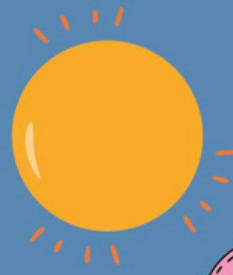


Tenant Participation Round up



Welcome to our “April 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 April

Our volunteers took part in the first road trip of 2025 to Dewsbury for the Tpas North East Regional Meet-up event. This was an opportunity to meet other social housing landlords and to receive the latest updates from the Regulator of Social Housing.

The Tenants Scrutiny Panel has been reviewing the Council’s Adaptations service, with Panel Members inviting relevant Officers to attend to give an overview of current service provision. This has now concluded with the final report and its recommendations being agreed by relevant Officers and the Head of Service and being signed off by the Chair of the Scrutiny Panel.

This month’s Tenants’ Forum focus was on welfare rights. A welfare rights officer came to talk to our volunteers about what the team do and how they can support people. Our volunteers found this extremely helpful as it gave them the opportunity to ask any questions they had about the presentation or about the service.

The Chair also gave us an update on the recent trip to Dewsbury that happened at the beginning of month.

Don’t forget to keep an eye on our social media platforms to find out about our upcoming Tenant’s Forum meetings.



Tpas Dewsbury Event



This month’s Tenants’ Forum

Don't forget to scan our QR Code at the bottom of the page to go to our social media platforms!

The Customer Access Focus Group met with officers from the Customer Services department and the Call Centre to receive performance updates on the performance of 300300 and the Customer Service Centres and Community Hubs. Overall, the number of inbound calls is continuing to decrease, as are the average waiting times for both general calls and housing related calls.

Women's Voice Committee met with the Organisational Development Co-ordinator from Forum CIO to explain her role and responsibilities. She informed the WV that Forum CIO helps organisations and community groups to establish safeguarding policies, apply for funding, provide training opportunities etc.

This month's Multi Storey Living meeting saw Officers from the Building Safety Team attend to give updates on the work this team does to keep blocks safe. The group discussed age restrictions, broadband for blocks, block "community engagement hubs" where officers could hold surgeries and take queries. Other items discussed were streamlining signage, stock condition surveys in all blocks and emergency vehicle parking.

The Tenants and Residents Association (TARA) Forum held its first meeting this year in April, where all recognised TARA's in the City came together to network and discuss relevant issues and concerns. During the meeting Forum CIO gave a presentation on their work and how they could help the TARA's with funding bids and other relevant policies and structures. There was also discussion on the recognition criteria that all TARA's must adhere to in order to be recognised by the Council.



Women's Voice



Customer Access Meeting

The Women's Voice TARA received support to develop and finalise a Safeguarding Children and Adult Policy, and they have been successful in being awarded £9460 in funding to go towards cooking, art and craft sessions, cultural events and a day trip out.

APRIL FACTS AND FIGURES



16 estate walks happened with our officers and volunteers



185 Bags of rubbish in total and **50** of them were Recycling Bags collected by our volunteers



75 posts with over 15,800 views on our social media!



7 Low, Medium, and High-Rise Blocks of Flats inspected by volunteers

UPCOMING EVENTS

If you would like to attend any of these meeting or need more information please contact the team.

JUNE

9

Publicity Project Group
10am > 12pm
Warehouse 9, HU1 1HJ

12

Web Review Focus Session
1pm > 2:30pm
Room C1, The Guildhall, HU1 2AA

16

Tenants' Forum - Damp and Mould
10am > 12pm
Room C1, The Guildhall, HU1 2AA

24

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

JULY

14

Publicity Project Group
10am > 12pm
Warehouse 9, HU1 1HJ

16

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

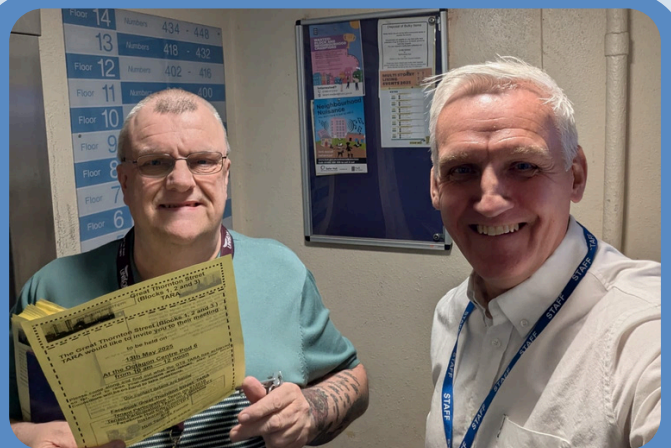
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Tenants' Forum - Complaints process
and how we handle complaints.
10am > 12pm
Room C1, The Guildhall, HU1 2AA

30

Summer Gala Event
11am > 2pm
Ings Playing Field, 4 Clapham Ave, Hull
HU8 0QQ

Please be aware dates and times are subject to change.



Our TP Officers doing a leaflet drop around our Multi Storey Flats

FOLLOW US!



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