



Tenants' Forum

20th November 2025

The Guildhall C1

10am – 12.00noon

Item	DISCUSSION	Action by
20.	<u>Welcome and Introductions</u>	
20.1	<p>As the Chair sent her apologies, the Vice Chair opened the meeting and followed the usual format of housekeeping rules and fire evacuation procedures. He 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 Vice Chair also informed the members that passes to go through the barriers are at the back table if anybody wishes to use the facilities.</p>	
21.	<u>Right to Buy - Right to Buy Co-ordinator</u>	
21.1	<p>The Right to Buy Co-ordinator delivered a presentation on Right to Buy and Right to Buy Back Scheme to the Tenants' Forum (presentation is available on request).</p>	
21.2	<p>The following topics were covered:</p> <ul style="list-style-type: none">• Right to Buy (RTB) Scheme• Eligibility criteria• Property exemptions• Changes in RTB legislation• Discount entitlement• Application process• Pros & cons of the scheme• The Right to Buy Back• Buyback scheme	
21.3	<p>The following questions were then taken from the floor:</p>	
21.4	<p>JL reported that some time ago he had applied to buy his Council bungalow, but was informed that only emergency repairs would be carried out during the process, was this the case?</p> <p>The Officer replied yes this was the case.</p>	



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21.5	<p>PW asked if it was correct that once people have bought Council stock that the repairs are still done?</p> <p>The Officer replied that once the process had started, then again only emergency repairs are carried out. Once the process was complete, then the new homeowner would be liable for the upkeep of the house.</p> <p>The Officer was thanked for her presentation.</p>	
22.	<p><u>Warm Homes - Energy Efficiency and Compliance Officer & Energy Efficiency Officer</u></p>	
22.1	<p>The Energy Efficiency Advice Officer delivered a presentation on energy efficiency to the Tenants' Forum (presentation is available on request).</p>	
22.2	<p>The following topics were covered:</p> <ul style="list-style-type: none">• Who we are• Services we offer• Current schemes• Insulation grants• Insulation grants - £99 scheme• Heating grants• Warm homes local grant (WHLG)• The criteria• Events• Contact details	
22.3	<p>It was clarified that the team mainly provide grants for homeowners and private landlords, though affordability advice is available to tenants. Hull City Council is responsible for carrying out all repairs and improvements at no extra cost to its tenants.</p>	
22.4	<p>Questions were then taken from the floor:</p> <p>JF stated that the service she had received from the insulation service was not good and some of the work had not been carried out.</p>	



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22.5	<p>The Officer replied that she would investigate the case. JL asked about the warm home discount and the eligibility criteria.</p> <p>The Officer replied that central Government ran the scheme.</p>	
22.6	<p>MK stated that when moving into her new property, it was found that the loft had been left in a bad state and the insulation was not done properly. MK applied for a grant; the work was not carried out properly.</p> <p>The Officer replied that she would investigate the case.</p>	
22.7	<p>AS stated, that in the newly refurbished flats at Newtown Court, there was to be 2 sources of heat, an electric fire and boiler central heating. This was not the case in her flat. If the one heating source broke down, how did she keep the flat warm?</p> <p>The Right to Buy Co-ordinator replied that she would need to speak to Leasehold Team to get further information.</p>	
22.8	<p>A member present reported that she had applied for a wet room and was informed that Occupational Therapy would be in touch to survey the bathroom. This had still not taken place.</p>	
22.9	<p>A reminder was given for all first reports of service requests, to use the agreed methods or contact first, i.e, 300300 or the App.</p> <p>The Officer was thanked for her presentation.</p>	
23.	<u>Minutes and Matters Arising</u>	
23.1	<p>The minutes of the Tenants' Forum 21st August 2025 were checked, proposed and agreed.</p>	
23.2	<p>On 94.28, SSh would clarify the figure quoted on current rent arrears and report back to a future meeting.</p>	TPO
23.3	<p>The minutes were proposed by CP and seconded by JS.</p>	
24.	<u>Feedback from Groups</u>	



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24.1	<p>At this point of the meeting the relevant focus groups provided summaries of their activities to the Tenants' Forum.</p>	
24.2	<p>Customer Access Focus Group</p> <p>The Customer Access Focus Group met in October to receive presentations and updates from the Customer Operations Manager, Customer Journey Programme Manager and the Digital Tenant Participation Officer.</p> <p>Key points taken from the presentations are:</p> <ul style="list-style-type: none">• The total number of inbound calls continue to gradually decrease. There has been a year on year decrease of around 5 to 10%, which is extremely positive.• The new telephony system went live in July, and this introduces the ability to receive a callback instead of waiting on hold.• Out of the 24,000 calls that were answered in September, 4500 calls were callback-elected (which equates to around 20%). For Housing specific calls, 24% of New Repair Calls, and 55% of Existing Repair Calls, were initiated via callbacks, and the only other Council department to reach levels like this is Council Tax. This is extremely positive to see, and it is something that we have been requesting for a few years.• The average waiting time continues to decrease, currently sitting around 6 minutes from pressing the option on the phone system to speaking to an advisor.• The satisfaction figure is at an all-time high of 96%, which means that most callers are happy with the service they've received.• Whilst we were unable to view footfall figures for the Customer Service Centres, we were shown a graph that shows the average number of visitors per hour. Like last time, the numbers show that attendance at Customer Service Centres are decreasing, but Community Hub attendance appear to be increasing.• Satisfaction remains largely positive across the board at Customer Service Centres.• In September 2025, 44% of all cases were raised online. This means that the number of people using self-service	



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24.3	<p>options is gradually increasing, resulting in less calls to 300300, freeing up the phone line for customers who are unable to get online and need to speak to an advisor.</p> <p>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).</p> <p><u>MSL Project Group</u></p> <ul style="list-style-type: none">• It has been a busy couple of months in the MSL Project Group world with Officers from Building Safety, Resident Engagement Building Cleaning and Highrise attending meetings to give updates.• There has also been a Task and Finish Group for the Building Cleaning Service Level Agreement set up to discuss and action the document for 1st April 2026• TPO's along with volunteers were still focussing on low-rise inspections this year and the new campaign to recruit block champions leaflets are being delivered at a rapid pace.• There is a special meeting in December focussing solely on MSL TV and moving forward with the project, Wednesday 10th December, 1pm to 3pm.	
24.4	<p><u>Publicity Project Group</u></p> <p>No update was given to the meeting.</p>	
24.5	<p><u>Repairs Project Group</u></p> <p>The Repairs and Maintenance Project Group met last week to receive updates on performance, latest developments within the Housing Investment Service, and to receive a presentation on Planned and Cyclical Works.</p> <p>The group were presented with a new performance report that is being developed in close partnership with the Housing Investment Team, the Assistant Director for Housing, and officers from KWL. The existing report has been in place for a few years, but some issues weren't being picked up. The new report will allow for performance to be shared directly with KWL,</p>	



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	<p>allowing for any issues to be highlighted and addressed. No targets have been set yet; however, the Performance Manager would like tenants to be involved in the process to define what the Key Performance Indicators (KPIs) should be and what targets should be set at.</p> <p>The Maintenance and Improvements Manager (M&I Manager) for the Planned and Cyclical Works team delivered a presentation to the group on what his team do and the areas that it covers. The manager also shared some performance figures for the 25/26 Financial Year:</p> <ul style="list-style-type: none">• Number of Kitchen Installations forecasted – 800• Number of Bathroom Installations forecasted – 640• Extractor Fan Installations – 16,000 (might be more than one per property).• Number of Bin Storage Sites surveyed: 183 <p>The group then received an update on the repair priorities following the changes earlier in the year, and the group received an update on the Council's response to Awaab's Law (that was introduced on 27th October).</p> <p>We held elections for the role of Chair and Vice Chair for the next year. I was re-elected as Chair, and PD has been elected as Vice-Chair. A huge thank you to CS for his time as Vice-Chair over the last year.</p> <p>If you have an interest in Repairs and Maintenance and would like to join the group, please get in touch with a member of the Tenant Participation Team.</p>	
25.	<u>Feedback from TARA's</u>	
25.1	At this point the Chairs of the TARA's provided summaries and updates to the Tenants' Forum.	
25.2	<u>Bayswater Court</u> <ul style="list-style-type: none">• 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.	



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25.3	<ul style="list-style-type: none">• We have continued to have pop ins with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included:<ol style="list-style-type: none">1. Anti-Social Behaviour in the block2. Dogs/pets in flats3. Intrusive surveys4. Ings GalaThe next meeting with Councillors will be 08.12.25, 10am – 12 noon.	
25.4	<p><u>DRAMA</u></p> <p>No update was received from the group.</p> <p><u>GTS TARA</u></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 liveable.</p> <p>We would like to keep the Forum updated on the activities of GTS TARA:</p> <ul style="list-style-type: none">• The group continue to report repair issues and anti-social behaviour through the appropriate channels.• The TARA carries out litterpicks, local area walks and keep the garden and surrounding area spick and span.• On being awarded £816 from Forum CIO, the group are asking residents of the blocks what items they would like and will distribute accordingly.	
25.5	<p>The next meeting scheduled for the group is 13th January 2026</p> <p><u>Muswell Court – Officer (CN)</u></p> <ul style="list-style-type: none">• 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.	



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25.6	<ul style="list-style-type: none">Following the sad departure of the previous Chair and Vice Chair to pastures new, we now have a new Chair and a Vice Chair.The group have continued to have had pop ins with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included:<ol style="list-style-type: none">1. Anti-Social Behaviour in the block2. Issues with paths in the communal garden and its general upkeep3. Dogs/pets in flats4. Intrusive surveys5. Ings Gala <p>The next meeting with Councillors will be 08.12.25, 1pm – 3pm.</p> <p><u>Women's Voice</u></p> <p>With the cooperation of Goodwin Development Trust Women's Voice (WV) carried on their cooking session every week. They have started their art and craft sessions as well where women are learning how to use sewing machines and other craft activities.</p> <p>A Practice Manager met with the members of WV to introduce High Risk Building Safety Policy. The Officer also provided information on the responsibilities of Hull City Council which covered under this policy.</p> <p>Women Voice have secured £1500 funding under Cost-of-Living Grant which was funded by the Department of Work and Pension (Household Support Fund). We will buy voucher for 60 women and 25 children to get warm clothes for this winter.</p> <p>With the support of Ward Councillors and Goodwin Development Trust WV along with GTS TARA and another local organisation arranged a day trip to Scarborough. They booked 4 coaches for all the community groups. 65 women and children from WV joined this trip. WV got very positive feedback from all the participants.</p>	



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	<p>We hold our Annual General Meeting, I was elected as Chair unopposed, then there were quite a few candidates for all the committee positions.</p> <p>WV have requested TPO to arrange Committee Skills training and Equalities and Diversity training for the TARA members.</p> <p>We will provide feedback on our activities at the next Forum</p>	
26.	<u>Any Other Business</u>	
26.1	<p>DC reported that in the summer, surveyors had recommended that there were a few repairs that needed to be done to her property. So far, only one had been carried out with no date for the rest to be completed, also if KWL were due to attend, they were not giving specific times.</p> <p>The Chair of the Repairs and Maintenance Project Group said that she would take this up with KWL and report back accordingly.</p>	
26.2	<p>KS stated that the Newtown Court area was seeing an increase in ASB, no play equipment was provided for children, mural needed repainting and there was litter and flytipping about.</p> <p>An Officer replied that they would speak to the Housing Tenancy Manager for that area and liaise with the Neighbourhood Nuisance Team.</p>	
26.3	<p>MK reported that trees, hedging and walkways need attention in the Waveney Road area.</p> <p>An Officer replied that Streetscene were carrying out such works but had been hindered due to trees being blown down in recent storms.</p>	
26.4	<p>PD raised that the trade button on the blocks needed to be removed as people were getting into the buildings.</p> <p>A reminder was given for all first reports of service requests, to use the agreed methods or contact first, i.e, 300300 or the App.</p>	
27.	The meeting closed at 11.30am	



OFFICIAL

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Estimated cost of meeting	Details of Meeting
<p>Postage, paper, photocopying: £71</p> <p>Refreshments: £39</p> <p>Expenses: £12.34</p> <p>Taxis: £10.50</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 80</p> <p><u>TOTAL COSTS £132.84</u></p> <p><u>Savings: by free room, emailing and not using headed paper £93</u></p>	<p>No of Staff at meeting: 5</p> <p>No of guest speakers: 2</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum:12</p> <p>Tenant members: 15</p> <p>Resident member: 8</p> <p>None members:</p> <p>TOTAL No of Volunteers at Meeting: 23</p> <p>Duration of Meeting: 1.30hrs</p> <p>Pre meeting: 10hrs</p> <p>During meeting: 34.30hrs</p> <p>Total Volunteer hours: 44.30hrs</p>