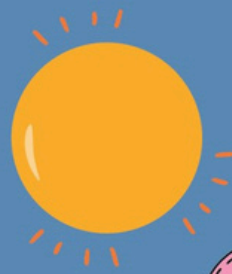


# Tenant Participation Round up



Welcome to our “October 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 October

The Neighbourhood Management Group reviewed the target for unacceptable issues for Local Area Walks that were first introduced in 2013. Thanks to the dedication of volunteers and officers working together to report and resolve issues, the percentage has dropped significantly, now rarely exceeding 1% unacceptability.

To reflect this continued success, the Neighbourhood Management Group agreed to lower the benchmark from 26% to 5%, ensuring targets reflect the positive improvements across our communities.

The Multi Storey Living Group have reviewed the cleaning inspection targets, and following the improved standards, the group have agreed to raise the target to ensure even more accountability. The new targets for an acceptable cleaning grading standard are 90% for high-rise and 85% for low-rise.

In June a Housing Tenancy Manager provided a presentation to the Tenants' Forum about Cuckooing. Due to popular demand from our volunteers, we invited the Housing Tenancy Managers back this month to deliver an in depth training session about how Cuckooing is dealt with in Hull. During this session they spoke about what it is, who is at risk, what are the signs that someone is being targeted.

As part of our ongoing plan to enhance the appearance of our neighbourhoods, our team, together with a group of volunteers, carried out tulip bulb planting at Australasia Houses. We look forward to seeing them sprout and brighten the area in the springtime.

This month, one of our officers visited community hubs across the city to speak with residents about the engagement opportunities available. Following the positive feedback, we will now carry out weekly visits in different locations to ensure all residents are aware of the ways they can get involved.



Cuckooing Training session



Tulip Bulb Planting at  
Australasia Houses

# Tenant Participation Round-up



At the start of the month two of our officers arranged a pop in session on a Saturday at Bayswater Court in the morning and Muswell Court in the afternoon. The focus of this event was to speak to any residents about building safety and the Resident Engagement surveys.

Following the successful feedback received from the resident engagement surveys, the team have now started to engage with the residents of Padstow House and Gatwick House. During this month the team hand delivered the surveys in both blocks, and in mid-November the team will return to both blocks to door knock and speak to residents. These surveys are important as they help us to understand how our residents would like the Council to communicate important information about building safety and will inform the Resident Engagement Strategies being developed for each block.



Resident Engagement Strategy visit at Padstow



The spooky season was in full swing for our Bayswater Tenants and Residents Association (TARA), who hosted a spooktacular Halloween party for the residents of the block. Everyone who attended had an amazing time and enjoyed catching up with their neighbours.



Each month, our team works with volunteers to carry out block and neighbourhood inspections, ensuring our communities remain clean, tidy and well maintained.

This month, we visited the Great Thornton Street area with our volunteers, identifying any issues and reporting anything out of the ordinary to support the continued upkeep of the neighbourhood.

If you would like more information on how to become a Block or Neighbourhood Champion and help keep your community clean and tidy, please contact the team.



Bayswater TARA Halloween Party

[We invite you to view a behind-the-scenes look at our recent walk around Great Thornton Street.](#)

October has been a busy and exciting month for the team as we connected with residents and supported our local communities. From attending meetings and training sessions to joining project group meetings, we've been out on estate walks, carrying out block inspections, posting resident engagement surveys, and working closely with Tenants and Residents Associations.

[Click here to watch some of the highlights from this month.](#)

## OCTOBER FACTS AND FIGURES



18 estate walks with officers and volunteers.



Litter picking volunteers collected 36 bags of rubbish in total with 2 of them being recyclable bags.



81 posts with over 18,400 views on our social media!



22 low, medium, and high-rise blocks of flats inspected by volunteers, with 19 service requests being raised.

## UPCOMING EVENTS

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

### NOVEMBER

3

Publicity Project Group  
10am > 12pm  
Room 2, Warehouse 9, HU1 1HJ

3

Energy Efficiency Training  
1pm > 3pm  
Room C1, Guildhall, HU1 2AA

10

Multi Storey Living Meeting  
10am > 12pm  
Room 77, The Guildhall, HU1 2AA

12

Job Centre wellbeing event  
10am > 12 pm  
Hull Britannia House Jobcentre,  
2 Ferensway Hull HU2 8NF

12

Repairs Project Group  
1pm > 3pm  
Room C1, Guildhall, HU1 2AA

20

Tenants' Forum (Right to Buy and  
Warm Homes Team)  
10am > 12:30pm  
Room C1, Guildhall, HU1 2AA

### DECEMBER

2

Tenants' Forum Thank You Event  
10am > 1pm  
Reception Room, Guildhall, HU1 2AA

9

Publicity Project Group  
10am > 12pm  
Room 2, Warehouse 9, HU1 1HJ

Please be aware dates and times are subject to  
change.



Our volunteer delivering leaflets to a block of  
low-rise flats

## FOLLOW US!



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