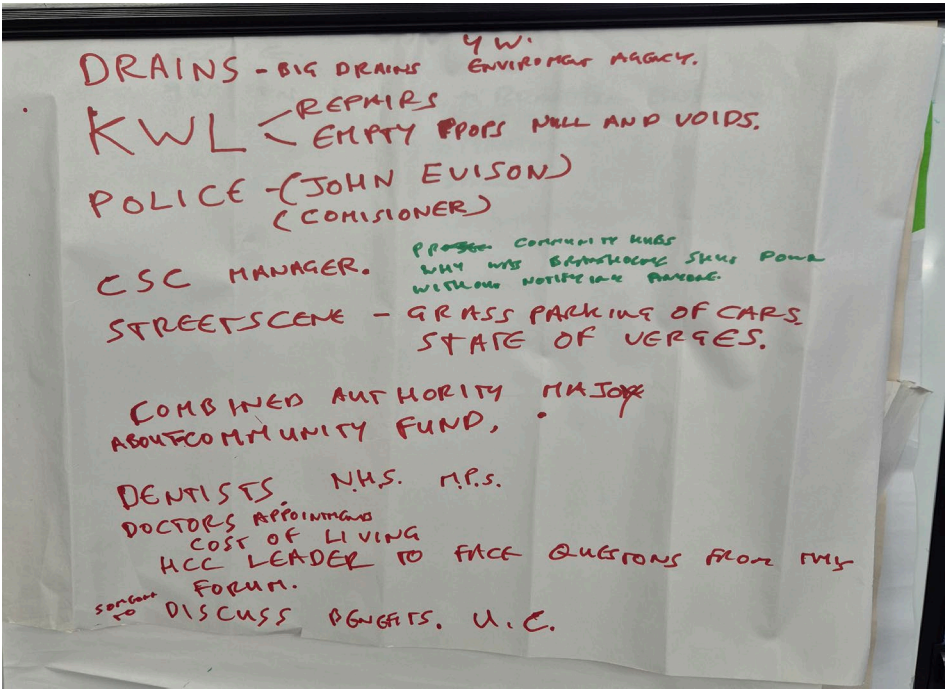




Tenants' Forum

17th February 2026
The Guildhall C1
10am – 12.00noon

	DISCUSSION	Action by
35.	<u>Welcome and Introductions</u>	
35.1	In the Chairs absence, 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 Acting Chair informed the members that passes to go through the barriers are at the back table if anybody wishes to use the facilities.	
36.	<u>Workshop</u>	
36.1	At this point of the meeting, the Forum split into 3 workshop groups, to discuss and agree main topics of conversation for the meetings during 2026/27. The discussions from each group were as follows: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px 0;">Table 1</div> 	TP – Notes to be added to TFC action list



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Table 2

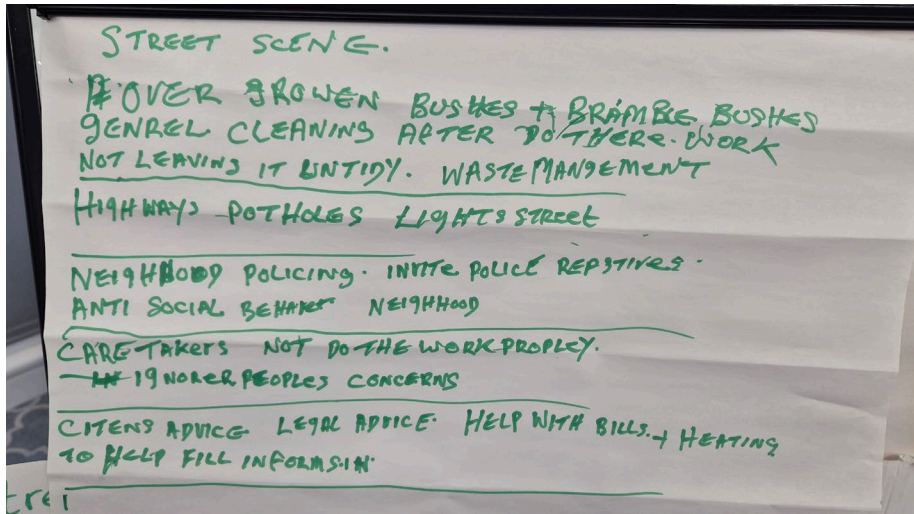
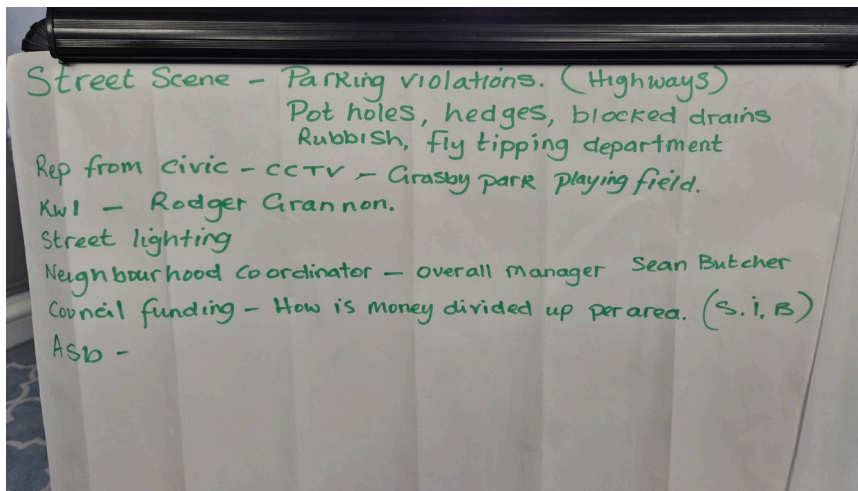


Table 3



36.2 The Acting Chair thanked all the members for their input and confirmed the Forum Committee would action and provide feedback.

37. Minutes and Matters Arising

37.1 The minutes of the Tenants' Forum 7th January 2026 were checked, proposed and agreed.

37.2 The minutes were proposed by JS and seconded by PD, which included the following amendment.

37.3 Issues from 7th January 2026



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	<p>30.3 – following on from the initial comments of JF in 22.4, she informed the Forum that following giving details to HEAT Insulation Ltd she still had not a response.</p>	<p>TPO (TF) to contact</p>
<p>38.</p> <p>38.1</p> <p>38.2</p> <p>38.3</p>	<p><u>Feedback from Groups</u></p> <p>At this point of the meeting the relevant focus groups provided summaries of their activities to the Tenants' Forum.</p> <p><u>Multi Storey Living Project Group</u></p> <p>The Chair of the group stated that at the beginning of February, they met with the facilitating Officer from TP to look at what the group had worked on during the year 2025/26. Moving forward to this year, the group already have a busy worksheet, looking into Building Cleaning, receiving updates from Building Safety and the High-Rise Team, and in the spring, hoping to start a Task and Finish on Streetscene service provision in the high, medium and low-rise flats.</p> <p>The Task and Finish Group for Building Cleaning continued to meet with Officers to discuss and action issues for the Building Cleaning Service Level Agreement 2026/27 with a view to possible signing of the document on 31st March.</p> <p>TPO's along with volunteers were still focussing on low-rise inspections during 2026 and carrying out high-rise inspections during that time. If you would like to help with this activity, please see the TP Team.</p> <p><u>Customer Access Project Group</u></p> <p>The Vice Chair of the group gave the following update and stated that they had met in January to receive updates from the Customer Operations Manager and the Customer Journey Programme Manager.</p> <p>Key points taken from the presentations are:</p> <p>Inbound calls continue to decrease, with December 2025 having the lowest number of inbound calls for some time. General Housing calls and Homeseach calls follow this trend as well.</p>	



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The average wait time did spike above the 7-minute target during November and December, however this has been attributed to spikes in demand.

Overall satisfaction for the call centre is generally good. Breaking it down into Housing related calls, Homesearch is consistently good, and Existing Repairs is mostly good.

There has been a gradual decline in visitors to all Customer Service Centres, however the number of visitors to Community Hubs and the interaction time has been increasing.

Online self-service usage has increased around 5-10% year on year, meaning more people are choosing to submit a service request online, freeing up the 300300-phone line for those who need to call.

The group held lengthy discussions around the relocation of the Bransholme Customer Service Centre following feedback received from users. The Customer Operations Manager shared that the nearest Community Hubs to the Bransholme Health Centre is the Bransholme Library and the Alf Marshall Centre – both of which are a short distance from the old location. A leaflet is available at the back of the room which has locations of the Community Hubs across the city, along with their opening times.

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).

38.4

Repairs and Maintenance Project Group

The Chair of the Repairs and Maintenance Project Group stated that they had held a meeting in January to receive updates on performance, adaptations, Awaab's Law, and any developments within the Housing Investment Service.

We were presented with the new performance report being used between Housing Investment and KWL, and we were informed that the Gas Servicing figure stood at 97.52% for October to December. Void Performance was also discussed, and it was shared that a recovery plan is in place to help improve the current state of play.



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	<p>On the topic of Adaptations, we were informed that there were currently 705 “Fast Track” orders, and 233 “Major” orders live in the system. An officer meeting now takes place on a weekly basis to review any issues relating to adaptations and how these can be resolved.</p> <p>Finally, we were informed that following the introduction of Awaab’s Law at the end of October 2025, there were currently around 1500 reports of Damp and Mould in the system. The group were also informed that Emergency Hazards must be investigated and fixed within 24 hours. Every report submitted is investigated by an officer, with the relevant course of treatment being arranged where necessary. Managers are working with the software provider to add additional questions to the diagnostic tool to help diagnose the Damp and Mould problem further (as some reports have been fixed simply by wiping the surface down).</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> <p>The Chair confirmed that she was pleased to announce that Roger Grannon has been recruited to the role of Chief Executive of KWL.</p>	
<p>38.5</p>	<p><u>Publicity Project Group</u></p> <p>The facilitating Officer for the group stated that they had met to discuss and finalise the spring edition of the Hull Housing News, with the winter edition being already in circulation. The next group meeting is on 9th March 2026.</p>	
<p>39. 39.1</p>	<p><u>Feedback from TARA’s</u></p> <p>At this point of the meeting the relevant TARA’s provided summaries of their activities to the Tenants’ Forum.</p>	
<p>39.2</p>	<p><u>Bayswater Court</u></p> <p>The Vice Chair of the group in the block gave an update on the work the TARA was carrying out on behalf of its residents.</p> <p>So far this year we have had 1 pop in with the Ward Councillors, where residents could put forward their concerns and receive updates from Officers, they included: Anti-Social Behaviour in the block</p>	



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	<p>Dogs/pets in flats Intrusive surveys Bus routes</p> <p>The next meeting with Councillors will be 09.03.26, 10am to 12 noon.</p> <p>39.3 <u>Muswell Court</u></p> <p>The facilitating Officer for the group updated the Forum on the TARA's work so far and how it was helping the residents in the block.</p> <p>They discussed the following issues at the pop ins with Councillors:</p> <p>Anti-Social Behaviour in the block Issues with paths in the communal garden and its general upkeep Dogs/pets in flats Intrusive surveys</p> <p>The students from Wilberforce College carried out a sponsored Mount Everest Stair Climb in the block raising in total £370 to be used for a May Garden Party for the residents. Many thanks to the students.</p> <p>The next meeting with Councillors will be 09.03.26, 1pm – 3pm.</p>	
<p>39.4</p>	<p><u>Dorchester Road and Midmere Avenue</u></p> <p>The facilitating Officer said that the group were 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. At the last meeting the group discussed and actioned the following:</p> <p>AGM, election of Chair, Vice Chair and Treasurer, formalising the recognition criteria for being a TARA with the Council. Promotion material for the TARA meetings. Road, cycle markings and emergency entrance to Dorchester Road.</p>	



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40.	<u>Any Other Business</u>	
40.1	<p>The Acting Chair informed members of the special Forum taking place on Thursday 19th March, 10am to 12 noon for the topic of Repairs and Maintenance and asked members if they had a question, they would like to ask to complete the forms provided. Once collated, this would enable presentations to cover information required at the meeting by Officers.</p>	TPT
40.2	<p>The Acting Chair also spoke about the forthcoming Back to Ours "Snow Globe" procession in Queen Victoria Square on Saturday 14th March and asked if any members would like to join in as 2 of the TARA's had agreed to attend the lunch time slot.</p>	
40.3	<p>CL stated that she had used the new "Community Hub" at the Bransholme Library. She found that the signage was inadequate, and that the library staff were not aware in some cases of the hub being there. Also, whilst CL was stood near the books, she could hear the conversations of people using the hub, which should be private. Can this be addressed.</p>	TPT
40.4	<p>CL also asked if the leaflet for the Community Hubs line 14 and 19 could provide more detail and not just a postcode.</p> <p>Officers replied that these questions would be forwarded to the Customer Access Focus group for discussion and action.</p>	TPT
40.5	<p>DM asked what was happening to Bellfield House, what were the long-term plans for the site?</p> <p>Officers replied that this would be investigated.</p>	TPO(TF)
40.6	<p>DM also spoke of street parking and whether there was an out of hours number for people to report parking issues, as the Police did not deal with such issues any longer.</p> <p>Officers replied that this would be investigated.</p>	TPO(LS)
40.7	<p>CW asked for an update re the Scrutiny Panel Neighbourhood Nuisance review.</p> <p>The Acting Chair replied that the review had now concluded, and a report was being prepared and would be available shortly to the wider Forum.</p>	



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40.8	An Officer from Safe Hull Partnership gave an update on the free training and an event taking place in Princes Quay in April and asked if people or Officers would like to attend. She confirmed she would forward more details to the TPT.	TPT
41.	The meeting closed 11.45am	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £89</p> <p>Refreshments: £193</p> <p>Expenses: £9.90</p> <p>Taxis: £40.00</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 80</p> <p><u>TOTAL COSTS £331.90</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: 7</p> <p>No of guest speakers: 0</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum:12</p> <p>Tenant members: 16</p> <p>Resident member: 14</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 20</p> <p>Duration of Meeting: 2 hrs</p> <p>Pre meeting 2 hrs</p> <p>During the meeting: 12 hrs</p> <p>Total volunteer hours: 52 hrs</p>
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