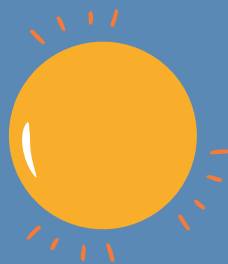


Tenant Participation Round up



Welcome to our "January 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 January

For the first Tenants' Forum of the year, we welcomed the Executive Director of Housing and Communities, alongside the Head of Service for Contracting and Investment, the Maintenance and Improvement Manager, and the Performance Manager. They provided the Forum with updates on stock condition surveys, routine tenancy inspections, repairs and voids.



Tenants' Forum

Women's Voice Tenants and Residents Association (TARA) held an important training session on Equality, Diversity and Inclusion, delivered by a Tenant Participation Officer. The session was attended by 17 members, three of whom were translators for other members. It was an interesting learning opportunity about the different equalities, diversity and inclusion issues some people face today.

One of our officers attended the West Hull Rugby Club coffee morning which was organised by Help for Heroes. A total of 55 people were present, raising issues including fly-tipping, leaf collection, gully issues, where to go to change Council Tax details, and how to apply for recycling centre vouchers.



Women's Voice TARA Training session

Volunteers and staff took part in a workshop session called Repairs Best Practice, which was hosted by Tpas. This session focused on residents' influence in the repair and maintenance process.



The team were approached by some residents in the Lindsey Place and Arcon Drive area who were interested in setting up a Tenant and Resident Association (TARA). After a meeting with them, we are helping this group by producing a poster to advertise their first meeting, which will take place in the next few months.



If you are a resident in this area and are interested in a TARA being set up, please contact us for more information. We held our quarterly TARA Forum which all Tenant and Resident Associations are invited to. Representatives came together to share updates on their activities and to receive updates from the Tenant Participation Team. TARA Members were also asked for suggestions on any training courses they wish to attend.



Annually, we hold two sessions to discuss the proposed Housing Revenue Account (HRA) Budget for 2026/27 for officers, volunteers and councillors to attend in person or via teams. These sessions were held on two separate days to allow attendees to give their feedback on the proposed changes for the year ahead. One of the sessions was held in the afternoon and the other in the evening.



The Customer Access Focus Group came together to review performance of the 300 300 Call Centre, the Customer Service Centres and Hubs across the city. The group were informed of future plans for Community Hubs and were asked to provide feedback on potential locations and opening times.



Housing Revenue Account Budget Consultation



Filming at Bayswater Court

The Tenant Participation Team is always happy to help support TARAs in any way we can. One of our digital officers was asked by members of the Bayswater Court TARA if they could help support them by filming a three-minute video to help support their application for the Kew Gardens Grant.

JANUARY FACTS AND FIGURES



11 estate walks with officers and volunteers.



Litter picking volunteers collected 155 bags of rubbish in total with 46 of them being recyclable bags.



63 posts with over 21,600 views on our social media!



14 low, medium, and high-rise blocks of flats inspected by volunteers, with 11 service requests being raised.

UPCOMING EVENTS

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If you would like to attend any of these meetings or need more information please contact the team. Please be aware dates and times are subject to change.
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FEBRUARY

9

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

9

Gatwick House Resident Engagement
Strategy Consultation pop in
1pm > 3pm
Gatwick Garth, Hull HU7 4PU

11

Britannia House Job Centre-
Involvement Stall
10am > 12pm
Britannia House, 2 Ferensway, Hull
HU2 8NF

13

Padstow House Resident Engagement
Strategy Consultation pop in
9.30am > 12pm
Padstow House, Hull HU7 4HG

17

Tenants' Forum
10am > 12pm
Room C1, Guildhall, HU1 2AA

17

Government Consultation Session
(Transparency, Influence and
Accountability Standard, Code of
Practice, and a new Tenant
Satisfaction Measure on Electrical
Safety)
1pm > 3pm
Room C1, Guildhall, HU1 2AA

23

Vulnerability and Information Strategy
Consultation
10am > 12pm
Room C1, Guildhall, HU1 2AA

Please be aware dates and times are subject to change.



Tenant Participation Officer with one of our champions out on a block inspection

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