



Tenants' Forum

**7th January 2026
The Guildhall C1
10am – 12.00noon**

	DISCUSSION	Action by
28.	<u>Welcome and Introductions</u>	
28.1	<p>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 informed the members that passes to go through the barriers are at the back table if anybody wishes to use the facilities.</p> <p>The Chair thanked all for attending on a very cold January morning.</p>	
28.2	<p>At 10.05am the building was evacuated due to a fire alarm, so the meeting was delayed for 15 minutes.</p> <p>On the resumption of the meeting the Chair then read out a letter of thanks from the Chief Executive to the Tenants' Forum acknowledging the Forums 21st anniversary.</p>	
29.	<u>Executive Director – Housing and Communities</u>	
29.1	<p>Mark Nearney – Executive Director – Housing and Communities was joined by BS – Head of Service (Contracting and Investment), CL – Maintenance and Improvements Manager and GB – Performance Manager, they attended the meeting to give an update on the following:</p> <ul style="list-style-type: none"> • An overview of the service area, the Assistant Directors move to becoming an Executive Director of the Council, self-assessment against the regulatory requirements and the findings of the review by DTP and meeting with the Housing Regulator. • Stock condition surveys, routine tenancy inspections, overview of repairs. 	



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	<ul style="list-style-type: none"> • Void performance, comparison on void performance, including voids, void repairs – routine voids, empty property relets, voids and relets performance. 	
29.2	Questions were then taken from the floor:	
29.3	<p>MS asked if the new Executive Director for Housing and Communities would still be a visible presence in the Housing Service following his promotion, attending such meetings as the Hull Tenants' Forum?</p> <p>The Executive Director replied that yes, he would still be visible to volunteers and Officers and would like to continue to carry out block inspections.</p>	
29.4	<p>CW asked if the DTP report would be shared with volunteers?</p> <p>The Executive Director confirmed that as the document was very large, it was agreed that a summary would be provided to the Hull Tenants' Forum.</p>	BS – HIT
29.5	<p>NA asked if Officers could visit her area to assess the levels of rubbish, especially in communal spaces.</p> <p>An Officer said that a local area walk would be arranged as soon as was possible.</p>	CN – TP
29.6	<p>DC stated that when surveyors visited properties, made lists of issues for works to be carried out, it appeared that operatives of KWL had no such schedule of works to complete. Furthermore, the operatives were just turning up to addresses with no appointments made beforehand. Was this common practice?</p> <p>Officers stated that these issues would be investigated, and resolutions given back to a future meeting of the Forum.</p>	
29.7	<p>The Chair asked if Officers from Housing Investment and KWL could jointly attend a future Forum for a question-and-answer session</p> <p>Officers replied that this would be arranged.</p>	TP/HIT



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29.8	<p>MS asked if KWL's IT systems was up to standard to cope with the increase in demand for works to be carried out?</p> <p>Officers replied that KWL was investing in new technology with a view to it going live by June 2026.</p>	
29.9	<p>MK stated that she has been a volunteer for many years and during this time KWL had held the repairs contract, when was the contract up for renewal?</p> <p>Officers replied that the contract was in place until 2027.</p>	
29.10	<p>MK further stated that there needed to be urgent improvements as some of these issues raised today were historic and put forward to the Forum many times. What needs to change?</p> <p>Officers responded that if KWL were unable to deliver elements of the contract then a second contractor had been procured to assist. Officers confirmed they were working very closely with KWL colleagues.</p>	
29.11	<p>CW asked if once the work was completed, did the tenant have the chance to feedback about the repair process?</p> <p>Officers explained that after the repairs was completed, a repair receipt was either posted, or e-mailed for the customer to fill in. If the customer was then not satisfied, then the complaints process would be activated.</p>	
29.12	<p>AM asked what the purpose of a routine tenancy visit was?</p> <p>Officers explained that it was to check who was living in the property, and if any additional support was required, or any welfare issues, also to check the condition of the property for repairs</p>	
29.13	<p>AM if bins were broken, how did they go about getting a new one?</p>	
29.14	<p>DC advised that speaking to operatives on the refuse vehicles would be better as they had devices to report broken bins and request new ones for the customer.</p>	



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<p>29.15</p> <p>29.16</p> <p>29.17</p> <p>29.18</p> <p>29.19</p>	<p>Officers stated that the information regarding bin renewal would be put in the Hull Housing News for wider publicity.</p> <p>CL asked why some percentage information, especially on voids did not add up to 100%, why was this the case?</p> <p>The Officer responded that this information provided was only a snapshot provided.</p> <p>DC also asked if any void dwellings had moved over the 12-month threshold for works to be completed?</p> <p>The Officer replied that at present there was only 1 void that was over the 12-month period.</p> <p>MS further asked about information provision and whether he could receive quartile data on how the Council was faring against the national targets?</p> <p>Officers stated that in the presented report, this was just a snapshot of information, and more clarity would be provided at the meeting to be arranged with KWL. At this meeting there would access the live performance data Power BI</p> <p>An Officer further said that MS would receive the requested information.</p> <p>DM asked why the average relet for voids was increasing?</p> <p>An Officer said that across the Senior Management Team of the Council, the voids were a concern, with regular meetings being held with KWL and relevant teams. Recovery plans and deadlines for rectification of the issues had been drawn up and implemented.</p> <p>The Tenants' Forum thanked the Officers for their attendance.</p>	
<p>30.</p> <p>30.1</p>	<p><u>Minutes and Matters Arising</u></p> <p>The minutes of the Tenants' Forum 20th November 2025 were checked, proposed and agreed.</p>	



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<p>30.2</p>	<p>The minutes were proposed by JS and seconded by CS, which included the following amendments.</p>	
<p>30.3</p>	<p>Issues from 21st November 2025</p> <p>22.4 – 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> <p>Response - HEAT Insulation Ltd have got in touch to resolve the missing work</p> <p>22.6 – 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>Response – The work was done with HEAT Insulation Ltd, and they had not been to that property</p> <p>23.2 - On 94.28 from 21st August, SSh would clarify the figure quoted on current rent arrears and report back to a future meeting.</p> <p>Response – Rent arrears write off is currently at 0.13% of total rent due or £149,123 which was an improvement on last year.</p>	
<p>31.</p>	<p><u>Feedback from Groups</u></p>	
<p>31.1</p>	<p>Due to time constraints, this item was postponed until the next meeting.</p>	
<p>32.</p>	<p><u>Feedback from TARA's</u></p>	
<p>32.1</p>	<p>Due to time constraints, this item was postponed until the next meeting.</p>	
<p>33.</p>	<p><u>Any Other Business</u></p>	
<p>33.1</p>	<p>Due to time constraints, this item was postponed until the next meeting. However, the Chair allowed the following statement to be made:</p>	



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<p>33.2</p>	<p>MK asked if the Waste Management Team could be thanked for their hard work over the Christmas period, emptying bins and making sure the areas were clean and tidy.</p> <p>Officers said that the comment would be passed on to Waste Management.</p>	<p>CN - TP</p>
<p>34.</p>	<p>The meeting closed 12 noon</p>	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £89</p> <p>Refreshments: £193</p> <p>Expenses: £8.43</p> <p>Taxis: £36.00</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 80</p> <p><u>TOTAL COSTS £326.43</u></p> <p><u>Savings: by free room, emailing and not using headed paper £93</u></p>	<p>Details of Meeting.</p> <p>No of Staff at meeting: 5</p> <p>No of guest speakers: 4</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum:12</p> <p>Tenant members: 14</p> <p>Resident member: 10</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 24</p> <p>Duration of Meeting: 2hrs</p> <p>Pre meeting hrs - 12hrs</p> <p>During the meeting: 28hrs</p> <p>Total volunteer hours: 40hrs</p>
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