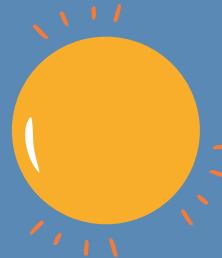


# Tenant Participation Round up



Welcome to our “November Round-Up” newsletter created by the Tenant Participation Team. In here you’ll find highlights of some of the activities that have taken place over the last month.

Don't forget to check out our upcoming events to see what is happening over the next few months!

## What we have been up to in November



In this month's Tenants' Forum we welcomed officers from both the Right to Buy Team and the Warm Homes Team to deliver presentations to the Forum on their respective areas. The Warm Homes Team shared that they offer support for all individuals, regardless of whether they are a homeowner, private tenant, or Council tenant.



Tenants' Forum



We were pleased to be joined by the Assistant Director of Neighbourhoods and Housing as we carried out inspections of low-rise blocks of flats across Hull with volunteers. These inspections help to ensure that cleaning and grounds are maintained to an acceptable standard.

[Click the link to watch what they got up to.](#)

**You Said:** The block champions said they were unhappy with the sticky residue left in some blocks of flats from old notices.

**We did:** Requested the removal of sticky residue, and will go back retrospectively to blocks where sticky residue is identified.



Two of our officers visited The Warren to talk to young adults about the benefits of taking part in mystery shopping and to answer any questions they had about volunteering. Young people were interested in learning about the processes involved, including how mystery shopping will be carried out at our Community Hubs, Customer Service Centre, and Call Centre, as well as how the experience could be added to their CV to support future opportunities.



Low- Rise flat Inspections with the Assistant Director Neighbourhoods and Housing

# Tenant Participation Round-up



An officer attended the LGBTQIA+ meeting, where various organisations, such as Police, Fire Service and Adult Social Care were in attendance. The main topic of discussion was the LGBTQIA+ "Pledge" that the Council is working towards. Other topics in the meeting included Pride in Hull and the support received from other external agencies.



This month the team attended the DWP Wellbeing Event at Britannia House Job Centre to promote tenant involvement, what opportunities are available, and to answer any general housing questions. We had some great conversations speaking to around 50 people and two people have signed up to become members.



Women's Voice Tenants and Residents Association organised a cooking session for women in their community, where participants prepared a variety of Syrian dishes. Everyone who attended commented on how delicious the food was. The group now plans to run these cooking sessions weekly.



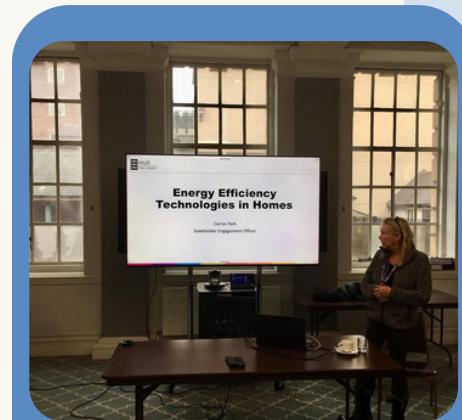
The Stakeholder Engagement Officer delivered a focused training session on Energy Efficiency Technologies in Homes to our active volunteers. The session covered practical ways to reduce household energy use, and volunteers explored real-world applications and discussed barriers residents may face.



One of our Tenant Participation officers attended the Stoneferry Primary School coffee morning to speak to parents about the variety of volunteer opportunities available and to assist with any housing related queries. The officer spoke to a number of parents and other organisations, sharing what we do and how someone can get involved.



DWP Job Centre Wellbeing Event



Energy Efficiency Training

Tpas Involvement Week took place from 10–14 November as part of a national campaign where organisations across the country showcased different ways of involving tenants, using the hashtag #IW25.

Throughout the week, the team took part in the campaign by meeting with volunteers, taking part in online training sessions organised by Tpas, and spending time out in the community speaking with residents about the work we do to support and encourage greater tenant involvement across local neighbourhoods.

## NOVEMBER

### FACTS AND FIGURES



11 estate walks with officers and volunteers.



Litter picking volunteers collected 101 bags of rubbish in total with 33 of them being recyclable bags.



69 posts with over 20,430 views on our social media!



24 low, medium, and high-rise blocks of flats inspected by volunteers, with 66 service requests being raised.

# Tenant Participation Round-up

## A message from your Resident Engagement Strategy Manager

The Resident Engagement Strategy Manager's responsibility is to ensure engagement and communication takes place with all stakeholders, including residents of our high-rise blocks around building safety. This will be achieved through the development of unique Resident Engagement Strategies for each of the blocks and through various engagement activities suited to the needs of our residents.

The engagement activities we will undertake and continually develop aim to ensure that you feel listened to and that the right opportunities are in place for you to provide input. The Resident Engagement Strategy Manager also has a responsibility to provide you with feedback on our engagement activity, and as we develop, this will be undertaken through a variety of ways including providing you with updates through our monthly round up.

### What we have been up to in November

► November saw the evaluation of the resident engagement surveys undertaken for Bayswater Court and Muswell Court. We received a total of 88 responses for Bayswater Court representing 81% of residents and a total of 68 responses for Muswell Court representing 70% of residents. A huge thank you to all the residents who took the time to respond. The responses will now feed into the Resident Engagement Strategies for each of the blocks which we plan to undertake consultation with residents during December and into the new year.

► We also carried out our door knocking exercise for residents of Padstow House and Gatwick House on their resident engagement surveys and will look to evaluate the results when the survey closes at the end of November.

► The Building Safety Manager provided an update on Building Safety to the MSL Group which included development of the resident engagement strategies, progress with appointing a contractor to undertake structural surveys, building control applications, fire risk assessments, and the development of residential personal emergency evacuation plans.

► The Resident Engagement Strategy Manager attended the Lindsey Place and Arcon Drive Residents Group meeting which provided an opportunity for residents to raise any issues around Building Safety.



# Tenant Participation Round-up

## UPCOMING EVENTS

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If you would like to attend any of these meetings or need more information please contact the team.

### DECEMBER

**2** Tenants' Forum Thank You Event  
10am > 1pm  
Reception Room, Guildhall, HU1 2AA

**10** Multi Storey Living Meeting - Social Housing Innovation Fund  
1pm > 3pm  
Room 3, Warehouse 9, HU1 1HJ

### JANUARY 2026

**6** Publicity Project Group  
10am > 12pm  
Room 2, Warehouse 9, HU1 1HJ

**7** Tenants' Forum  
10am > 12:00pm  
Room C1, Guildhall, HU1 2AA

**15** Repairs Project Group  
1pm > 3pm  
Room C1, Guildhall, HU1 2AA

**26** HRA Consultation 2026/2027 - Afternoon Session  
1pm > 3pm  
Room C1, Guildhall, HU1 2AA

**27** HRA Consultation 2026/2027 - Afternoon Session  
5pm > 7pm  
Room C1, Guildhall, HU1 2AA

**28** TARA Forum  
10am > 12pm  
Room 77, Guildhall, HU1 2AA

Please be aware dates and times are subject to change.



TP officer attending a Tpas online training session during Involvement Week

## FOLLOW US!

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 **01482 612 010**

 [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

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