



# The Tenants' Forum

**21<sup>st</sup> May 2025**  
**The Guildhall**  
**C1 – 10am to 12 Noon**

	<b>DISCUSSION</b>	<b>Action by</b>
<b>63</b> <b>63.1</b>	<p><b><u>Welcome and Introductions</u></b></p> <p>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.</p>	
<b>64</b> <b>64.1</b>	<p><b><u>Head of Customer Services</u></b></p> <p>The Head of Customer Services and 4 members of her management team attended the Forum to give an update on service provision. Presentation is available on request.</p> <p>The following questions were received from the floor:</p>	
<b>64.2</b>	<p>MT asked what a Unitary Authority meant?</p> <p>The Officer replied that Hull offered a variety of services to its residents, but some like a District Council for example only offered certain services.</p>	
<b>64.3</b>	<p>MS stated that information on the Community Hubs needed to be in other formats not just online as some people did not like using the websites available.</p>	
<b>64.4</b>	<p>MS also stated that some of these new hubs were not well situated in Hull, referring to Eastmount, where it was nowhere near any other public facilities. He also mentioned that for future hubs, they needed to be situated near to bus routes and schools.</p> <p>Officers replied that these points would be taken forward.</p>	
<b>64.5</b>	<p>CL asked if these new hubs would be advertised, not just on the internet, could the rent statements be used?</p>	



## The Tenants' Forum

<p><b>64.6</b></p>	<p>Officers responded that the Hull Housing News would be used along with Ward Newsletters.</p> <p>BP stated that Doctors surgeries could be used to advertise the new hubs in the city.</p> <p>Officers also asked for volunteers to join the proposed Digital User Group to look at service provision and testing.</p>	
<p><b>64.7</b></p>	<p>CL also stated that she had noticed that the advertising boards in the windows of the Wilson Centre were very out of date. Could this be addressed?</p> <p>Officers responded that this issue was already in hand to be changed.</p> <p>The Tenants' Forum thanked the Officers for attending.</p>	
<p><b>65</b></p>	<p><b><u>Conference in Manchester on 25<sup>th</sup> June</u></b></p>	
<p><b>65.1</b></p>	<p>Members of the Tenants' Forum were asked to express an interest to attend Housing Conference in Manchester on 25<sup>th</sup> June 2025.</p>	
<p><b>65.2</b></p>	<p>10 volunteers were chosen.</p>	
<p><b>66</b></p>	<p><b><u>Minutes and Matters Arising</u></b></p>	
<p><b>66.1</b></p>	<p>The minutes of the Tenants' Forum for the 15<sup>th</sup> April 2025 were checked, proposed and agreed following amendments and updates stated below:</p>	
<p><b>66.2</b></p>	<p>48.7 – 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.</p> <p>Response – there are only 2 vacant properties. 1 requires some extensive works which is ongoing, and 2nd should be returned in the next couple of weeks.</p>	
<p><b>66.3</b></p>	<p>48.10 – DC stated that repairs to her Council property had taken over 2 years to be partially sorted out. In relation to the</p>	



## The Tenants' Forum

	<p>roof, downpipe works and other issues, these were still in the system according to KWL, why was this the case.</p> <p>Response – There are no outstanding repairs on NEC – surveyor arranged a visit on 28th April. Surveyor have been to the property and have raised the repairs that were highlighted to the officer, down pipe issues, rear doorstep, also rising damp to the kitchen walls. KWL will be in touch with an appointment once the order is raised.</p>	
<b>66.4</b>	<p>57.4 – 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>Response – Welfare Rights Officer contacted PB on 17/4/25 to provide appropriate and confidential advice on this issue.</p>	
<b>66.5</b>	<p>58.4 – 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>Response – Officers are currently reviewing the update on projects record that is tabled at the monthly Crime Prevention Panel. This exercise should be completed by the middle of June for presentation to the June panel. When published, we will ensure a copy is forwarded to TPT.</p>	
<b>66.6</b>	<p>Regarding an update on project ref: CPF03-04 23.02.23 - CCTV at Ings. This project relates to the upgrade of the equipment located on the top of Bayswater Court. Work will be undertaken in the coming weeks to create the links from the high-rise back to Festival House (Civic 1 Office base). Cameras can then be replaced. The delay has been in preparing Safe Systems of Work that ensure a safe working area for Contractors around the antenna etc. on the roof area. These are now in place and provide a safe working space to enable the CCTV works to progress.</p>	



## The Tenants' Forum

66.7	<p>Noting the delays in progressing the project, the Crime Prevention Panel has been kept up to date and confirm the grant awarded.</p> <p>Agreed by – SL Seconded by – MK</p>	
67	<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> <p><b>67.1 <u>Housing Conference in London</u></b></p> <p>PR gave an update on his recent attendance to the Ocean Media Housing Conference in London. PR stated that he gave a 5-minute presentation on Hull tenant involvement, then a question-and-answer session took place. There was then discussion and networking in how to engage in "hard to reach" tenants, the Housing Academy and See the Person.</p> <p><b>67.2 <u>Publicity Project Group</u></b></p> <p>The Chair informed the Forum that the Communications and Marketing Officer for the Publicity Project Group was retiring this week, and the group also discussed articles for the summer edition of Hull Housing News.</p> <p><b>67.3 <u>Repairs and Maintenance Project Group</u></b></p> <p>The Repairs and Maintenance Project Group met earlier this month to receive updates on general repairs performance, as well as receive an update on Adaptations.</p> <p>Since the last meeting of the group in March, the number of overdue repairs has improved. The Housing Service are working with KWL to identify what additional support may be needed with regards to Void Repair figures, and the group heard that the new repairs priority categories are due to go live next month. The way you report repairs is staying the same, however the diagnosis tool will be updated to reflect the changes being made.</p>	

# The Tenants' Forum

	<p>On the topic of Adaptations, regular meetings are being held between the Adaptations team, KWL, and the Occupational Therapy team to discuss completed surveys and to monitor progress.</p> <p>If anyone is interested in joining the Repairs and Maintenance Project Group, please get in touch with the Tenant Participation Team.</p> <p><b>67.4</b> BP asked if toilet seats were the tenant's responsibility to replace even when it was a disabled person?</p> <p>The Officer replied that if the tenant is not disabled then yes it was the persons responsibility to replace. In relation to a disabled person, the Occupational Health Team would need to visit and do an assessment.</p> <p><b>67.5</b> <u><b>TARA Forum</b></u></p> <p>The TARA Forum has held its 1st meeting of this year, where all recognized TARA's in the City can come, network and discuss relevant issues and concerns.</p> <p>The discussion points were:</p> <ul style="list-style-type: none"> <li>• Recognition Criteria that all TARA's must adhere to if they want to be recognized.</li> <li>• Training needs</li> <li>• What can TP do to assist the TARA's</li> <li>• Funding and other business</li> </ul> <p>The next meeting is on Tuesday 29th July, 10am to 12 noon.</p>	
<p><b>68</b></p> <p><b>68.1</b></p>	<p><u><b>Feedback from Tenants and Residents Association's (TARA's)</b></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><b>DRAMA</b></u></p> <p>PR gave a brief update on the groups work in their area, and the main topics of discussion were the emergency access to from Holwell Road into the Dorchester Road as the bollard was</p>	



## The Tenants' Forum

	<p>now broken. Officers were looking at various options, including, making it an entrance or exit only for people to use. Other points were traffic flow on the Stoneferry and Leads Road roundabout and bushes covering the cycle paths near to Aldi on Sutton Road.</p>	
<p><b>68.2</b></p>	<p><b><u>Great Thornton Street (GTS) TARA</u></b></p> <p>The GTS TARA Committee members continue to attend relevant meetings such as the Tenants' Forum, MSL and other tenant involvement activities, where the high-rise blocks are a topic for discussion. The group also litter pick to keep the area tidy and livable.</p> <p>We would like to keep the Forum updated on the activities of GTS TARA:</p> <ul style="list-style-type: none"> <li>• The TARA has held a Pop In in the laundry room where residents could meet up with ASB Officers, Police, High-rise Team and Tenant Participation to discuss their issues.</li> <li>• The TARA met on 12th May at The Octagon, with issues raised, such as, ASB, communal garden and general repairs being discussed.</li> <li>• As the TARA received £780 from the Crime Prevention Fund, the Committee are looking at ways to keep everyone secure and feeling safety. Watch this space for further plans.</li> </ul> <p>The next meeting scheduled is to be arranged.</p>	
<p><b>68.3</b></p>	<p><b><u>Women's Voice</u></b></p> <p>The Women's Voice TARA Committee met with the Tenant Participation Officer to plan activities and to meet with the staff of Maurice Rawling Centre.</p> <p>We are planning to hold the following events at the Maurice Rawling Centre, and it will be women only events.</p> <p>- 14th June from 2 – 5pm – Cultural get-together</p>	



## The Tenants' Forum

	<p>- 21st June from 2 – 5pm – Who am I – My story</p> <p>This event will be in relation to refugee week</p> <p>All ladies are welcome to attend, food from different cultures will be provided at these events. Hopefully you will enjoy these events.</p> <p>We are holding our general meeting on 18th June from 11 – 1</p> <p>In 2025 – 26 we are planning to arrange the following activities dates to be confirmed.</p> <ul style="list-style-type: none"> <li>- 4 cultural events</li> <li>- 24 cooking sessions</li> <li>- 24 arts and craft workshops</li> <li>- 1 trip to beach</li> </ul> <p>Womens' Voice TARA members attend the Forum and other meetings on regular basis. We will provide feedback on our activities at the next Tenants' Forum meeting.</p> <p>The group were then presented with a volunteering recognition certificate from the Tenant Participation Advisory Service for their work.</p>	
<b>69</b>	<b><u>Any Other Business</u></b>	
<b>69.1</b>	EB(TPO) stated that Mystery Shopping was to start in the next month, so asked for volunteers to participate.	
<b>69.2</b>	<p>The Chair asked for volunteers to participate in the next Scrutiny Review on Anti-Social Behaviour.</p> <p>The following members asked to be considered for the Panel:</p> <p>MB MK SL CP BP</p>	



## The Tenants' Forum

<b>70</b> <b>70.1</b>	<b><u>Close of Meeting</u></b> The meeting closed at 12 noon.	
--------------------------	--	--

<p><b>Estimated cost of meeting.</b></p> <p>Postage, paper, photocopying: £73</p> <p>Refreshments: £39</p> <p>Expenses: £17.72</p> <p>Taxis: £20</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><b><u>TOTAL COSTS    £149.72</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: 5</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 28</p> <p>Resident members: 6</p> <p>None members: 4</p> <p><b>TOTAL No of Volunteers at Meeting: 38</b></p> <p>Duration of Meeting: 2hrs</p> <p>Pre meeting: 14hrs</p> <p>During meeting: 76hrs</p> <p><b><u>TOTAL:</u> 90hrs</b></p>
--	--