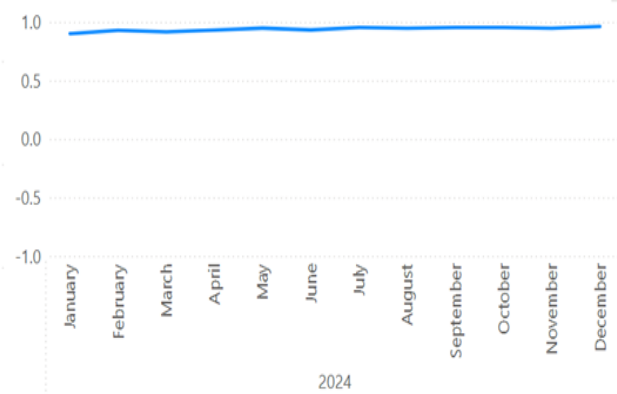
How would you rate the overall experience?

● Good ● Average ● Poor



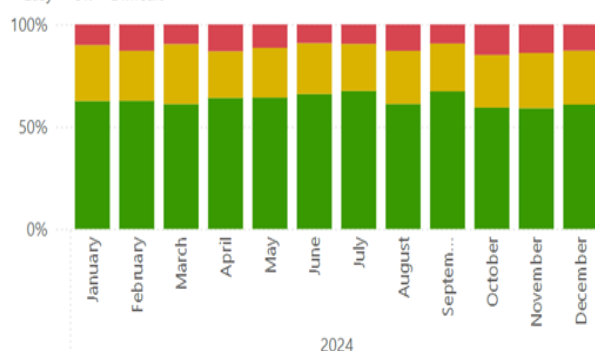
Contact Centre Net Satisfaction

Year, Month



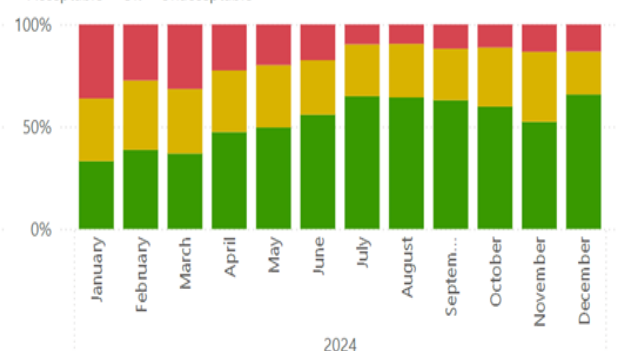
How easy was it to navigate the menu options?

● Easy ● Ok ● Difficult



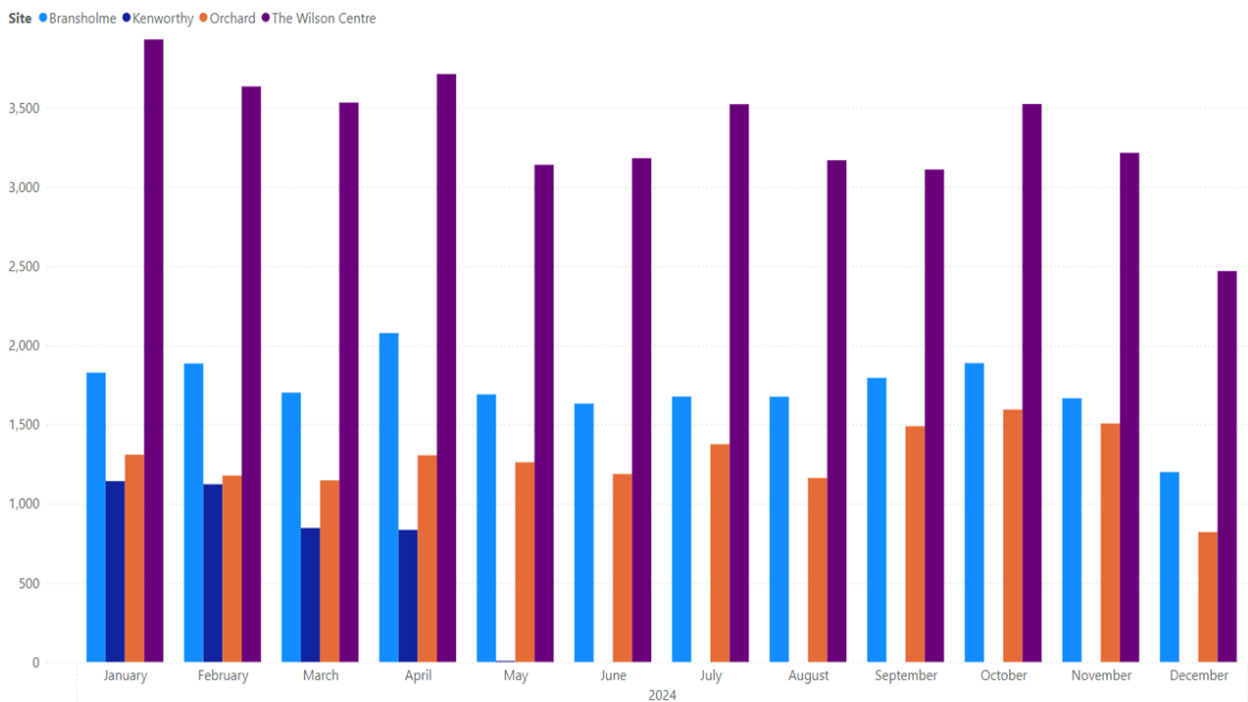
How did you find the wait time to speak to an advisor?

● Acceptable ● Ok ● Unacceptable

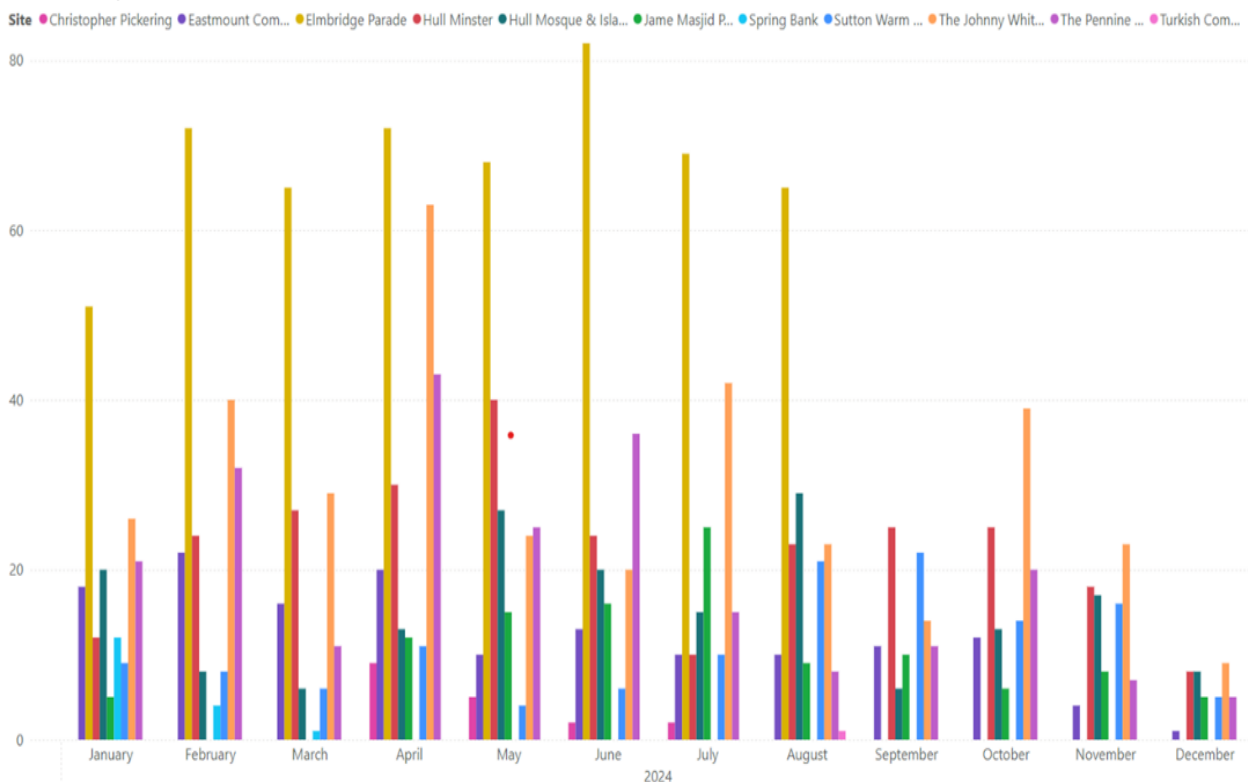




## Customer Service Centre Footfall



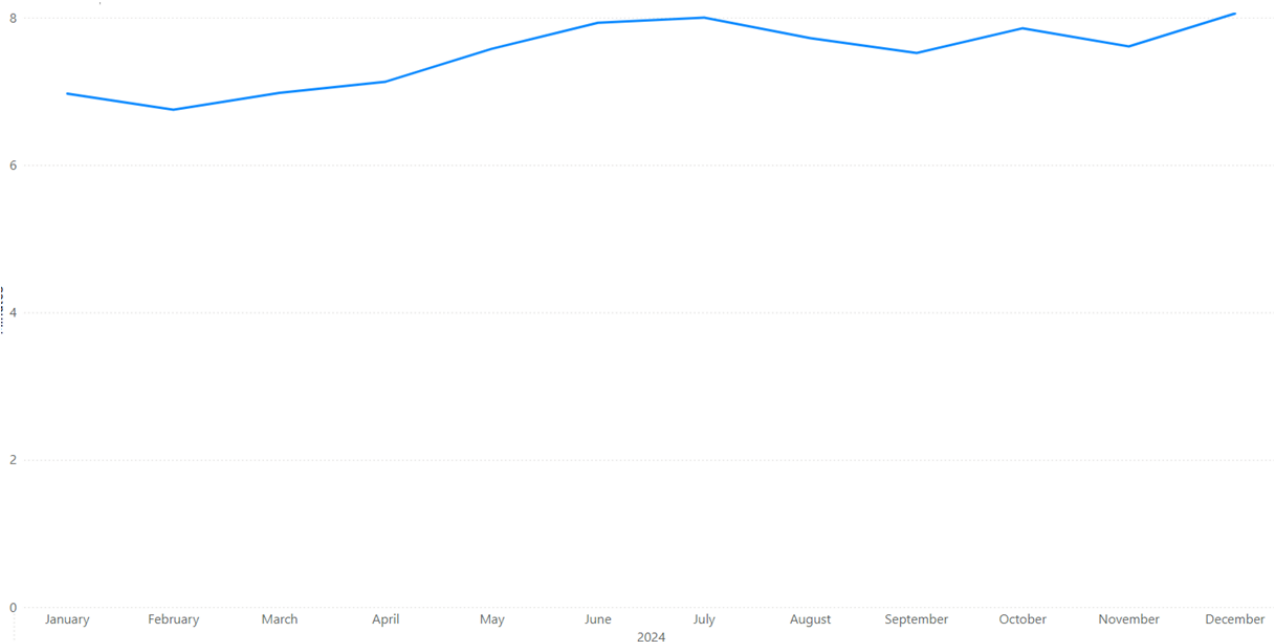
## Community Hub Footfall



## Customer Access Focus Group



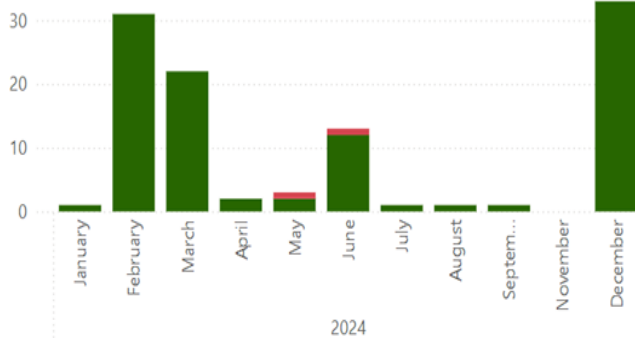
### Transaction Length



### Face to Face – Customer Satisfaction

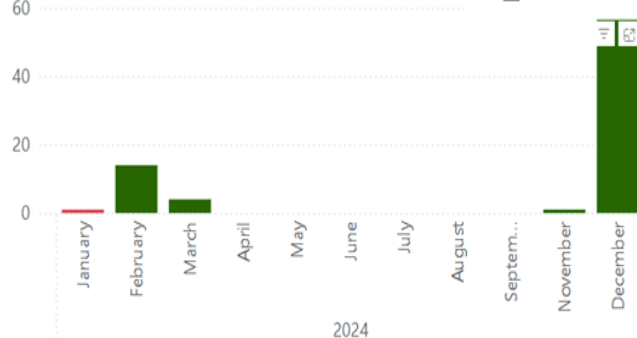
#### Bransholme Customer Feedback

● Good ● Average ● Poor



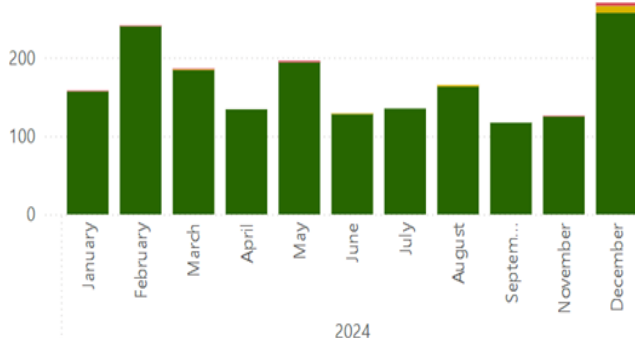
#### Orchard Customer Feedback

● Good ● Average ● Poor



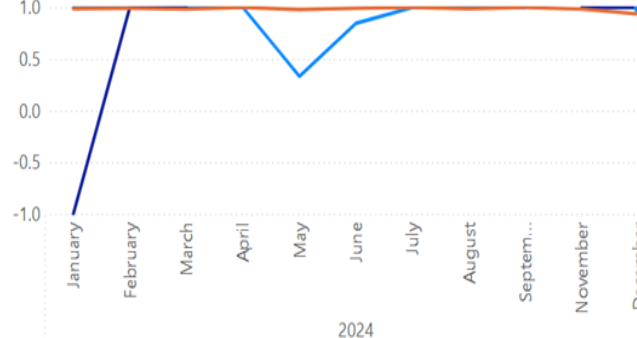
#### The Wilson Centre Customer Feedback

● Good ● Average ● Poor

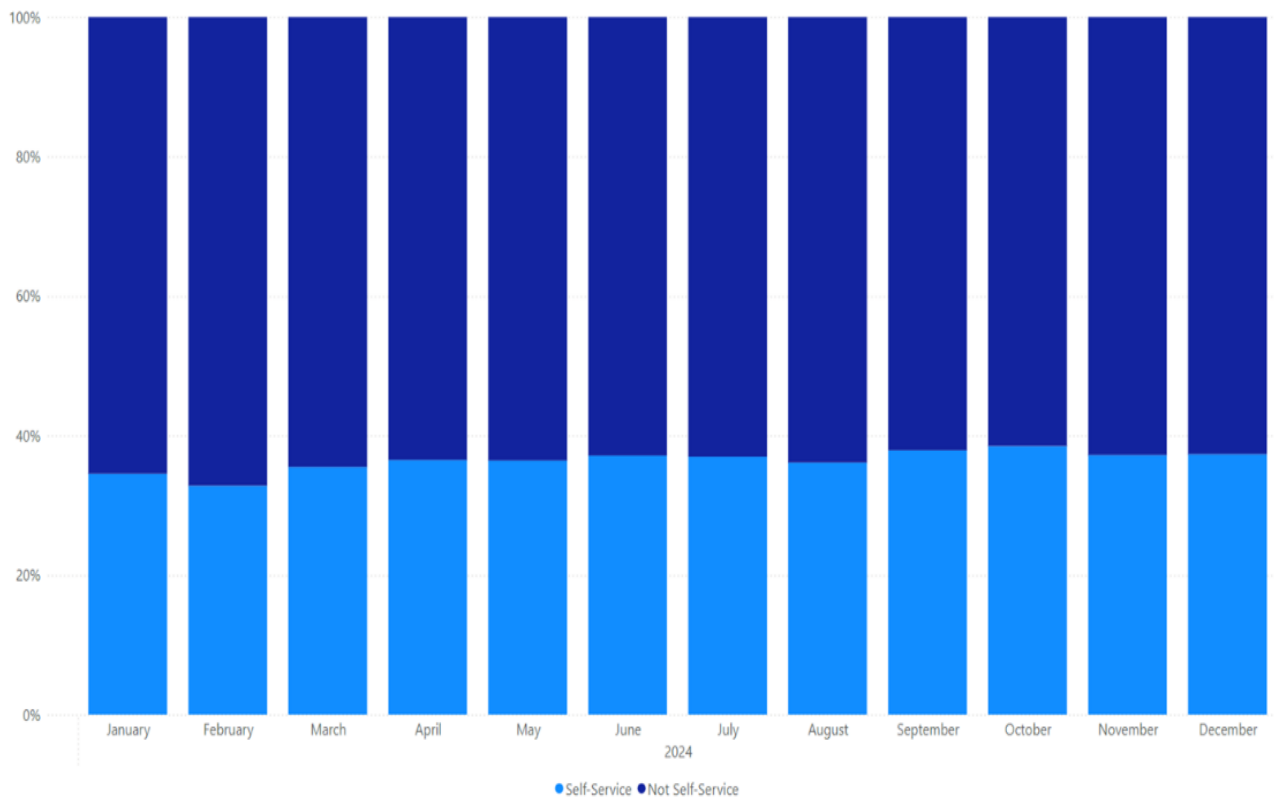


#### Face to Face Net Satisfaction

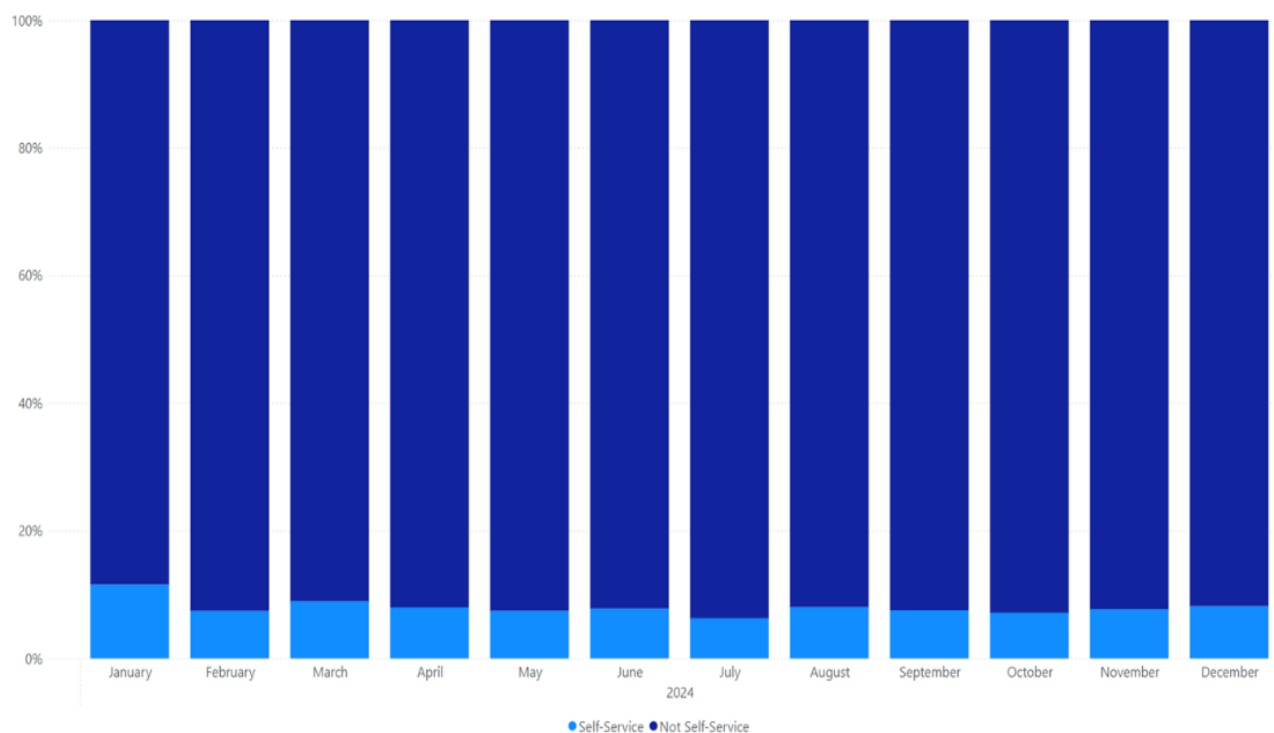
● Bransholme ● Orchard ● The Wilson Centre



### Online – Cases Raised



### Online – Repairs Raised



## Repairs and Maintenance Project Group



The Repairs and Maintenance Project Group met in January to receive an update on voids and adaptations, and the group then met in March to receive an update on Asset Management and Finance. The group talked about the 13 Golden Rules for allocating void properties, which were available at the TF in March, as well as updates on how the Housing Service are performing against the Tenant Satisfaction Measures.

If you have an interest in Repairs or Maintenance and you'd like to take part in the group, please get in touch with the TPT.



## Housing Academy

The final session of the Housing Academy took place on 8<sup>th</sup> January 2025 comprising of 2 modules:

- ⇒ Overview of Housing Law
- ⇒ Overview of Housing Investment, Decent Homes and Asset Management





## Housing Academy



This session concluded the Academy and a formal award ceremony took place on 22<sup>nd</sup> January 2025 where certificates of achievement were awarded to all who attended the Housing Academy. The ceremony was also a great opportunity for our residents to network with officers furthering the link of working in collaboration between the Council and the residents.

### Housing Academy Graduation



### Housing Academy Graduates and Guest Speakers





## Other Trainings for the volunteers

The TPT arranged following training sessions for volunteers:

- ◆ Two sessions on Domestic Abuse Awareness
  - ⇒ For Women's Voice TARA at Welcome to English Centre
  - ⇒ All volunteers on Housing Opinion Panel at the Guildhall
- ◆ Safeguarding Adults and children at Brunswick House



## Digital Engagement Communication Statistics

The TPT continue to use digital methods of engagement to reach out and engage with both “Active” volunteers and the wider tenant and resident population.

Since the last edition of the Forum newsletter, the team have posted 78 times on Facebook, and posts have received 334 likes and 49444 views. Over on X, the team have posted 118 times, receiving 123 likes and 9377 views. The TPT have continued to upload posts, “reels”, and stories to Instagram, posting 39 times since the last newsletter. Instagram posts and reels have received a combined number of 1786 views and 125 likes.

You can follow the TPT on social media by visiting the below pages:

- Facebook: **Hull City Council Housing**
- X: **@HCCTPT**
- Instagram: **@HCCTPT**

Finally, the TF Minutes are available on the Hull City Council website, as are

recent editions of the TF Newsletter. As time goes on, further editions will be published, allowing anyone to view what goes on within Tenant Involvement in Hull.

## Wilberforce College Work Placement Students

In February, the TPT hosted two students from Wilberforce College on Work Experience. During their time with the TPT, the students took part in a range of activities and meetings, all while learning about the Council and the Housing Service. Both students have been commended by Officers for their behaviour and work ethic, and we'd like to wish them well for their future careers!



## Housing Revenue Account Consultation

The TPT hosted the annual HRA Budget Consultation sessions at The Guildhall for staff, volunteers and Councillors. This session gave everyone the opportunity to have their say on the upcoming budget before it was presented to the Council's Cabinet and Full Council meetings.



## Stop Social Housing Stigma

The Tenants' Forum Committee has agreed to fund the Stop Social Housing Campaign. This tenant-led campaign aims to challenge the stigma associated with social housing and present a positive image of social housing tenants. The committee met with the campaign team to discuss their progress and how they would like for people to join for free. To become a member, simply scan the QR code below.



Scan me



## Promoting Tenant Involvement in Hull

Throughout this quarter, TPO's have attended 8 events.

- Chiltern Primary School Chat and Choose x 3
- Boulevard Academy Coffee Morning x 2
- Maurice Rawling Centre – Food and Creativity Day
- Social Prescribing Day – Forum CIO
- Autism Awareness Event

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TPOs have also visited community centres, and other organisations in the city to promote Tenant Involvement activities, where everyone can join in for as much or as little as they can. The places that TPOs have visited so far are:

- ⇒ Maurice Rawling Centre – Bean Street
- ⇒ SCV Volunteering – Adelaide Street
- ⇒ Thornton Allotments – Walker Street
- ⇒ Goodwin Childrens Hub – Walker Street
- ⇒ Community Repaint – Goulton Street
- ⇒ Constable Street Allotments – Constable Street
- ⇒ Hessle Road Network – Massey Street
- ⇒ Hull Environmental & Management Solution Ltd – Endeavour Crescent
- ⇒ Alf Marshal Community Centre

In addition to this a TPO is now attending the monthly LGBTQIA + Forum to promote Tenant Involvement and work with local partners to promote the service.



### “Chat and Choose” at Chiltern Primary School

In this quarter the “Chat and Choose” scheme at Chiltern Primary School has been going great guns with staff and partners reaching out to the local community to provide them with vital support and supplies.

During the 3 sessions some 85 people have attended where they can have a hot drink and use the foodbank provided by the school. Other agencies from across the spectrum have also attended to give information and advice that is required. Some questions asked and information given has been:

- ⇒ How to bid for properties?
- ⇒ How to report anti-social behaviour?
- ⇒ How to become a Local Area Champion?
- ⇒ Who is the Housing Officer for the resident's area
- ⇒ Reporting repairs to a tenanted property
- ⇒ What Childcare is available?
- ⇒ What activities are available during school holidays?
- ⇒ How do people access local NHS services?



### “Coffee Morning” at Boulevard Academy

Since January the TPOs have been attending the coffee morning at The Boulevard Academy, which is similar in organisation to Chiltern Primary School. Residents can attend for the foodbank and have a coffee and chat with staff and outside agencies, including, housing, adult social care, childcare and mental health. TPOs are booked in to attend once a month throughout the year.



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## We said

One of the members of the TF raised an issue that a sofa had been left outside the front of her block of flats and residents have been informed that this sofa will be removed within 7days. She suggested that it should be removed immediately because it was a fire hazard to the block.

## Council did



The Assistant Director Neighbourhoods and Housing took immediate action and changed the procedure ensuring items are removed immediately, regardless of whether it is a Low, Medium, or High-Rise block.

**Comments on  
17<sup>th</sup> Edition**

- ⇒ I always look forward to seeing the tenants' newsletter and never fail to be amazed at just how much the tenants have been involved with! I like the fact that key learning points from the presentations and online sessions are covered again in the newsletter, so anyone who wasn't able to be involved at the time doesn't miss out, and it provides a refresher for those who were involved. I always learn something new too. This time it was the sheer range of sites where the community hubs are operating now – although I had to have my glasses on to have a really good look at the multi-coloured bar chart with it on! I also finally got see pictures of the fan-dancing I'd heard so much about – it looked brilliant! It's great that there's time for fun things on top of all the useful things like the litter-picking and scrutinising how the call centre's doing. Looking forward to next quarter's already.  
Head of Service (Business Development and Change)

**Comments on  
17<sup>th</sup> Edition**

- ⇒ I think it is great – always a fantastic read – well done pulling it all together each time – there must be so much work put into it. I think it needs to be shared far and wide. Thanks again for sharing with me each time – much appreciated.  
Head of Service (Neighbourhoods and Housing Management)
- ⇒ Interesting read. I really enjoyed reading the newsletter  
CP (Tenant Volunteer)

**Your suggestions and feedback**

Your views, suggestions and feedback are very important to us and help us to improve the Tenants' Forum, Tenants' Forum Facebook and Tenants' Forum Newsletter. You can provide us your views, feedback and suggestions via:-



**01482 612010**  
**Please leave a message**



**Hull Tenants Forum**  
**Hull City Council Hous-**



**tenant.resident@hullcc.gov.uk**

**FREEPOST RSJC - KKBE – ABXZ**

HS—Tenant Participation Team.  
Kingston upon Hull City Council,  
PO Box 15  
Hull  
HU1 2AB



**@HCCTPT**



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