



The Tenants' Forum

22nd July 2025
The Guildhall
C1 – 10am to 12 noon

	DISCUSSION	Action by
84	<u>Welcome and Introductions</u>	
84.1	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. She apologised as there was no speaker system with microphones. That unfortunately the system had broken but there will be a replacement for the next meeting.	
84.2	Additionally, the Chair advised that passes are available on the desk at the back of the meeting that enable people to access the bathrooms in addition to people just indicating to the reception team for access. She further added that the two agenda items would be switched with the Customer Feedback Manager addressing the Forum first.	
85	<u>Customer Feedback Manager</u>	
85.1	The Customer Feedback Manager - gave a presentation on the Customer Feedback Process, copies of the presentation are available on request.	
85.2	The key points of the presentation were: • Different types of customer feedback • How to raise customer feedback • Complaints • Complaint data 2024/25 stage 1 • Complaint data 2024/25 stage 2 • Complaints – next steps • Housing Ombudsman	



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	• Suggestions • Concerns • Compliments • Learning from feedback	
85.3	The following questions were then taken from the floor:	
85.4	CW asked how long was the process following a referral to the Local Housing Ombudsman? The Officer responded that this depended on the nature of the complaint, but in all cases a timescale was adhered to.	
85.5	PR stated that with all cases including premature referrals, complainants could use the Council's complaints process including the Designated Panel.	
85.6	MS asked if policy and procedures cases were still accepted through the complaints process and was it the case that referrals to the Ombudsman had a 2-year response time? The Officer replied that the Council's complaints section did receive cases on policies and procedures and stated that response times with the Ombudsman varied.	
85.7	DC spoke in relation to her son's property and asked why it had taken so long for a repair to be done on his roof, considering the Surveyor had been in October 24, she stated she had emailed the health and safety officer. Officer responded that they would take details and investigate the case	
85.8	CW asked how often did tenants refer their cases to the Ombudsman? The Officer replied that this did take place, but not in large volumes.	



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85.9	PR stated that in cases where the complaint was deemed a request for service, then liaison with the complainant was key to checking relevant information first. The Tenants' Forum thanked the Officer for their presentation.	
86 86.1 86.2 86.3 86.4	<u>External Relations Manager</u> The External Relations Manager – gave a presentation on the work her and her team were carrying out in relation to repairs feedback, copies of the presentation are available on request. The key points of the presentation were: • Receiving feedback • Responding and decision making • Data on repairs complaints 2024/25 • Common themes • Learning from feedback The following questions were then taken from the floor: DC stated that it seemed there was still an apathy with certain people not to complain as it would create a negative relationship between them and the Council. Also, Officers need to be conveying the same message when dealing with repairs or Council business in general. She then asked if there was a different monitoring stage for subcontractors used by KWL in the complaint's procedure. Officer replied that the subcontractors used by KWL were treated the same in a complaint case and added that often KWL receive complaints direct from tenants. KWL do inform the Housing Investment Team of these, but to use the Council's Feedback Scheme is the correct process as this enables more visibility. There was then a general discussion on feedback, with the emphasis being on using different methods to allay people's fears of complaining, using tenants and resident's groups in the	



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	city, advertising more and using feedback to gauge people's opinions.	
86.5	The Tenants' Forum thanked the Officer for their presentation.	
87	<u>Minutes and Matters Arising</u>	
87.1	The minutes of the Tenants' Forum for the 16 th June 2025, were checked, proposed and agreed.	
87.2	A query was raised re the printing and postage, the TP officer confirmed the pack contain two sets of paperwork and this is costed on the 24 th pack.	
87.3	There was a general discussion at this point on the Postal Service and the issues with deliveries of mail, some reporting that Forum packs were not being delivered on time, and that 2 nd class post was not now taking place on Saturdays.	
87.4	The minutes were: Proposed by SL Seconded by PD	
87.5	The minutes of the Tenants' Forum for the 24 th June 2025, were checked, proposed and agreed.	
87.6	There was a general discussion on the Tenants' Forum posters not being up to date in the Wilson Centre and that notice boards around the city were out of date with information. The minutes were: Proposed by CP Seconded by CS	TPO to action
88	<u>Feedback from Groups</u>	
88.1	<u>Multi Storey Living (MSL) Project Group</u> It has been a busy couple of months in the MSL Project Group world with the Housing Access Manager giving the group an	



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	update on Allocations and both the Business Insight and Quality Manager and the Building Cleaning Manager updating the group on all things Building Cleaning. TPO's along with volunteers were still focusing on low-rise inspections this year and the new campaign to recruit block champions leaflets are being delivered at a rapid pace. The next meeting of the MSL group would be on Monday 4th August 2025, 10am to 12 noon, Room 77 - Guildhall, topics being Building Safety and MSL TV, so if you live in a high-rise or low-rise, or you also carry out flat inspections, you are more than welcome to attend.	
88.2	<u>Publicity Project Group</u> An update was given to the Forum on the work the group was undertaking. Preparations were underway for the Autumn edition of the Hull Housing News, with articles being agreed for inclusion. If people were interested in joining the group, they please speak to a TP Officer.	
88.3	<u>Customer Access Focus Group</u> The Customer Access Focus Group met last week and received presentations and updates from the Customer Operations Manager, Customer Journey Manager, and the Business Change Manager. Key points taken from the presentations are: Despite a slight peak in June due to the bank holidays, the number of inbound calls were decreasing. Call abandonment was also low, meaning that more people were now waiting to speak to an advisor instead of putting the phone down. When looking at the average handle time for calls (which was how long you're speaking to an advisor), we queried why existing repair calls were taking longer than new repairs. It was explained that existing repair calls are often complex in nature	



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	and require additional work during the call (such as calling KWL for a status update). On the topic of repairs, in case you weren't aware, if you need to report a repair and you are unable to do it online, you are able to call the 300300-call centre at any time of the day, including evenings and weekends. My advice is to avoid a Monday morning as the waiting times may be longer than usual. The group were informed that footfall at Customer Service Centres is decreasing slightly, however Community Hub footfall is starting to increase. Some footfall is also shifting to other methods, such as online. Despite all of this, the transaction time with an advisor is gradually increasing, meaning that more queries are being dealt with in one go. The group also received a brief update on the MSL TV Channel, with a further update being presented to the MSL Group in a few weeks. If you'd like to get involved with the group to look at the performance of the Call Centre, Customer Service Centres or the Community Hubs, please speak to a member of the Tenant Participation Team (TPT). The next meeting is taking place in October.	
88.4	<u>Repairs and Maintenance Project Group</u> The Repairs and Maintenance Project Group met last week to receive updates on general repairs and performance, as well as an update on Customer Feedback and Compliance. The group talked about the tenant satisfaction survey that is carried out every year and the responses that were received, as well as general satisfaction with repairs and performance since the Repair Priority changes were introduced at the beginning of June. Much like the presentation today, the group talked about the complaint figures and the different themes that are coming through the complaint's procedure.	



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	If anyone is interested in joining the Repairs and Maintenance Project Group, please get in touch with the Tenant Participation Team – our next meeting is taking place in September.	
89	<u>Feedback from Tenants and Residents Association's (TARAs)</u>	
89.1	<u>Bayswater Court TARA</u> 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. So far this year we have had 3 pop ins with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included: Anti-Social Behaviour in the block Ongoing disruption to bus routes and closure of Middlesex Road Dogs/pets in flats Intrusive surveys Ings Gala The next meeting with Councillors will be 08.09.25, 10am to 12 noon.	
89.2	<u>Dorchester Road And Midmere Avenue TARA</u> The group met earlier this month, and members took the opportunity to discuss the work the group had carried out during the year and discussed various issues affecting the area. PR gave an update to the group on the recent conferences, confirming it was very interesting and his presentation in London regarding tenant involvement was well received. PR confirmed members of the TARA will be attending the e equalities and diversity training, to ensure they meet the recognition criteria.	



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89.3	<u>Great Thornton Street (GTS) Blocks 1, 2 and 3 TARA</u> 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. We would like to keep the Forum updated on the activities of GTS TARA: The group continue to report repair issues and anti-social behaviour through the appropriate channels. The TARA carries out litter picks, local area walks and keep the garden and surrounding area spick and span. The next meeting scheduled for the group is to be arranged	
89.4	<u>Muswell Court TARA</u> 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. So far this year they have had 3 pop ins with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included: 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 Talk to the Artist – Rats Across the City at Ings Library The next meeting with Councillors will be 08.09.25, 1pm – 3pm.	
89.5	<u>Women's Voice</u> The Chair of the group gave an update to the Forum, focusing on the Manchester conference and how great it was, saying special thanks to the TP Team for their help and work.	



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89.6	She also mentioned the work the group had been undertaking and how it was positively impacting residents in the catchment area <u>Housing Event 2025 in Manchester</u> The Chair of the Tenants' Forum stated that the event was fantastic, and passed on a special thank you to the TP Team for organisation and their hard work during the day. Also, a special thank you was given to Acklams Coaches for their transportation and customer friendly driver.	
90	<u>Any Other Business</u> 90.1 LS reminded everyone about the Data Protection and Equalities and Diversity training taking place on Wednesday 23.07.25. 90.2 EB spoke about the Designated Panel and if anyone was interested in joining the group. 90.3 CN spoke about the Neighbourhood Management Project Group on 31.07.25, topic being Neighbourhood Housing Team. 90.4 MS spoke of a couple of events being held in the city, "living in the 70's" and Hull drawings of 120 years ago.	
91	<u>Close of Meeting</u> 91.1 The meeting closed at 12.10pm.	



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Estimated cost of meeting. Postage, paper, photocopying: £60 Refreshments: £39 Expenses: £20.78 Taxis: £0.00 Room Hire: £0 Miscellaneous: £0 No of invite letters sent: 120 <u>TOTAL COSTS £119.78</u> <u>Savings: by emailing, not using headed paper and no cost of room booking £115</u>	Details of Meeting. No of Staff at meeting: 6 No of guest speakers: 2 Councillors at meeting: 0 Forum Quorum: 12 Tenant members: 14 Resident members: 4 None members: 0 TOTAL No of Volunteers at Meeting: 18 Duration of Meeting: 2hrs Pre meeting: 12hrs During meeting: 36hrs <u>TOTAL:</u> 48hrs
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