



Tenants' Forum

23rd April 2026
Reception Room - Guildhall
10am – 12.00noon

	DISCUSSION	Action by
54. 54.1	<p><u>Welcome and Introductions</u></p> <p>The Vice Chair opened the meeting in the absence of the Chair 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.</p>	
55. 55.1 55.2	<p><u>Head of Service (Business Development and Change) and the Director for David Tolson Partnership Ltd (DTP)</u></p> <p>The Head of Service for Business Development and Change (EW), along with the Director for David Tolson Partnership Ltd (SJ - DTP) delivered a presentation on the findings of DTP's report and its recommendations going forward.</p> <p>SJ from DTP provided the first presentation and the following points were discussed:</p> <ul style="list-style-type: none"> • The Regulator of Social Housing (RSH) • Inspection overview • RSH Consumer Standards • The inspections process • The consumer focus in the inspection • Involved tenant groups meeting and observation • Meeting with the customers • What will the Regulator be judging Hull City Council (HCC) on? • DTP review scope – June to September 2025 • RSH inspection outcomes as at 15.04.26 – nationally • DTP consumer standards review of HCC • Consumer Standards general findings of HCC – DPT report • Consumer Standards conclusions on HCC – DPT report • Performance reporting review on HCC • Findings summary • Next steps 	



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<p>55.3</p>	<p>EW provided the second presentation on HCC's response to the external assessor's (DTP) findings, and the following points were:</p> <ul style="list-style-type: none">• Response from HCC to the assessor's findings• Regulatory Inspection Support – service improvement plans• Services meeting the required standards – Neighbourhoods and Community and Tenancy• Areas of work since the DTP's findings – Quality and Assurance• Areas of work since the DTP's findings – Safety and Quality• Areas of work since the DTP's findings – Transparency, Influence and Accountability• Areas of work since the DTP's findings – Governance, Assurance and Performance	
<p>55.4</p>	<p>Questions and statements were then taken from the floor:</p>	
<p>55.5</p>	<p>JL stated that he would scrutinise the report and provide any questions and findings to the TP Team to pass on.</p>	
<p>55.6</p>	<p>DC asked where did the Council sit on the countrywide tables for inspections?</p>	
<p>55.7</p>	<p>Officers reported that the service had not been inspected</p>	
<p>55.7</p>	<p>DC further asked that at present in her property she has a bathroom upstairs and shower room downstairs for her disabled son who stops with her at weekends – her son lives in his own property during the week. Under the current Decent Homes policy would she be entitled to a new shower room at her property as her son only stops weekends?</p>	
<p>55.8</p>	<p>The officer replied that if the shower room was deemed to be needing replaced under the time limits, it would be, but a surveyor would have to inspect first.</p>	
<p>55.8</p>	<p>SSa asked about the Decent Homes Standard, and whether she would be entitled to a new kitchen as there were problems with the property's kitchen now.</p>	



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<p>55.9</p>	<p>The officer replied that a surveyor would need to do an inspection, then further action would be taken.</p> <p>JL asked what the current debt on each property was? and where was the funding coming from to update these properties?</p> <p>The officer replied that the service does carry a debt. Which is paid back over various time frames. This was how many large social landlords operate. Officer confirmed JL to receive the Council budget reports from February, to provide him with more information.</p> <p>The officers were thanked for their presentations to the Forum.</p>	
<p>56. 56.1 56.2 56.3 56.5 56.6</p>	<p><u>Minutes and Matters Arising</u></p> <p>The minutes of the Tenants' Forum 19th March 2026 were checked, proposed and agreed with the following update:</p> <p>43.16 – When tickets are put online, they are closed but no feedback to tenants.</p> <p>Response was that if the ticket had 2-3 jobs on the proforma, KWL were cancelling the ticket after completing a job, which was not correct. All jobs should be completed before closing off took place.</p> <p>The minutes were proposed by JS and seconded by DC</p> <p>The minutes of the Tenants' Forum 24th March 2026 were checked, proposed and agreed with the following updates:</p> <p>DC asked if there had been any update to her query about her son's property, and whether it was still in the care trusts name or had her son's name now been put on the tenancy? No response had been given.</p> <p>The officer replied that this would be investigated, and a response fed back to DC.</p> <p>52.4 – CL informed the Forum that her electric safety inspection had been carried out with a female officer present and that this officer would investigate her external wall mould and report to CL direct.</p>	



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<p>56.7</p>	<p>CL gave an update that there had been no communication from KWL to say that the work had been carried out, it took a phone call to the Neighbourhood Housing Officer (NHO) to ask if the issue had been resolved and a conversation later revealed that the work had taken place, CL has put a compliment in about the NHO following this.</p> <p>The minutes were proposed by RB and seconded by DC.</p>	
<p>57. 57.1</p>	<p><u>Feedback from Groups</u> Multi Storey Living Project Group</p> <p>Earlier this month, the group met with officers from Building Safety to receive an update on the work their officers carry out daily in the high-rise and medium-rise blocks.</p> <p>Officers gave a presentation on what the section had been carrying out and updates to the Building Safety and fire regulations, which was well received. Also, the group received information on 2025-26 block champions.</p> <p>At the beginning of April, the Building Cleaning service level agreement that the Multi Storey Living Task and Finish group had reviewed was signed by myself and Building Cleaning Managers with updates on recommendations given to the Neighbourhood Management Group.</p>	
<p>58. 58.1</p> <p>58.2</p>	<p><u>Feedback from TARA's</u> Bayswater Court TARA</p> <p>The Vice Chair of the TARA said members of the group and the wider community of the block had raised £165 from the Easter raffle. The garden was now open, and the group had applied for funding from Efficiency North to replace benches and improve the garden.</p> <p>Dorchester Road and Midmere Avenue TARA</p> <p>The Vice Chair of the Group advised that the TARA was working with Councillors and officers on issues such as:</p> <ul style="list-style-type: none"> • Flytipping • Anti-social behaviour in the area 	



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<p>58.3</p>	<ul style="list-style-type: none"> • Road conditions and traffic issues • Emergency vehicle entrance to Dorchester Road and unauthorised entry by resident vehicles • Footpaths and bus stops <p>Women's Voice</p> <p>The Chair stated that she was very proud of the group and could never have imagined from its beginning how far it would come from 12 members to now over 65. The group had taken golden steps in the promotion of feeling valued, being listened to, trust and given women in the group a sense of belonging, individuality, able to express themselves and of course a voice.</p> <p>The group have been holding cooking sessions to which the Manager of Tenant Participation (TP) had attended, and regular sewing sessions are also put on for all to participate in, also training sessions have been attended by the group.</p>	
<p>59.</p> <p>59.1</p> <p>59.2</p> <p>59.3</p>	<p><u>Any Other Business</u></p> <p>The Vice Chair informed the Forum that BP, a Forum Committee member had stepped down and read out the following card:</p> <p>“To all the Tenants’ Forum Committee, Tenants’ Forum Members with lovely friends and the TP Team. It has been a pleasure to be involved throughout the years, and if my health improves, I would like to come back one day, Thanks BP”</p> <p>All present at the meeting sent their best wishes.</p> <p>The Vice Chair informed the Forum that there was a vacancy on the Committee, that JS had been second in the voting, had now been asked to become a member, to which she had accepted.</p> <p>JL asked why in the Hull Housing Newsletter was there not an article about the £200 million debt the Council has and what was being done about the issue?</p> <p>The Vice Chair replied that this query would be put to the Publicity Group for possible inclusion, and as stated earlier all budget information would be passed on to JL.</p>	



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<p>59.4</p>	<p>DM asked when the Neighbourhood Nuisance Team (NNT) would be giving a presentation to the Tenants' Forum? and was it not the case that grass cutters picked up rubbish before they cut the grass, as on Grasby Road, this had not taken place, leaving shredded rubbish in the cuttings.</p> <p>Officers firstly advised that the NNT would be coming to the Forum on 18th August 2026. In relation to the issues with grass cutting, the Vice Chair advised as of earlier that the MSL group were looking at the Streetscene service provision to high-rise, medium-rise and low-rise flats, this could be extended to citywide grass cutting if the Forum so wished.</p>	
<p>59.5</p>	<p>GP stated that in his area the operatives did pick up the litter before cutting the grass, however, if this was not happening in other areas, then supervision should be carried out in those areas.</p>	
<p>59.6</p>	<p>DM also asked about the broken CCTV on Grasby Road, and asked why nothing had been done to repair the camera?</p> <p>Officers replied that this issue would be investigated.</p>	
<p>60.</p>	<p><u>Close of Meeting</u></p>	
<p>60.1</p>	<p>The meeting closed at 11.50am</p>	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £89</p> <p>Refreshments: £45</p> <p>Expenses: £24.22</p> <p>Taxis: £9</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 80</p> <p><u>TOTAL COSTS £167.22</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: 9</p> <p>No of guest speakers: 1</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum:12</p> <p>Tenant members: 19</p> <p>Resident members: 3</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 22</p> <p>Duration of Meeting: 2 hrs</p>
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OFFICIAL

Tenants' Forum

Pre meeting 12 hrs

During the meeting: 44hrs

Total volunteer hours: 56hrs