



Tenants' Forum

27th May 2026

C1 - Guildhall

10am – 12.00noon

	DISCUSSION	Action by
61.	<u>Welcome and Introductions</u>	
61.1	<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 also informed the Forum that security passes were at the back of the room for anyone wishing to use the toilets.</p>	
62.	<u>Operation Manager – Neighbourhoods and Housing</u>	
62.1	<p>The Operations Manager and two Housing Tenancy Managers gave a presentation to the Tenants' Forum (copies of the presentation are available on request), the main topics of conversation were:</p> <ul style="list-style-type: none"> • Tenancy Management – People, Places and Partnerships (PPP) • Income management. • Tenancy sustainment • High Rise Team including housing facilities • What teams make up the overall Area Housing Team • Roles within the teams • The Area Housing Team role – Tenancy Management – People, Places and Partnerships (PPP) • Routine tenancy visits • Changing lives – case study • Housing Facilities Service • Income management • Quality contact • Tenancy Sustainment Team • Tenancy Assistants Team • Performance information on PPP and Income <p>Questions were then taken from the floor:</p>	



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62.2	<p>CW asked if officers worked closely with Housing Associations?</p> <p>Officers replied that yes, they did as the associations whoever they were, were an integral part of the local area.</p>	
62.3	<p>CW also asked about timelines for monitoring such a case as stated in the presentation.</p> <p>Officers replied that depending on the severity of the case, then officers would monitor and where necessary increase or decrease visits and making sure that the services put in place at the beginning, stayed there throughout the process.</p>	
62.4	<p>CW further asked what was the policy on age limits for living in high-rise blocks of flats?</p> <p>Officers responded that in the past blocks around the city had age restrictions, such as Great Thornton Street, which was 60 years and above. Now it is more lenient, with 25 years above in those blocks. The only 2 blocks that had age restrictions now was Bayswater Court and Muswell Court.</p>	
62.5	<p>DC asked about the recycling pilots for certain blocks of flats and whether they were the same across the city?</p> <p>Officers replied that there were different schemes such as, not using the chutes and bringing rubbish down in bags to the relevant colour coded bins, then there was the using of chutes, but having one in larger blocks used only for recycling.</p>	
62.6	<p>CW asked about Council Tax and the implications of finding it difficult to pay. Was it the case that people who were terminally ill were exempt from paying the tax?</p> <p>Officers replied that yes, it was the case that people with terminal illnesses were exempt, and in relation to falling behind with payments, officers could install an attachment of earnings so that it was paid out of salaries. Communication was key though to ensure that the issue did not get to that stage.</p>	
62.7	<p>The Chair asked for a list of telephone numbers for the Area Housing Teams as using 300300 sometimes prolonged the</p>	



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	<p>process of resolving issues. If a list was given to people, it would alert officers to problems before they became a major issue. Officers replied that a list would be compiled and circulated.</p> <p>Officers replied that it may be possible to make available a number for the tenancy assistants' team to members of the committee for emergency use.</p> <p>62.8 CL spoke about the 300300-service provision, and was it not the case that there were timeframes for calls and issues to be dealt with?</p> <p>Officers replied that the Housing Service had a Service Level Agreement (SLA) with the Call Centre, with a 48-hour deadline for dealing with the issue accordingly.</p> <p>62.9 DC asked if it still was the case that officers were “blinkered” to other issues when out in areas and just focussed on collection of rents.</p> <p>Officers replied that staff had been instructed not just to knock on doors, but to survey the wider area for issues.</p> <p>62.10 MK complimented all the officers for their work in the areas but raised concerns that people living in these areas needed to take pride in their environment to balance officers' work.</p> <p>Officer thanked MK for her compliment and agreed that people did need to take responsibility for their own space and area as set out in the tenancy agreement that they signed.</p> <p>62.11 DC stated that in her eyes certain people did not take notice of the tenancy agreement for example noise early in a morning or late at night, people did not care.</p> <p>62.12 The officers were thanked for their presentation by the Tenants' Forum.</p>	
<p>63.</p> <p>63.1</p>	<p><u>Minutes and Matters Arising</u></p> <p>The minutes of the Tenants' Forum 23rd April 2026 were checked, proposed and agreed with the following updates:</p>	



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<p>63.2</p>	<p>56.5 – DC reported that she still had not received a response to her question.</p> <p>59.1 – The Chair reported that BP was missing the Forum.</p> <p>59.3 – CW stated that he was concerned about the £200 million pounds worth of debt that the Council had now.</p> <p>Officers replied that this debt was historic and that it was built up of borrowing costs for house building and home investment, however, rents from council properties paid a percentage of that debt back. People were also given information at Housing Revenue Account (HRA) consultations on a yearly basis.</p>	
<p>63.3</p>	<p>CW asked about the Tenants' Forum Newsletter and when would the quarterly publication be sent out?</p> <p>Officers replied that the publication would be sent out as soon as possible, also the Hull Housing News (HHN) was in the final draft stages and would be available in early July.</p>	
<p>63.4</p>	<p>CW also asked about the Scrutiny Panels next review and what would be the subject matter?</p> <p>Officers replied that they would be asking at Tenants' Forums what people would like to review and go with the majority.</p>	
<p>63.5</p>	<p>The minutes were proposed by PD and seconded by DC</p>	
<p>64.</p> <p>64.1</p>	<p><u>Feedback from Groups</u></p> <p>Multi Storey Living Project Group</p> <p>Earlier this month, the group met with the Manager of the High-rise Team to receive an update on the work her officers carry out day to day.</p> <p>She gave a verbal update on the overall service provision and discussed the following:</p> <p>Proposals to review the HFO service in the city being submitted to the Senior Management Team.</p> <p>Pets in flats and the issues related to the existing Tenancy Agreement.</p>	



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	<p>Rough sleepers entering high-rise blocks and measures in place to alleviate this issue.</p> <p>The proposal to open community drop ins in blocks of flats. Also, at this meeting the Housing Tenancy Manager asked the group whether a name change from “community hubs” was appropriate as citywide hubs were called the same. The group discussed the issue of the meeting space and agreed on calling it “engagement rooms” instead.</p> <p>The Head of Service and I have now signed the Citysafe and Streetscene service level agreements respectively.</p>	
65.	<u>Feedback from TARA's</u>	
65.1	<p>Bayswater Court TARA</p> <p>The Vice Chair of the group gave a brief update on the TARA's work in the block. The group had been holding 6 weekly pop ins with Councillors and officers, and had been working hard in the garden, and making sure that everyone had a chance to get involved. There would also be a Summer BBQ.</p>	
66.	<u>Any Other Business</u>	
66.1	<p>CL asked why brown bins, once emptied, were not taken back to the relevant home address, this had been an issue for a disabled relative, who had had to walk to find her bin to bring it back.</p> <p>The Officer responded by stating they would refer this issue to Waste Management.</p>	TPO(CN)
66.2	<p>MB further stated that could a sticker alerting the operatives to the fact that the person was disabled could be given out so that the bin could be placed back in its rightful place.</p> <p>The Officer replied that this issue would also be referred to Waste Management for feasibility for such a scheme.</p>	TPO(CN)
66.3	CW asked if there was an update on William Booth House and what the long-term plans were?	TPO to action
66.4	Officers replied that information would be gathered and fed back to the Forum.	



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<p>66.5</p>	<p>A TPO Officer asked if anyone would like to be included in visiting the Housing Conference in Manchester on 24th June. LW, DC and MS asked if they could attend, totalling 31 going to the conference</p> <p>An Officer updated the Forum on the Tenants' Garden Competition and the closing date for entries</p>	
<p>67.</p>	<p><u>Close of Meeting</u></p>	
<p>67.1</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: £3.85</p> <p>Taxis: £20</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 80</p> <p><u>TOTAL COSTS £157.85</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: 8</p> <p>No of guest speakers: 3</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum:12</p> <p>Tenant members: 12</p> <p>Resident members: 3</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 15</p> <p>Duration of Meeting: 2 hrs</p> <p>Pre meeting 12 hrs</p> <p>During the meeting: 30 hrs</p> <p>Total volunteer hours:42 hrs</p>
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