



The Tenants' Forum

24th June 2025
The Guildhall
C1 – 1pm to 3pm

	DISCUSSION	Action by
76 76.1	<p><u>Welcome and Introductions</u></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>	
77 77.1	<p><u>Building Safety Manager</u></p> <p>The Building Safety Manager gave a presentation on the work her and her team are carrying out in the high-rise and low-rise flats respectively. Copies of the presentation are available on request.</p> <p>The following key points were raised during the presentation:</p> <ul style="list-style-type: none"> • Building Safety Act 2022 • Fire Safety Act 2021 • Fire Safety (England) Regulations 2022 • Building Safety Case reports for all high-rise blocks • Structural surveys and resident profiling • Resident Engagement Strategies • What the team have done so far and what is still to be done <p>The following questions were taken from the floor:</p>	
77.2	<p>BP asked if the data gathering during tenant surveys followed GDPR guidelines and how would it be stored?</p> <p>The Officer replied that all data gathered by the Council had to comply with GDPR guidelines and once the information was inputted into the data system, the paper copies were destroyed.</p>	



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<p>77.3</p> <p>77.4</p> <p>77.5</p> <p>77.6</p>	<p>MS asked about the condition of the high and low-rise flats respectively and stated that 20 years ago, issues in the blocks were often reported such as cables from mobility scooters being charged through letterboxes, scooters being parked on the corridors or items of seating placed in communal areas. Had this changed due to the new legalisation?</p> <p>The Officer replied that certainly the new legislation had had a positive impact in people refraining from placing seating in the communal areas and on corridors, there were no cases of cables being put through letterboxes to charge scooters, if this issue did occur then it would be dealt with immediately.</p> <p>CS asked how often the service cupboards in blocks were inspected as at his service cupboard, it had been found that cables to an electric circuit board were loose. How often were the inspections carried out?</p> <p>The Officer replied that electrical checks are carried out every 5 years and, in some circumstances, inspections had found vandalism to which this was being addressed. There were new forms of new technology for the lock systems on the cupboard doors being investigated for possible implementation.</p> <p>PC asked why tenants were being charged for communal fire alarms, as the block where his flat was did not have enclosed corridors or proper communal areas?</p> <p>The Officer replied that she would take his details after the meeting for investigation into the matter.</p> <p>The Tenants' Forum thanked the Officer for their presentation.</p>	<p>RF</p>
<p>78</p> <p>78.1</p>	<p><u>Housing Tenancy Manager – Cuckooing</u></p> <p>The Housing Tenancy Manager for High-Rise gave a presentation on “Cuckooing” to the Tenants' Forum. Copies of the presentation are available on request.</p> <p>The key points of the presentation were:</p> <ul style="list-style-type: none"> • What is cuckooing? • What are the types of cuckooing? 	



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	<ul style="list-style-type: none"> • Who is at risk? • Signs of cuckooing • Dealing with cuckooing • Update on legislation • Case studies <p>The following questions were taken from the floor:</p>	
78.2	<p>CW asked what was the situation like in Hull at the moment in relation to cuckooing? and how was it being dealt with?</p> <p>The Officer replied that cases were increasing in Hull year on year where vulnerable people were being targeted. It was difficult for Officers at the present moment as the current legislation did not recognize “cuckooing” as an offence, however this was due to be change shortly by central Government.</p>	
78.3	<p>GP stated that where he was living, the tenant near to him was being “cuckooed”, with relevant Officials attached to the case not dealing with the issues, why was this the case? This was having a detrimental effect on his mental health and quality of life.</p> <p>The Officer replied that she did not know the case in question but assured the tenant that all relevant action would be taken to address the issues. In some cases, and depending on the complex nature, different Officers would be leading the investigations and information gathering to determine a positive outcome.</p>	
78.4	<p>BG asked why vulnerable people susceptible to cuckooing were being placed in areas with high levels of drug use, crime or in areas where families were living? The negative attributes to cuckooing were causing anti-social behaviour and an increase in crime.</p> <p>The Officer replied that in most cases vulnerable people did not choose to be cuckooed. They were befriended by certain people who made them feel worthy and wanted and hence the circle of cuckooing would start. Following this these people</p>	



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	were supported at every stage by relevant internal and external agencies depending on their vulnerability.	
78.5	The Tenants' Forum thanked the Officer for their presentation.	
79	<u>Minutes and Matters Arising</u>	
79.1	The minutes of the Tenants' Forum for the 21 st May 2025, were checked, proposed and agreed following amendments and updates stated below:	
79.2	The Chair reported that in relation to item 64 and the discussion of a community hub being in the Bransholme Centre, this was not the case.	
79.3	On this subject BP stated that every area should have a list accessible to tenants and residents indicating where these hubs were.	TPO (MB) to chase it
79.4	The Chair also thanked the Women's Voice group for their work in their community.	
79.5	The minutes were: Proposed by CP Seconded by PR	
79.5		
80	<u>Feedback from Groups</u>	
80.1	<u>Multi Storey Living (MSL) Project Group</u> The Chair of the group gave a brief update on the MSL Project Groups latest topic that was discussed. At the previous meeting a presentation on Allocations had been given and well received. The next topic would be Building Cleaning, and the meeting would take place on Monday 7 th July, 10am to 12 noon, at the Guildhall.	
80.2	<u>Publicity Project Group</u> The Chair of the group gave a brief update to the Forum on the work the group had carried out. This included agreeing the	



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	<p>final Hull Housing News for printing and saying goodbye to the groups Communications Officer.</p> <p>The next meeting of the Publicity Project Group would be on Monday 14th July, 10am to 12 noon at Warehouse 9.</p>	
81	<p><u>Feedback from Tenants And Residents Association's (TARAs)</u></p>	
81.1	<p><u>Bayswater Court TARA</u></p> <p>A Bayswater Committee member confirmed 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>So far this year we have had 2 pop ins with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included:</p> <p>Anti-Social Behaviour in the block Ongoing disruption to bus routes and closure of Middlesex Road Dogs/pets in flats Intrusive surveys Ings Gala</p> <p>The next meeting with Councillors will be 21.07.25, 10am to 12 noon.</p>	
81.2	<p><u>Dorchester Road And Midmere Avenue TARA</u></p> <p>The Vice Chair of the Group gave a brief update to the Tenants' Forum on the work and discussions being undertaken by the group.</p> <p>At the last TARA meeting, attended by members and Councillors, there was a general discussion on highways and information received back in relation to the emergency entry and exit on Dorchester Road. Fly tipping was also discussed along with a public e-mail for reporting issues.</p> <p>The next meeting of the group would take place on Monday 14th July 2025, 6.30pm to 7.30pm at Redwood Glades.</p>	



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81.3	<p><u>Great Thornton Street (GTS) Blocks 1, 2 and 3 TARA</u></p> <p>The GTS Chair confirmed that 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.</p> <p>The group continue to report repair issues and anti-social behaviour through the appropriate channels.</p> <p>The next meeting for the group is to be arranged.</p>	
81.4	<p><u>Muswell Court TARA</u></p> <p>The Tenant Participation Officer confirmed the group are continuing to work hard for the block and its residents, by putting their opinions and suggestions forward to the MSL group.</p> <p>So far this year they have had 2 pop ins with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included:</p> <p>Anti-Social Behaviour in the block Issues with paths in the communal garden and its general upkeep Dogs/pets in flats Intrusive surveys Ings Gala</p> <p>The next meeting with Councillors will be 21.07.25, 1pm – 3pm.</p>	
81.5	<p><u>Women's Voice</u></p> <p>A Women's Voice Committee member confirmed the Women's Voice TARA Committee arranged two cooking sessions on:</p> <p>4th June – 11 ladies attended the session and helped with cooking.</p> <p>11th June – 20 ladies joined us and enjoyed the day.</p> <p>The Women's Voice was working very closely with the Goodwin Development Trust, they continue to allow them to use their kitchen for cooking sessions.</p>	



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	<p>We arranged a cultural get together on 14th June; to celebrate the Eid festival, we opened this event to all the cultures and religions. 215 women and children from different ethnicities and back grounds attended the event. We arranged games and activities for children for example musical chairs separately for boys and girls, art and craft with two different tables for boys and girls, face painting and henna as well. It was a very successful event, and all the participants enjoyed the food.</p> <p>We held our general meeting on 18th June to discuss the issues in our area and planned our future activities and programs. 24 members attended the meeting and volunteers from the TARA who attended training with the Tenant Participation Team received the training certificates.</p> <p>The TARA Committee arranged a diversity event on 21st June to celebrate the Refugee week “who am I – my story”. Women from different countries shared their stories, reason why they left their countries and their experience when they arrived in UK. All the ladies were wearing their cultural costumes, and it was a very colourful event. There was food from different cultures, and they also displayed souvenirs from their countries. There were more than 150 women and children, all the ladies enjoyed the day and presented their dances at the end of the day. They also danced with their national flags as well.</p> <p>We will provide feedback on our future activities at the next Forum</p>	
82	<u>Any Other Business</u>	
82.1	CL reported that in Salinger House, the HFO's details were now on the notice board including a photo of the person.	
82.2	CL also reported that details of the Tenants' Forum meetings were clearly displayed in the Wilson Centre.	
82.3	CW asked about the Tenants' Forum Pop In on 13 th August 2025, what would it entail?	



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	Officers responded that it was an event for anyone to call in and speak to the members of the Tenants' Forum to find out about both the Tenants' Forum and other involvement opportunities.	
82.4	The TPO gave an update on the Ocean Media Housing Conference in Manchester for those attending from the Forum on 25 th June 2025.	
83	<u>Close of Meeting</u>	
83.1	The meeting closed at 2.45pm.	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £73</p> <p>Refreshments: £39</p> <p>Expenses: £9.01</p> <p>Taxis: £20.00</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><u>TOTAL COSTS £141.01</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: 10</p> <p>No of guest speakers: 2</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 18</p> <p>Resident members: 5</p> <p>None members: 3</p> <p>TOTAL No of Volunteers at Meeting: 26</p> <p>Duration of Meeting: 2hrs</p> <p>Pre meeting: 14hrs</p> <p>During meeting: 52hrs</p> <p><u>TOTAL:</u> 66hrs</p>
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The Tenants' Forum



Your Invited to attend our

HULL TENANTS' FORUM DROP IN SESSION

Come along and tell us what issues are important
to you over a cup of coffee!



Wednesday 13th August 2025



10am-2pm



C1 Guildhall HU1 2AA

What can we
help you
with?



What are your
priorities ?



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