



Tenants' Forum

23rd June 2026
C1 - Guildhall
10am – 12.00noon

	DISCUSSION	Action by
68.	<u>Welcome and Introductions</u>	
68.1	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.	
68.2	The Chair welcomed EF – Tpas via Teams, and MH and SL from Darlington Borough Council. The Chair then welcomed SSh to the floor to present him with gifts from the Tenants' Forum, Multi Storey Living Group and TARA's due to him retiring at the end of July. SSh thanked all present for their interaction with officers, support and wisdom over the years.	
69.	<u>Summary Notes and Matters Arising</u>	
69.1	The summary notes of the Tenants' Forum for the 27th of May 2026 were checked, proposed and agreed with the following updates and amendments:	
69.2	Summary note 63.4 (May 26) – CW asked if a decision had been made on the topic for the next Tenants' Scrutiny Panel, also who agreed the topics for the Scrutiny Panel? The Chair stated that no decision had been made, however, the Scrutiny Panel were engaged with Vico Homes on a Collaborative Scrutiny Panel, and the subject was Anti-Social Behaviour. The Chair confirmed it is the Tenants' Forum that decide the scrutiny subject.	



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69.3	Summary note 66.3 (May 26) – CW asked if there had been any updates on the proposals for the William Booth Building? Officers responded that the Head of Service was holding meetings to look at a feasibility study to be carried out to ascertain what works needed to be carried out before decisions could be made. The scheme needs to be financially viable and if required a full consultation will take place with residents. Proposed by CP Seconded by CS	
70. 70.1	<u>Training Certificates</u> The Chair asked SSh to assist with the Training Certificates presentation to members of the Women's Voice TARA. The training achieved by the group included: • Equality and Diversity • Cancer Champions The Chair also spoke about the TARA's cooking sessions that they hold weekly. She had attended and really enjoyed the session and would encourage everyone to visit.	
71. 71.1 71.2	<u>Performance Manager and Business Insight & Quality Manager</u> The Performance Manager and the Business Insight and Quality Manager gave a 6 monthly review of performance to the Forum. Presentations are available on request. The presentation included: • City Plan • Tenancy Satisfaction Measures (TSM's) • Perception Surveys and profiles of respondents and tenants • Complaints • Neighbourhoods • Your Home • Repairs • Building Safety	



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	• Overall Satisfaction • 2025-26 TSM Perception Results	
71.3	Questions were then taken from the floor: JL stated that the results from the TSM perceptions indicated that e-mailing people for responses did not work.	
71.4	DC stated that with complaints, there needed to be accurate information gained so that the data was conclusive.	
71.5	SB stated that about complaints, certain ethnic groups felt that in their culture they should not raise issues. The surveys needed to be easier for people to use. Officers responded that everyone should be encouraged to fill out surveys and give their feedback. Also, officers informed the Tenants' Forum that the Tenant Participation Team (TPT) would be carrying out TSM door knocking to ascertain people's views.	
71.6	CW asked who devised the TSM survey? Officers responded that the Housing Regulator devised the survey, with a couple of local questions added by Hull City Council.	
71.7	CR stated that appointments with KWL for works were being missed with cards put through doors, when the operative had not knocked on the door.	
71.8	DC asked about timescales on voids, how long did it take from handing keys in to Housing to the property being given to KWL to deal with respectively. DC had to get a welfare check done on an address that seemed empty. In that case the property was vacant but had stood for 5 weeks and nothing had been carried out. Officers replied that the procedure was very quick, however, it depended on whether the property needed works and how long it would take to complete.	



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71.9	CW asked why damp and mould information was not in the information presented? Officers replied that at present the regulator did not ask for this information, however, this will be required shortly along with electric.	
71.10	On a final point MSi stated that the information he had received was very important to know and that it was also equally important to carry out local area walks and block inspections. The officers were thanks for their presentation.	
72.	<u>Any Other Business</u>	
72.1	ST (TPO) gave an update on the block and local area champion scheme. 350 low-rise blocks had now been inspected, with 774 service requests being raised. 1800 block and local area champion leaflets had been delivered. 64 high-rise inspections had taken place. 44 people had been recruited as block champions 212 service requests had been raised as part of local area inspections, and 76 people had been recruited to the local area champion program.	
72.2	EB (TPO) spoke about outreach campaigns that officers were undertaking as part of the "Let's Talk" program. Existing volunteers were taking part at events.	
72.3	JF informed the Forum that the MP for Hull North and Cottingham had invited her to an event to celebrate the life of a person in the area at the Rainbow Garden. The MP stated at the meeting that it was very important to have such spaces for people to network and reflect and would be pushing for schemes to be rolled out at central Government. JF mentioned the Tenants' Garden Competition to the MP and was very impressed by this activity.	
73.	<u>Close of Meeting</u>	
73.1	The meeting closed at 1pm	



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Estimated cost of meeting. Postage, paper, photocopying: £89 Refreshments: £309 Expenses: £27.06 Taxis: £6.50 Room Hire: £0 Miscellaneous: £0 No of invite letters sent: 80 <u>TOTAL COSTS £431.56</u> <u>Savings: by free room, emailing and not using headed paper £93</u>	Details of Meeting. No of staff at meeting: 6 No of guest speakers: 2 No of guests: 3 Councillors at meeting: 0 Forum Quorum: 12 Tenant members: 25 Resident members: 4 None members: 1 TOTAL No of Volunteers at Meeting: Duration of Meeting: 3hrs Pre meeting 12hrs During the meeting: 90hrs Total volunteer hours: 102hrs
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