



The Tenants' Forum

21 August 2025

The Guildhall

C1 – 10am to 1pm

	DISCUSSION	Action by
92	<u>Welcome and Introductions</u>	
92.1	The Chair opened the meeting and followed the usual 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. The Chair also informed the members that passes to go through the barriers are at the back table if anybody wishes to use the facilities.	
93	<u>Minutes and Matters Arising</u>	
93.1	The minutes of the Tenants' Forum 22 nd July 2025 were checked, proposed and agreed.	
93.2	Response 87.6 – TPO has contacted Customer Operation Manager, Customer Service and they have confirmed they now check displays on a weekly basis to remove any out-of-date posters or any information. Minutes were proposed by CP and seconded by PD	
94	<u>Performance Manager and Business Insight & Quality Manager</u>	
94.1	The Chair introduced GB – Performance Manager and SSh – Business Insight & Quality Manager and invited them to deliver a presentation on Housing Performance.	
94.2	Officers thanked the Chair for inviting them to the Forum. They highlighted the 5 Business Objectives included in the Business Plan and how the Service is performing against them. 1-Focusing on customer experience	



The Tenants' Forum

	<p>2- Putting residents first and meeting their needs 3- Safety, sustainability and climate change 4- Strengthening Hull's Neighbourhoods and communities 5- Investing in modernisation and organisational development</p> <p>Full presentation available on request.</p>	
94.3	Key discussions points included	
94.4	<p>1- <u>Focusing on Customer Experience</u></p> <p>The officer shared that last year 78.9% telephone calls were answered and this year it has improved to 85.4%. He further shared that every three months Customer Access Focus Group drill down the information.</p>	
94.5	Satisfaction with overall repairs information was presented by protected characteristics, highlighting differences in satisfaction.	
94.6	BP appreciated the slide and commented that the format of presenting the satisfaction with the overall repairs was very easy to understand.	
94.7	Waiting times for customers ringing the Council on 300 3000 continues to improve against the 7-minute target	
94.8	Introduction of additional (urgent) repair priority in June 2025 is already improving customer experience	
94.9	Designated Panel continue to meet quarterly with Customer Feedback Manager to ensure learning from feedback.	
94.10	<u>Putting Residents First and Meeting Their Needs</u>	
94.11	Routine tenancy visits undertaken so far; this financial year are ahead of target.	
94.12	Homelessness crisis continues and demand for Housing in the City remains high.	



The Tenants' Forum

94.13	Service continues to focus on improving relet time, average currently at 75.2 days	
94.14	Discussion on refusal of property offers adding to the relet time. Officers confirmed that the Allocations Policy is to be reviewed and feedback from the Tenants' Forum would be welcomed.	
94.15	CL mentioned that major adaptation figure is improving but 293 is still a big number and requested more information at next Performance Update on the actual waiting time.	
94.16	<u>Safety, Sustainability and Climate Change</u>	
94.16	Officer shared that safety performance across the big six has improved – most 100%.	
94.17	The proportion of non-decent council homes have gone down to 10.6% compared to last year at 14.4%. He further added that lower % is better.	
94.18	Another major focus is on building safety – 19 high rise blocks. City-wide Resident Engagement Strategy now in place.	
94.19	CL appreciated the figures. She mentioned that she received a text advising her of a repair's appointment, she contacted KWL and the appointment was actioned the following day. However, four days later she received a letter also advising her of the appointment clearly after the date. She enquired if KWL are aware of the recent changes to the Royal Mail Postal Service delivery times and that they may wish to recalculate trigger points for letters.	
94.20	SSm confirmed she would raise it with Housing Investment Team.	SSm to action
94.21	<u>Strengthening Hull's Neighbourhoods and Communities</u>	
94.22	Satisfaction with neighbourhood has increased	
	Inspections in communal areas especially in low-rise blocks continues to be a focus.	



The Tenants' Forum

94.23	Tenant scrutiny review of Neighbourhood Nuisance SLA began July 2025.	
94.24	Officer mentioned that 56.6% figures came from STAR survey results and the 98% figure presented at Service Improvement Board by Neighbourhood Nuisance Team was direct feedback from tenants who had used the service.	
94.25	PR confirmed that the Scrutiny review is looking forward in understanding the different data sets.	
94.26	<u>Investing in Modernisation and Organisational Development</u>	
94.27	This year's rent collection figures are lower than last year. However, the 2 weeks over the Christmas period, do impact on this figure.	
94.28	Rent arrear write off is currently at 0.13% which is better than last year.	
94.29	The Chair thanked the officers for delivering a very informative presentation.	
95	<u>Any Other Business</u>	
95.1	No AOB was discussed	
	<u>Close of Meeting</u>	
	The meeting closed at 1pm	



The Tenants' Forum

Estimated cost of meeting.

Postage, paper, photocopying: £111

Refreshments: £155.65

Expenses: £3.83

Taxis: £0

Room Hire: £0

Miscellaneous: £0

No of invite letters sent: 126

TOTAL COSTS £270.48

Savings: by emailing, not using headed paper and no cost of room booking £115

Details of Meeting.

No of Staff at meeting: 3

No of guest speakers: 2

Councillors at meeting: 0

Forum Quorum: 12

Tenant members:10

Resident members:3

None members: 0

TOTAL No of Volunteers at Meeting:13

Duration of Meeting: 3hrs

Pre meeting: 12hrs

During meeting: 36hrs

TOTAL: 48hrs