



# Tenants' Forum

## Newsletter

**August—October 2020**  
**Issue no — 2**



Dear Forum members,  
Welcome to the second edition of the Tenants' Forum newsletter

First of all I would like to thank all the members of the Tenants' Forum who have provided us positive feedback and suggestions to improve the newsletter which we have taken into account.

On behalf of the Tenants' Forum Committee and all the active tenants I would like to welcome Nic Harne the new Assistant Director Neighbourhoods and Housing and wish him all the best in his new role and ensure him that we will keep working as a team to improve Hull Housing Services.

Unfortunately Covid is still affecting the country and we need to remain vigilant and follow the Government advice. This has meant that many tenant involvement activities are not possible at this present time. However, we have been working with the Tenant Participation Team to see how we can move forward. Working together we have agreed the following Tenant Involvement plan:-

**Traditional involvement** – meetings and the Tenants' Forum, where possible, to take place via digital platforms. Solo estate walks and, litter picking to continue following Covid safe advice. Tenant and Resident Associations to be supported in developing digital methods for their communication with their members

**Digital Involvement** – to engage more tenants and convey messages via Facebook, Twitter and surveys. The Tenant Participation Team are presently looking at a loaning scheme for tablets to enable those without digital equipment to continue to be involved and gain confidence in using digital and online platforms.

**Customer Satisfaction** – using the customer data collected from Tenancy Audits, the STAR survey and new tenancy visits to improve the services provided by the Housing Service. Analysing customer feedback

Two of the Tenant Participation Officers, Carl Newsam and Sherilee Jepmond, worked in the Council's Covid-19 response team by visiting vulnerable residents to assess their needs and to connect them with the support they require. Love Hull has published an article about Covid-19 response teams and have interviewed both the Tenant Participation Officers to recognise their work. Well done both.

I would like to announce with a heavy heart that two of our very active members of the Tenants' Forum Committee, Dawn Chehreh and Ann Hodges, have resigned due to personal reasons. On behalf the Tenants' Forum Committee and all the members of the Tenants' Forum, I would like to thank them for the time, commitment and skills they have given over the years. (Continued to page 2)



As the Chair of the Tenants' Forum I would like to thank all the active members for carrying out tenant involvement activities virtually and sometimes face to face (abiding by the Governments social distancing rules). Your feedback, comments and views, big or small, are valuable not only for the Forum but for the City as a whole. I will conclude this by saying



Nev Allison  
Chair Tenants' Forum

### Tenant and Resident Associations (TARAs)

TARA's throughout the City have been unable to hold the usual public meetings to discuss any relevant issues in their areas during the ongoing pandemic.

The Tenant Participation Team arranged to have socially distanced meetings with the Committees to discuss the way forward and what support they would need to continue.

To keep tenants and residents in their designated areas abreast of relevant issues, it was agreed that each recognised TARA would be given additional support funding to purchase I.T equipment such as a Smartphone with a dedicated number for all to use. The members of the Committee would monitor calls and messages for issues, also the TARA's agreed they would produce a quarterly newsletter to all tenants and residents, keeping them up to date on Council and area news. They also have the option to set up Facebook and Twitter accounts as another communication method for the wider community

Where possible, TARA members have also been carrying out socially distanced activities such as estate walks and litter picking in their areas, recording all issues and keeping their areas tidy and block inspections in their own block of flats.

### Bayswater Court TARA

The group has worked tirelessly to re-open the community room for the tenants which has been closed due to Covid-19. All tenants were invited to a Covid-19 training session facilitated by the Tenant Participation Team. This has enabled the Police to hold regular surgeries in the community room. The group also entered the Tenants Garden Competition, to which they won best Communal Garden for 2020. Members of the Committee are in regular contact with Officers and are keeping up to date with local and national legislation. Unfortunately due to the new Government guidance from 5<sup>th</sup> November the community room has now closed.

The tenants wanted to support the HCC recycling target, so with the support of the HFO (caretaker) they started recycling their general household recyclable items.

## Tenant and Resident Associations (TARAs)



### Bayswater Court TARA

This was a great success, this has since developed and recently they have had a textile bank installed, which allows the residents to further support the council in hitting its recycling target.



### Charterhouse TARA

The group have been in constant contact with the Tenant Participation Team throughout the pandemic and have carried out socially distanced estate walks in their area. They have also created and worked on a wildlife garden whilst socially distancing. The group have also had input into the allotment on Aldbro Street and entered the tenants garden competition 2020. 4 litter picks have also been carried out, collecting 8 bags of rubbish. For better contact for tenants with the group, funding from the Tenant Participation Team has been obtained for a dedicated smartphone.

Estate walk Group  
Charter House TARA



### Dorchester Road And Midmere Avenue (DRAMA) TARA

Some members of the group have attended meetings virtually and the Chair has attended Equality and Diversity training. Smartphone funding has been obtained from the Tenant Participation Team for better contact for tenants with the group. The Committee are planning to meet virtually within the next few weeks to discuss a way forward on how they can communicate with their TARA members under the current restrictions.

### Gatwick House TARA

The group has been working, socially distanced, in the garden to create a peaceful place for all the community to enjoy and also entered the Tenants Garden Competition for 2020. The Committee have also campaigned for new front doors this year and as a result they have been fitted, along with a new intercom system. The group have continued to carry out socially distanced estate walks in their area.

### Great Thornton Street TARA (GTS)

The group have met virtually and socially distanced to action and discuss a wide range of issues affecting the block and communal areas. The group have worked tirelessly to improve the communal gardens with the aid of Housing Officers and Local Councillors. In the age of recycling, the GTS committee have ordered 4 brown bins for the garden waste and participated in litter picks to make the area a better place.

## Tenant and Resident Associations (TARAs)



### Great Thornton Street TARA (GTS)

The group have recently had some delays in the communal grass cutting of the communal gardens, but this has now been resolved. GTS TARA now have their own Facebook page — **Great Thornton Street Estate TARA**.

Or you can access via browser by clicking this link <https://www.facebook.com/groups/gtstara>



### Hutt Street Pop In

This group is relatively new and was set up by concerned tenants and residents after feeling that their street could be improved. Before the pandemic, the group met with Councillors, Police and the Tenant Participation Team to discuss issues. 10 litter picks and estate walks have been carried out whilst socially distancing on a regular basis. The group also attended Estate Walks Project Group virtual meetings.

### Muswell Court Pop in

The group have worked very hard to re-open the community room for the tenants which has been closed due to Covid-19. The Tenant Participation Team invited all the residents to a Covid-19 training session, enabling the Police to now hold regular surgeries in the community room. The craft club also started meeting twice a week. The group also entered the Tenants Garden Competition, to which they were awarded “highly recommended”. Unfortunately due to the new Government guidance from 5<sup>th</sup> November the community room has now closed.

The tenants wanted to support HCC recycling target, so with the support of the HFO (caretaker) they started recycling their general household recyclable items. This was a great success, this has since developed and recently they have had a textile bank installed which allows the resident to further support the Council in hitting its recycling target.

## Tenant and Resident Associations (TARAs)



### Oakington Garth TARA

This is a new TARA who have hit the ground running. So far they have managed to secure £700 from The James Reckitt Foundation for a mural to be designed and painted. Also the group are cutting back the shrubbery and reshaping the grassed areas for the benefit of the community. The Area Team have also paid to have wrought iron fencing taken down to make these spaces accessible. To enable the local community to contact the group, the Tenant Participation Team have given them funding for a dedicated smartphone, which can be used as a point of contact and the number will be placed on all correspondence the group produces.



### Padstow House TARA

The Padstow House TARA has worked very hard to re-open the community room for the tenants which has been closed due to Covid-19. All tenants were invited to a Covid-19 training session facilitated by the Tenant Participation Team. As a result bingo took place, socially distanced, 3 times a week. The group also entered the Tenants Garden Competition for 2020. The TARA have received funding from the Tenant Participation Team for a smartphone for better contact for tenants with the group. Unfortunately due to the new Government guidance from 5<sup>th</sup> November the community room has now closed.

## Estate Walks

Although the Covid-19 pandemic has hit services hard, the estate walks programme has still managed to take place in some form, and since June 2020, some 30 solo Estate Champions have walked their areas as well as assisted walks having been carried out in the City, all whilst socially distancing.

Here is a 6 month summary of what has happened so far:

	No of estate walks	Service requests
Assisted estate walks	13	29
Solo estate walks	54	113

During the estate walks 72 letters were sent out for untidy gardens and 56 letter of appreciation for tidy gardens.

# Estate Walks

Also the Estate Walks Focus Group has held its second, monthly virtual meeting focussing on the “Love Your Street” project who are working in partnership with us. The group are planning future meetings with a different estate subject every month, they are:



Date	Subject	Officers
Monday 11.01.21	Estate Management	M McEgan – Head of Service (Area & Neighbourhood Management)
Monday 08.02.21	Streetscene	A Wilson – Parks & Open Space Manager, P Fincham – Street Cleaning Operations Manager , S Shirra – Business Insight and Quality Manager
Monday 08.03.21	Tree Management	D Jones - Arboriculture Inspector
Monday 12.04.21	Highways	P Curry – Structure, Safety and Emergency Planning Manager
Monday 10.05.21	Estate Management	M McEgan - Head of Service (Area & Neighbourhood Management)
Monday 14.06.21	Streetscene	A Wilson – Parks & Open Space Manager, P Fincham – Street Cleaning Operations Manager , S Shirra – Business Insight and Quality Manager
Monday 12.07.21	Tree Management	D Jones - Arboriculture Inspector
Monday 09.08.21	Love Your Street	S Clayton - Environmental Improvement Team Leader

## Litter Picking

The tenant volunteers, individually and through membership of the Tenants and Residents Associations, have managed to litter pick their areas whilst socially distancing. Active volunteers have collected over 176 bags of rubbish and 10.5 bags of recycling material whilst litter picking. In 2021, and in line with the Council’s recycling and climate change agenda, litter pickers across the City will be encouraged to note the number of recycled bags of rubbish they have collected, which will then feed into the wider information gathering.



## Multi Storey Living Project Group

MSL Group held its first virtual meeting and received an update on current and future fire safety within the flats by the Program Manager for Neighborhoods and Housing. In attendance was Michael Hill, TPAS associate, leading on TPAS’s National Resident Engagement Strategy Framework for the upcoming Building Safety Bill.

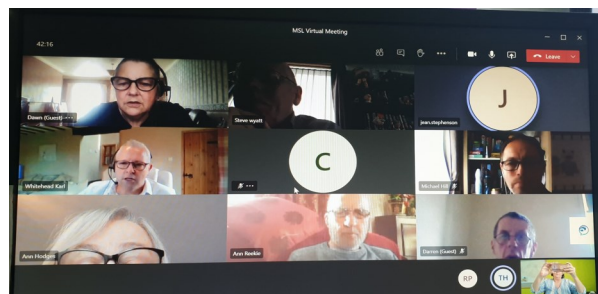
**At the virtual meeting the MSL group has received updates on:**

**Building Cleaning**

Staff have continued to work throughout concentrating on touch points where there is more risk of contracting the virus. Therefore occasionally floors may not have been mopped as they are following a 2 step clean and disinfect system as advised by Public Health England.

**Housing Facilities Officers – HFOs (caretakers)**

The group acknowledged appreciation of the HFOs who have worked every day throughout the lockdown. They have carried out daily duties i.e. fire and health & safety checks, reporting repairs, giving access to contractors, keeping communal areas clear, clearing litter, removing rubbish & bulky items. They have put up Covid safety notices in all blocks of flats.





The amount of rubbish HFOs have had to deal with has been enormous during lockdown. More rubbish around the blocks and the bulky items never stop appearing but the team have worked tirelessly to remove all these fire hazards.

### **Benchmarking**

Due to the Government guidance volunteers have been unable to carry out block inspections, however, this did not stop volunteers from reporting the issues. An online form has been developed and volunteers are presently testing the form which, moving forward, will enable tenants to carry out their own inspections.

### **Cashless Laundries**

Laundries – General Needs Laundries

In blocks with laundry facilities, the cashless system went live October 2019 after the MSL group raised concerns and wanted to update the facilities. This has proved to be a good move as, due to the Covid pandemic, the cashless system allows the laundry facilities to remain open throughout.

**The MSL meetings are held on the 1st Monday of the month, if you would like to join the group please contact the Tenant Participation Team. When you receive an invite please confirm with a team member your attendance to allow a meeting link to be sent to you.**

## **White Paper**

The white paper has finally been announced bringing some changes to how services will/ are delivered and strengthening the Tenants' Voice. Here are some of the highlights of the white paper:

- 1.To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
- 2.To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
- 3.To have your complaints dealt with promptly and fairly,** with access to a strong ombudsman who will give you swift and fair redress when needed.
- 4.To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
- 5.To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its board. The government will provide access to help, if you want it, for you to learn new skills to ensure your landlord listens.
- 6.To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
- 7.To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

For full details follow the link below:

**<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>**



## Garden Competition

2020 has been a very strange year for everyone, but this has not stopped the green fingered tenants in the City from creating some wonderful gardens and entering them into the garden competition. Throughout the application period we received a staggering 44 entries across all categories which were:

- Best Area Individual Garden
- Best Communal Garden
- Best ECO Garden
- Best Vegetable Garden

As the standard was exceptional, the judges had a real tough job in making decisions for each entry. All decisions were carried out digitally using videos of the gardens recorded previously, they narrowed down the entries to the following winners:

### Winners of individual Garden Awards

- Mrs Doreen Hunt—Park and East
- Mr Victor Smart—Riverside, West and Wyke
- Mr Peter Weichardt— Northern and Foredyke

### Winner of communal Garden Award

Bayswater Court Tenant and Resident Association

### Winner of the ECO Garden Award

Mr Krzysztof Rapacz

There were also 9 highly commended gardens. The trophies were presented by the Lord Mayor. All entries were also asked “what does your garden mean to you”, to which we received some great feedback, here are some quotes:

Ms Barlow

Being in my garden during Covid-19 has helped with my mental wellbeing and kept me active, the pleasure that I get from seeing plants grow is immense

Mr Hardy

Growing plants and creating displays for my garden gives me the opportunity to talk to other people who pass, and the confidence to pass on my skills and knowledge to others

## Black, Asian Minority and Ethnic Project (BAME)



One of Tenant Participation Officers has been working on a BAME project and organised a number of virtual Microsoft Teams meetings with our internal and external partners such as HANA and Supported Housing. The purpose of this project is to include the voice of our residents who come from different backgrounds. The main aims of this project are to improve the quality of housing services, increase resident engagement and develop a working relationship with the BAME community across the city.

## Housing Ombudsman

A Tenant Participation Officer is working on the Ombudsman's review and attended Tpas online Ombudsman training along with 5 active volunteers. The Housing Ombudsman Service (HOS) looks at complaints about registered providers of social housing, for example housing associations, and other landlords, managers and agents. This review is at the early stages of its development as the Government have still not issued any directives or updates.

## Building Safety Bill update

Ann Hodges - Chair of the Multi Storey Living Project Group attended a roundtable event with TPAS on Building and Fire Safety getting ready for the Building Safety Bill. Below are a few points she picked up that will impact on how the service is delivered and tenants responsibility.

### Building Safety Regulator

This will come under the Health and Safety Executive

They must:

- Establish a **Residents' Panel** to give advice about 'such matters as the regulator may specify'. Already includes:
  - Guidance about residents' rights and responsibilities regarding fire safety
  - Guidance about the duty to give information or documents to residents
  - Guidance about Accountable Person's responsibilities to residents and/or engagement with residents
- Panel to include residents, owners of flats, 'representative bodies']
- Consult the **Residents' Panel** on its strategic plan, and complaints system
- Produce an annual report
- Produce a statement about engagement with the residents' panel, residents of higher risk buildings, owners of flats in higher risk buildings, representative bodies.

### Accountable Person

Owner of the building must register the building with the regulator

- Must obtain a **Building Assurance Certificate**
- To get (and keep!) the certificate, they must carry out a range of duties including, appoint a properly qualified **Building Safety Manager**, take all reasonable steps to prevent (and reduce the severity of) a major incident, Produce a **Safety Case Report**.



With regards to resident engagement they must prepare a “**residents’ engagement strategy**” for promoting the participation of relevant persons in the making of building safety decisions. Giving each building resident 16+ a copy of the strategy

The **Residents’ Engagement Strategy** must cover:

- What info will be given to **relevant persons** about decisions
- What aspects of those decisions they’ll be consulted on
- The arrangements for getting views and taking account of them
- How the diverse needs of residents will be taken into account
- How they’ll evaluate the success of their approach
- Must display the **Building Assurance Certificate** in the building
- Must keep ‘prescribed information’ in the prescribed way
- Must establish a complaints system (the Secretary of State may make regulations about this)
- In relation to all the plans and documents –they must be reviewed and revised at prescribed intervals or if it’s necessary (e.g. if something changes)
- Failing to do any of the ‘must do’ things could lead to a fine/prison/both

**Duties apply to Residents,**

- Must keep in repair and proper working order any **relevant resident’s item**
- Gas or electric installation/appliance in the flat or [e.g. storage cupboard], as long as no one else has a duty to maintain it
- Must take reasonable care to avoid damaging any **relevant safety item**
- Safety equipment, notices etc. in shared areas
- Must give the Accountable Person information they need for the **Safety Case Report**.
- **Must give the Accountable Person access to their flat at reasonable time, with reasonable notice**
- **to inspect/measure/photograph/record/take samples if it’s needed for the Safety Case Report**
- **If there’s reason to believe there’s a dangerous gas/electric installation/appliance**

## Communications and Publications Panel

The Comms & Pubs Group have continued to hold virtual meetings and have produced the Autumn Newsletter (that you should have received with your rent statement), the newsletter contained articles on:

- Doing things differently during the pandemic
- Welcoming our new Assistant Director of Neighbourhoods & Housing
- Don’t forget your flu jab
- Annual report update
- Hulls Housing growth programme with 9 new bungalows for rent
- Gardening competition winners
- Housing online article
- Domestic abuse information
- Star survey with your chance to win £250





The online version of the newsletter can be found on the Tenant Participation Team pages on the Hull City Council website:

<http://www.hull.gov.uk/housing/council-tenants-and-leaseholders/tenant-participation>

The group are currently looking for new members, so if you could spare 2 hours, once a month, please get in touch with the Tenant Participation Team via email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk) or by ringing **612010** or on **Hull City Council Housing Facebook or Twitter (@HCCTPT)**. The group are also now planning the next edition and will be interviewing the new Assistant Director Nic Harne.

## See the person

SEE THE PERSON.  
NOT THE STEREOTYPES

See the Person is a national campaign led and organised by social housing tenants, working in partnership with staff, to combat the stigma associated with those who live in social housing.

Recently we worked with the Chartered Institute of Housing (CIH) to conduct a national, online survey which drew responses from almost 700 tenants and revealed that 74 per cent have experienced stigma.

With the results we worked with the CIH to develop a guide for landlords and housing professionals called 'It's Not Ok', which has highlighted the ways landlords can inadvertently create and reinforce stigma, it considers solutions and shares positive examples. We hope this guide will help landlords to work jointly with tenants to have a mutually respectful and fulfilling relationship.

The guide states it's not ok to look down on social housing tenants. Many tenants are responsible, professional people supporting their local community and making a difference in many fields of work. The guide also gives examples of the different housing organisations from across the country who are sponsors of and/or involved in the campaign and how it has improved their interaction with tenants and the importance of this campaign.

Please get in touch if you would like a copy or alternatively, you can find the guide on the CIH website:

[http://www.cih.org/publication-free/display/vpathDCR/templatedata/cih/publication-free/data/Its not okay a guide to tackling stigma in social housing](http://www.cih.org/publication-free/display/vpathDCR/templatedata/cih/publication-free/data/Its%20not%20okay%20a%20guide%20to%20tackling%20stigma%20in%20social%20housing)

If you would like to find out more information about the See the Person campaign please visit the website: <http://www.seetheperson.org/> or you can also visit the social media pages:

Facebook: <https://www.facebook.com/benefittosociety>

Twitter: <https://twitter.com/2BenefitSociety>

## Tenants' Trainings



The Tenant Participation Team so far have arranged 24 online training sessions and delivered Covid-19 induction training for tenants using communal rooms at Bayswater Court, Muswell Court and Padstow House. 52 volunteers attended the digital training sessions and 21 volunteers attended the Covid-19 induction training. The table below shows the training sessions that have taken place to date:-

Date	Session	Method	Delivered by
15/06/2020	Tpas webinar – Scrutiny is the new normal	Online	Tpas
16/06/2020	Tpas webinar – Scrutiny is the new normal	Online	Tpas
16/06/2020	Tpas webinar – How do we ensure Tenant Engagement stays top of the agenda	Online	Tpas
18/06/2020	How to use Microsoft Teams	Online	Tenant Participation Team (TPT)
22/06/2020	How to use Microsoft Teams	Online	TPT
01/07/2020	Tpas webinar – What will engagement look like after lockdown	Online	Tpas
22/07/2020	Tpas Webinar – Local authority engagement	Online	Tpas
24/07/2020	Scrutiny Questions & Answers	Online	Tpas
27/07/2020	Covid-19 induction training for tenants using communal rooms	Bayswater Court Muswell Court Padstow House	TPT
29/07/2020	Tpas Webinar – Tackling stigma	Online	Tpas
29/07/2020	Tpas roundtable – Engagement scrutiny	Online	Tpas
30/07/2020	Tpas roundtable – Engagement scrutiny Q&A	Online	Tpas
19/08/2020 AM / PM	How to use Microsoft Teams	Online	TPT
25/08/2020	How to use Microsoft Teams	Online	TPT
27/08/2020	How to use Microsoft Teams	Online	TPT
09/09/2020	Equality and Diversity	Online	TPT
17/09/2020	Local Authority Networking	Online	TPT
17/09/2020	Police and Crime Commissioner	Online	Neighbourhood Network
22/09/2020	Housing Ombudsman Session	Online	Tpas
30/09/2020	Tpas virtual online meeting	Online	Tpas

## Tenants' Trainings



Date	Session	Method	Delivered by
19/10/2020	Tpas roundtable – Resident engagement strategies in multi-occupied residential buildings	Online	Tpas
21/10/2020	Tpas roundtable – Resident engagement strategies in multi-occupied residential buildings	Online	Tpas
27/10/2020	Tpas white paper warm up	Online	Tpas
28/10/2020	Tpas – Awesome Scrutiny	Online	Tpas

### Feedback from previous edition

The Tenants' Forum Committee received following feedback from one of the active tenants.

“Thanks for the digital copy of this newsletter and the hardcopy which I received last week.

You have indicated any suggestions would be appreciated and (possibly) helpful for future editions. Regarding the digital copy I would like to suggest that the group considers incorporating internet links to relevant internet pages. Since it is a digital copy, it would be easy for the reader to simply click on the link to be taken to a website and page with additional information to either give more detail or simply evidence base, the strength of the article. The use of such internet links in the hardcopy though serving a purpose maybe less inclined to be exploited by the reader and therefore considered superfluous, by the less enlightened. However, for continuity leaving any website links, in both the hardcopy and the digital version should not impede the readers' concentration, should it be necessary for both digital and hardcopy to mirror each other. Anyhow only a suggestion, hope its worthy of serious consideration.

Addendum: I found the newsletter informative, easy to read and helpful. Please pass on my thanks to those involved”.

Councillor M Thompson-Portfolio holder Neighbourhoods and Communities also appreciated the efforts of the Tenants' Forum Committee for the newsletter and thanked them for sharing the newsletter with them.



### Tenants' Forum Facebook

Your Tenants' Forum Committee have published a video giving an overview of the tenant involvement activities carried out by themselves and by the Tenant and Resident Associations. If you want to view this video please visit our Facebook page, Hull Tenants Forum

<https://www.facebook.com/HullTenantsForum>



## Dates for your diary


Please note: All dates, times and durations are subject to alteration. Please ensure you confirm your attendance once the email link is sent to you to allow you to receive any updates


Date	Day	Time	Meetings / activities
07/12/2020	Monday	10am– 12.30pm	Multi Storey Living Group – Virtual (open to all with an interest)
21/12/2020	Monday	10am – 12 noon	Communications and Publications Panel – Virtual (Council tenants only)

If you would like to attend these meeting please contact the Tenant participation Team via:  
 EMAIL: [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)  
 PHONE: 01482 612 010  
 TWITTER: @HCCTPT  
 FACEBOOK: Hull City Council Housing



Your views, suggestions and feedback are very important to us and help us to improve the Tenants’ Forum. You can provide us your views, feedback and suggestions via:-

 01482 612010  
Please leave a message

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



@HCCTPT

 Hull Tenants Forum  
Hull City Council Housing



## Useful Telephone Numbers

Hull City Council	300300
Police – Non Emergency	101
Kingston Communications	602555
TV Licensing	0300 555 0286
Not sure of your gas supplier	0870 608 1524
Gas escapes and emergencies	0800 111 999
Not sure of your electric supplier	0845 330 0889
Electric emergencies or power failure	0800 375 675
Yorkshire Water	0845 124 2424
Npower Customer Service	0800 073 3000
Electric	0845 714 5146
Gas	0845 790 6050
British Gas (gas & electric)	0845 600 6113
If you think you can smell Gas Call free	0800 111 999
Hull Advice	300303
Family Information Service	318318
Domestic Violence	0808 2000 247
RE RUN (old Eternal Benefit)	801320 / 833331
Street Link	0300 500 0914
(Rough Sleepers Service)	
<a href="http://www.streetlink.org.uk">www.streetlink.org.uk</a>	

**Mental health emergency in Hull should call 01482 335790**