



# Tenants' Forum

## Newsletter

**Nov 20 — Jan 2021**  
**Issue no — 3**

### Forewords



Dear Forum members,

Welcome to the 3<sup>rd</sup> edition of the Tenants' Forum newsletter

First of all I would like to wish a happy New Year to all of you, the previous year was a strange and challenging year which has not only affected us socially, mentally and financially but the whole world.

Even though we are still in lockdown some Tenant Involvement activities never stopped i.e. solo estate walks, virtual meeting of focus and project groups, working together to improve the Housing service. Volunteers attended national virtual workshops on Housing White paper with Tpas, scrutiny meetings, See the Person meetings, ARCH meetings and different training which kept some volunteers busy and enhanced their knowledge on national and local housing issues. If you want to get involved digitally or are interested in walking around your neighbourhood and assessing the standard please contact the Tenant Participation Team on 612010

All the TARAs kept on their good work while working in their communal gardens or by doing solo estate walks and litter picking to keep their area tidy. The Tenants' Forum Committee met on monthly basis to discuss different issues and also recorded video for the Tenants' Forum Facebook.

The Tenants' Forum Committee and I would like to thank all the active volunteers for carrying out Tenant Involvement activities virtually and sometimes face to face (abiding by the Governments social distancing rules). I will conclude this by saying



Nev Allison

Chair Tenants' Forum

## Tenant and Resident Associations (TARAs)

TARA members carried 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.

### Great Thornton Street TARA (GTS)

GTS members carried out solo litter picking, estate walks and one of the committee members carried out working as a block champion by checking the cleaning service in the block of flats on his own. GTS committee members attended MSL, Estate Walks Project Group, Customer Access Focus Group meetings on regular basis. GTS committee can be contacted via their Facebook page by clicking on this link <https://www.facebook.com/groups/gtstara>, or Facebook user you can join GTS Facebook—Great Thornton Street Estate TARA .

### Oakington Garth TARA

Members of the TARA are keeping up to date with local area issues, by feeding into the Estate Walk Project Group, they are also giving their group and the wider community updates on what work is being carried out to alleviate the issues in their local area and Citywide. Regular newsletters are produced for the TARA area to keep everyone up to date on relevant information.

### Bayswater Court TARA

Bayswater Court TARA have taken the lead by applying for funding initially for 5 blocks in within the City to combat isolation, loneliness and improving their health & wellbeing, watch this space for further updates. In December 2020 the tenants received the updated Fire Safety Booklet, current Covid-19 guidelines and the TARA newsletter. The housing service is currently looking at a communication channel that will be piloted in Bayswater court, more information to follow.

### Muswell Court Pop in

Although the residents cannot meet in the communal room due to the current Covid guidelines, they are keeping in touch with any issues/concern and compliments that come to their attention. These are being forwarded to the relevant service areas if they cannot be resolved at point of contact

### Padstow House TARA

The Chair of the group is an active member of the Multi storey living group and takes back the information received to the rest of the Padstow community. Like other blocks their communal room is closed under the current Covid guideline but they are keeping on top of their communal garden in the current conditions.

## Tenant and Resident Associations (TARAs)

### Gatwick House TARA

The group members are regularly attending both MSL and Estate Walks Project Groups, feeding in their issues from their block and surrounding area and in turn feeding back to their group and wider audience on the work being carried out and how the blocks issues are going to be resolved. Members have also carried out over 15 litterpicks, collecting in excess of 25 bags of rubbish. Newsletters are also produced on a regular basis to keep the tenants of the block up to date on what the group continued to work on for their community. In December 2020, new fire and Covid-19 information was delivered to every tenant in the block.

### Charterhouse TARA

Group members have been actively involved in socially distancing local area walks and litterpicking, they have also attended the Estate Walks Project Group, feeding in their local concerns for the area to the wider work streams of the Council. The wider audience of the group are kept informed by local newsletters regularly produced.

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

The Tenant Participation Team have been in constant contact with DRAMA to offer any support they need. The Group are currently communicating via their Facebook page with each other.

## Estate Walks and Litterpicking

The Covid-19 pandemic continues to hit services hard but the Estate Walks programme has still managed to take place in some form, and since November 2020, some 40 solo Estate Champions have walked their areas as well as assisted walks have carried out in the City, all whilst socially distancing. Here is a 3 month summary of what has happened so far:

### Estate walks

Number of assisted estate walks carried out = 2

Number of solo walks carried out = 40

### Service requests raised

Number of assisted service requests raised = 2

Number of solo service requests raised = 72

Untidy garden letters sent out = 5

Tidy garden letters sent out = 0

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## Estate Walks and Litterpicking



The tenant volunteers individually and through membership of the Tenants and Residents Associations have managed to litterpick their areas whilst socially distancing.

Bags of litter collected during litterpicks in the City = 340

Number of bags of litter to recycling = 42

## Estate Walks Project Group

Although face to face meetings were postponed, since November 2020 the tenant volunteers have started to hold virtual meetings with Officers to discuss and action subject areas such as Streetscene, Love Your Street, Highways and Estate Management. In November 13 volunteers attended the meeting and Environmental Improvement Officer provided update on Love Your Street, Head of Service (Area and Neighbourhood Management) provided update on eight elements of Estate Management in January 2021 and 12 volunteers attended the meeting. In February 2021 Streetcare and Grounds Operational Manager and Estate Management Team Officer outlined their relevant work to the group and 10 volunteers were present in the meeting. A Housing Tenancy Manager is attending every meeting as project lead for the elements relevant to estate management that Head of Service (Area and Neighbourhood Management) discussed with the group members and the involvement opportunities.

### 1. Photobook

Live December 2019 - App and web portal for running digital inspections

### 2. HFO and Tenancy Management of Blocks (Building Safety Manager role)

- ⇒ Need Photobook operational and then tenants task & finish group
- ⇒ Will be informed by some of these projects
- ⇒ Work on individual learning pathways

### 3. Hoarding policy and procedures including gardens

Links to routine tenancy visits

### 4. Review Person Alerts

- ⇒ Refresh procedure
- ⇒ Resources attached to project from KWL, Housing Investment and Areas

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## Estate Walks Project Group



### **5. Review of Street Scene SLA**

- ⇒ Streamlined local delivery in partnership with Streetscene
- ⇒ Common Tasking Arrangements involving Area Team

### **6. Review of Community Safety Arrangements**

- ⇒ Setting standards, identifying blockages and enforcing tenancies
- ⇒ Common Tasking Arrangements involving Area Team

### **7. Review of Estate Inspections**

- ⇒ A programme of future inspections
- ⇒ What is delivered – does this need to change, be refreshed?
- ⇒ How to join up better with StreetScene/Area Teams in particular

### **8. Develop an Estate Services Charter**

- ⇒ Benchmarking against CIH commitments – raising standards
- ⇒ How can we link to campaigns such as #love your street

## Communications and Publications Panel

Communications and Publications Panel continue to meet monthly via MS Teams. Recently agreed the Winter Edition of the Hull Housing Newsletter which you all should have received by now, what do you think to it? let us know via our social media channels and/or [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk) or just simply give one of the TPT team a call – would be good to know what you think of the newsletter. Discussions have now moved on to the spring edition and we at the early stages of planning articles for the next edition.

## See the Person

SEE THE PERSON.  
NOT THE STEREOTYPES

Ann Reekie and Darren Milner continue to support the national See the Person campaign and regularly attend national committee meetings. Both Ann and Darren are now looking to do some campaigning locally and have recently met with Housing Tenancy Managers to discuss the campaign and how they can help raise awareness and help reduce stigma. Ann and Darren will be sure to keep you updated along the way as they plan to meet with more housing staff to raise the awareness.

## Repair and Maintenance Panel



The Repairs and Maintenance Group last met in November 2020 to receive an update from Housing Investment and how it's all working under a lockdown. The group were shown a summary of the new contract Key Performance Indicators (KPIs) and other measures, the group discussed the White Paper and how that might affect service delivery. The group then discussed future agenda items for the group. Some members will soon be attending Tpas Contractor Engagement Standards webinar and will update the group at their next meeting. The next meeting will be in April.

## Tenant volunteers testing the new Housing Online (HOL) system

Some of our tenant volunteers have been helping to test the new Housing Online system which is a portal where you can view your rent account, raise a repair for your property, amend your contact details and search and apply for a property. The volunteers had some set questions to answer during the test which helped to identify any issues prior to going live. Since then "My Housing Online" has gone live, have you created your account? If so we could like your feedback! If not, give it a go, it's a much easier and simpler way to report repairs, check you account information and bid for properties. Just visit: [www.hull.gov.uk/hss](http://www.hull.gov.uk/hss)

## Housing Revenue Account Consultation (HRA) 2021 – 22

We have just recently had our annual Housing Revenue Account (HRA) 2021/22 Consultation. We was presented with a very details presentation on:

- ◆ Legislation & Government Changes
- ◆ Arrears & bad debts / Universal Credit
- ◆ Right to Buy
- ◆ HRA budget:
  - ⇒ Revenue
  - ⇒ Rents & Service charges
  - ⇒ Capital
- ◆ Net Zero carbon

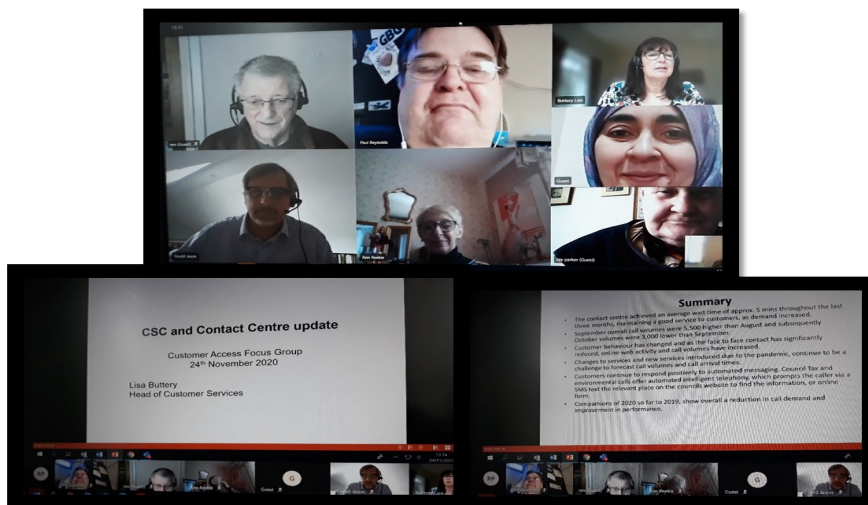
A very interesting presentation, if you would like a copy of the presentation, contact the TPT team.

## Customer Access Focus Group



Customer Access Focus Group met virtually in November 2020 to receive presentation on performance of Customer Service Centre, Call Centre, Online Services and the new Housing Management System. Business Change Manager Neighbourhoods & Housing and Head of Customer Service also attended the meeting to provide update on performance of all the customer access channels.

To increase the number of online accounts it was suggested by the volunteers to produce a flyer and video / demo to help the customers to set up online accounts by following step by step instructions. Because there were many people who would like to set up online account but due to lack of instructions they were unable to set up an account. Business Change Manager Neighbourhoods and Housing appreciated the suggestions and he will provide feedback at the next meeting. Officers present advised the volunteers that any ideas and feedback to improve the services will be helpful and will be highly appreciated.



### Feedback from participants

5 volunteers attended the virtual meeting and 4 out of 5 filled online satisfaction survey. 4 out of 4 people mentioned that it was easy to access online meeting and it was easy to hear and see. 3 out of 4 volunteers were satisfied and 1 volunteer was neither satisfied nor dissatisfied.

Members present appreciated the performance figures of the Customer Service Centres and Contact Centre and mentioned that as compared to last year there was an improvement in the performance figures and staff were doing a marvellous job.

## Customer Access Focus Group



## Contact Centre Performance

KPI	Target	Aug 20	Sept 20	Oct 20
KPI 1% of calls answered within 90 Seconds	50%	77.45	85.26	85.80%
KPI 2% of calls answered within 180 seconds	100%	66.71	71.51	74.75%
KPI 3 Respond to Emails	100% in 24 hours	100%	100%	100%
KPI 4 Response to social media	100% in 4 hours	100%	100%	100%
KPI 5 Customer Satisfaction	85% to rate as good or very good	Not measured due to emergency planning situation		
KPI 6 Quality Assurance	95% accuracy for all contact types	Not measured due to emergency planning situation		

## Customer Service Centre Footfall

Site	August 2020	September 2020	October 2020
The Wilson Centre	1039	1083	1242
Orchard	568	653	541
Bransholme	730	680	982
Kenworthy	265	426	354
Total	2,602	2,842	3,119
2019 footfall figures	13,889	15,097	15,350

## Multi Storey Living Project Group



Due to the current guidelines the group cannot come together to discuss the area of importance to them such as Fire Safety, caretaking and building cleaning services. They have also not been able to carry out the benchmarking inspections across the city which would feed in to the wider performance information and support in maintaining standards within the blocks.

However this has not stopped the tenant's carryout simple checks in their own blocks and raising any issues they may find for a quick resolve.

They have also attended 2 virtual meetings via MS Teams in November and December 2020. 14 residents along with representatives from Chartered Institute and Tpas attended the meeting in November and 10 residents along with Metrostor's representative attended the meeting in December.

### Building Safety Update – Programme Manager

Housing Management are dealing with the daily fire safety in both the high and low rise. The manager explained that the Brexit and the Covid-19 pandemic had impacted on moving forward with the planned works programme and updated on the following areas:

#### Building Safety Bill

- ◆ The enforcing body will be the Health and Safety Executive (HSE) who will have more regulatory powers
- ◆ Accountable 'Person' (may be a company). Owns your building. This will be Hull City Council and they must
  - ⇒ Appoint a properly qualified Building Safety Manager
  - ⇒ Assess the building's safety risks
  - ⇒ Take all reasonable steps to prevent (and reduce the severity of) a major incident
  - ⇒ Produce a Safety Case Report
  - ⇒ Must prepare a "residents' engagement strategy" for promoting the participation of relevant persons in the making of building safety decisions including in their homes
  - ⇒ Give each building resident 16+ a copy of the strategy (unless they don't know the resident exists despite making reasonable efforts). NB this doesn't cover absent flat owners



⇒ Provide prescribed information/documents if requested by a relevant person

- ◆ Building Safety Manager Works for the Accountable Person, responsible for managing the safety case
- ◆ Relevant person. Residents aged 16+, Owners of flats in the building (whether they live there or not).
- ◆ Regulations coming in with this bill will mean we are all working safer
- ◆ We had no ACM cladding in Hull so there was no enforcement, but we have had enforcement around fire doors.
- ◆ HSE will advertise the role of Chief inspector for buildings, Programme Manager explained the role and that HSE are set up to take this seriously.
- ◆ This regulation will be across the board no matter who the landlord is. Landlords will not be able to opt out and the HSE will issue compliance order if necessary
- ◆ The process has been slowed down due to Brexit, Covid and the publishing of the Whitepaper.
- ◆ HCC need to start working toward implementing our interpretation of this legislation, doing what we need to do to comply but we need everyone on board going forward.
- ◆ We will need to carry out checks on all fire doors every 3 months this will include all fire doors so access is needed. To comply with this it would take 2 surveyor's 1 year to carry this inspections and that is just the fire doors, this does not include smoke alarms etc. annual checks that also need to be carried out annually.
- ◆ If the legislation is strong enough we could go back and look at the sprinkler systems being installed.
- ◆ When looking at the role out of these measures we will have to look at the human factors which may make a building more high risk such as age, mobility.
- ◆ The replacement of the front doors and the communal doors will start in Muswell and Bayswater. The communal door replacement will be the full system per block. The design is done and building control is approved. Muswell will be the pilot for installation before March 2021. The Housing Investment surveyors have received training and are now qualified fire



door inspectors. KWL operatives have received training for the installation of the full door unit, however depending on the final approval of the door more training may be needed.

- ◆ Service cupboards – surveyors are carryout inspections of the cupboards. There will be planned works to stop tenants going through the compartmental walls which causes issues. There has been some leaks in certain blocks which impacts on the buzz bars which in turn affects the tenants. Tenant’s access to the service cupboards needs to be worked on for each block but there needs to be some form of consistency. Tenants need to be consulted on everything we do.
- ◆ Fire Safety Booklet – these have been delivered to the tenants in November/ December, there was not a lot of changes it was more about layout.
- ◆ MHCLG – we were asked to submit an assessment for all our medium and high rise blocks outlining the details on each block such as cladding etc, this has been done.
- ◆ HPL Panelling – we have 9 block across the city which will have this panelling replaced starting April 2021 costing £335k. This is not like the ACM cladding, we are doing this as a precautionary measure.
- ◆ The government have asked that each block is registered and hopefully we can link this to the Northgate upgrade.
- ◆ Sprinkler systems – this could happen in 2022, Housing Investment are pushing this forward and phase 1 is in the bin chutes we are dealing with this ourselves. We are hoping to have a presentation from the company and resident involvement will be paramount.
- ◆ Low rise monthly inspections - during the initial lockdown the surveyor’s carried out these but this has now gone back to the Area Housing Teams to carry out. We need to keep on top of the repairs and fire safety in these blocks. We have used a company called Premier to remove any rubbish identified and the Area Housing Team are sending the relevant letter to the tenants with regards any issues found.
- ◆ Suitability of tenancy – after consulting with the fire brigade in 2010 all communal areas need to be sterile, so mobility scooters have been an issue different blocks have different tenant needs. Going forward we need to be aware of the tenant’s issues and any difficulties they may have such as mobility.



- ◆ Fire risk assessments – these are being carried out by an independent company Pennington Choices. The results will be displayed on the notice boards in each block and on HCC website. Possible presentation to this group at next meeting

## **Metrostor and the Housing Facilities Team**

### **Metrostor**

Nigel Deacon from Metrostor gave a presentation and explained that the company provides bin storage solutions including fire safety and recycling.

This included the different types of storage available and how they may have positively impacted not only on individual sites' recycling contributing to Hull City Council's wider recycling targets but also the kerb appeal as the areas around the bins look clean, cared for and may stop unauthorised use.

### **The Housing Facilities Team**

Housing Tenancy Manager and Housing Facilities supervisors provided the following update on what the Housing Facilities Team have been doing since March 2020.

- ◆ Changes to service delivery – during this time we have had to make some changes to the service whilst maintaining the fire safety elements of the role, you may have noticed some of the changes but the team have been accessible through the out of hours number which we displayed in the block and posted to all tenants alongside the Covid information that the TP Team provided. We also had to follow the government guidelines with regards to the place of work, we carried out risk assessments on all the blocks and had to limit the time operatives had to spend in one place
- ◆ Level of customer service – we would like to think that this has been delivered in a positive way due to the demands put on the whole team during the pandemic



- ◆ Working through pandemic – we had trained some of the team to carry out weed killing spraying, this was a transferable skill and allowed us to develop and carry out the disinfectant spraying on a weekly basis in each block. However if we were made aware of a tenant that had contracted Covid we would carry out an additional spray. The team were also asked to support the sheltered scheme and provide the disinfectant spray in these vulnerable premises.
- ◆ Impact on the team – like other service areas the pandemic has had an impact on the team and the HFO can't do their job from home. Over time since March we have had operatives having to shield for the whole of lockdown, some operatives reported possible Covid symptoms and needed testing. Like other areas we had difficulty getting some of the PPE to carry out the role. After carry out the risk assessment it was identified that the blocks and the working environment were classed as high risk which had additional impacts on service delivery.
- ◆ Informed the group that over Christmas period from 24<sup>th</sup> – 29<sup>th</sup> there will be no bins emptied by waste management, the HFT covering will remove rubbish they come across and take to tip. But if someone put something out after they have been it will be there till the next inspection unless someone reports it as a fire hazard.
- ◆ Explained that we are currently reassessing the use of the lifts however we can't be there 24 hours a day to monitor this. The signage is there for staff and residents and lifts are an issue when coming into contact with resident who do not complying. Signage is being replaced sometimes on a daily basis when these are identified as being removed. HFO are reporting breaches for example an elderly tenant was removing the signage and was caught on the CCTV, she received a visit for the housing officer.
- ◆ Housing Tenancy Manager informed the group of some of the positive work the HFT have done what is not usually seen as been in their remit
- ◆ Bulky items removal – the team got access to the Wilmington Site during lockdown as the amount of item dumped on the site vastly increased, they had to have special training and had to follow very strict guidelines about what they could take. We will get you the tonnage for future meeting.

- ◆ Some of the officer have done some impressive thing to support the tenants.
  - ⇒ An HFO gave CPR to resident until the emergency service arrived saving the person life.
  - ⇒ An HFO save Christmas for a resident when the tenant accidentally put a bag of Christmas present down the chute. When they found out the next day they pulled the bin out and went rummaging until the found the said bag of presents
  - ⇒ A few HFO have done safeguarding referrals when they have identified a vulnerable person who could have been in danger or taken advantage of.
  - ⇒ Mainly in the city centre block they have had to deals with rough sleeper who could have a negative impact on containing the virus. One rough sleeper who would become aggressive and violent has been taken to court.

**HFO saved  
Christmas**

It's not been the best of years however one service area that as stepped up to the mark has been the Housing Facilities Team (caretakers).

They have gone from looking like ghost busters spray the disinfectant during the first lockdown and again this lockdown playing their part in keeping tenants safe. But this is not all they have had to deal with, after receiving a call from the Area Housing Team with regards to a distressed Tenant in Padstow who had mistakenly put a bag of Christmas presents down the chute by mistake.

The caretakers jump in to action to save Christmas well as least for one tenant. They retrieved the Christmas present from the bin at the bottom of the chute and safely returned them to the tenant. The caretaker said 'it's just part of the job, the tenant pay for this service and it up to us to deliver it.



## White paper session 2



Darren Milner and Ann Reekie – Housing tenant volunteers were asked to deliver a presentation at Tpas national members (virtual) meeting on 19<sup>th</sup> November 2020 about their involvement in the “See the Person” campaign.

## Trainings attended by volunteers December 2020 – January 2021

From December to January 14 volunteers have attended the following 9 online training sessions.

The table below shows the training sessions that have taken place

Date	Session	Method	Delivered by
02/12/2020	Tpas Members Event	Zoom	Tpas
02 & 05/12/2020	Homes UK	Virtual	Homes UK
07/12/2020	ARCH Session	Zoom	ARCH
10/12/2020	The Housing Ombudsman - new complaints code webinar	Zoom	Tpas
15/12/2020	Local Authority Networking	MS Teams	HCC
17/12/2020	Tpas White Paper Chill out session	Zoom	Tpas
17/12/2020	People and Communities Overview and Scrutiny Commission	MS Teams	HCC
14/01/2021	research on behalf of the HSE	MS Teams	HSE
27/01/2021	HRA Consultation 2021/22	MS Teams	HCC

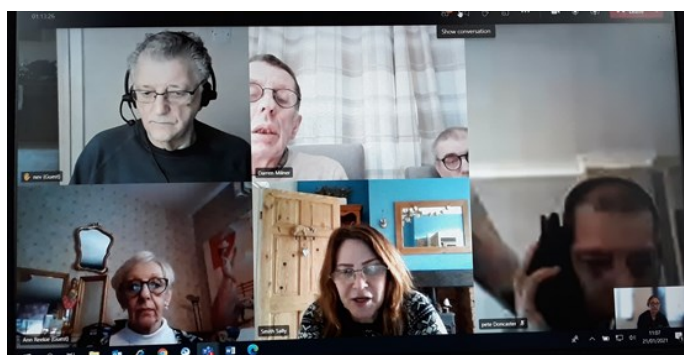
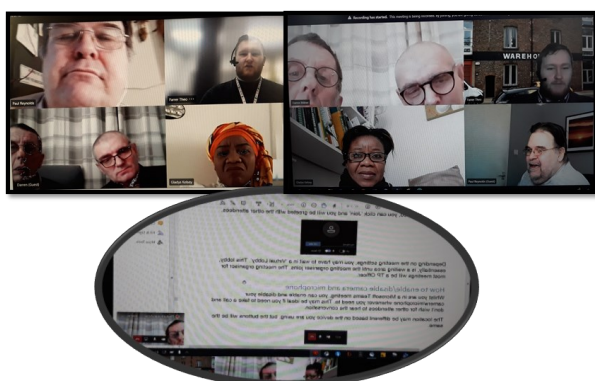
## Online meetings attended by December 2020 – January 2021



Organised by / Topic	Volunteer attended
Tpas	Ann Reekie and Darren Milner delivered a presentation on their involvement with See the Person
Association of Retained Council Housing (ARCH)	Nev Allison
People and Communities Overview and Scrutiny Commission meeting	Nev Allison and Ann Reekie presented Tenant Involvement activities briefing paper
2 White paper sessions - Tpas	Nev Allison, Sana Benali, Helen Fitzpatrick, Ann Hodges, Gladys Kelsey, Gill Long, Darren Milner, Ann Reekie, Chris Rogers
National Members Scrutiny Panel	Ann Reekie and Nev Allison
Local Authorities Networking meeting	Ann Reekie and Nev Allison

### The Tenants' Forum Facebook administrators meeting

### Tenants Forum Committee Virtual meeting



The Tenants' Forum Committee hold virtual meetings on a regular basis to discuss the way forward, these discussions include how can we support getting more volunteers access to attend virtual meetings and guest speakers for the Tenants' Forum Facebook videos. The Tenants' Forum Facebook administrators (Volunteers) also meet on regular basis to discuss the technical side of the digital Tenants' Forum.

## New 5 year's plan for Neighbourhoods & Housing



The last year or so has been very difficult for most of us in all sorts of ways. But we are all hoping this year might turn out different and many of us might be daring to make plans for the future. The Council's Neighbourhoods & Housing Services have lots to offer the residents and communities of Hull, as the largest landlord in the city. The Housing Service has been starting to draft up an ambitious new business plan for the next 5 years

The Housing Service started this process back in November 2020, with their Business Insight Manager, having a discussion on "Microsoft Teams" with some tenant and resident volunteers about what they wanted to experience from housing services in the future.

Since then the Housing Service has worked through a few drafts of a new business plan, including identifying 5 strategic themes to focus on over the next 5 years. They are:

- ◆ Focusing on customers' experience.
- ◆ Meeting the needs of residents
- ◆ Action on climate change
- ◆ Strengthening Hull's neighbourhoods and communities.
- ◆ Investing in modernisation

The Tenant Participation Team have arranged two discussions this month, on Microsoft Teams, for tenants and residents to find out more of the detail and to be able to provide feedback. These are 11am Tues 16<sup>th</sup> February and 1pm Thurs 18<sup>th</sup> February. If you were unable to join these sessions please contact the Tenant Participation Team who will be able to ensure you are able to feed in your views.

The Housing Service will also share this information on Facebook and Twitter and including the opportunity for tenants and residents to complete an online survey to capture their thoughts on this 5 years plan.

For more info contact the Tenant Participation Team via:-

- ◆ Telephone — 01482 612010 (Please leave a message)
- ◆ Email — [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)
- ◆ Facebook— Hull City Council Housing
- ◆ Twitter— @HCCTPT

## Garden Competition 2021



The past 12 months has been very strange year for everyone, but this did not stop the green fingered tenants in the City from creating some wonderful gardens, and entering them into the garden competition all the entries where of an exceptional standard. Moving forward to 2021, this year aims to be better, with preparations well underway. The following categories **will be**:

- ♦ Best Individual Garden
- ♦ Best Communal Garden
- ♦ Best ECO/Vegetable Garden
- ♦ Best Container

**The City is made up of 3 areas, North, East and West. There** will be a winner in those areas, and out of that **there will be an overall citywide winner.**

Promotion material will be appearing around the City during March and April, with the closing date for entries being Friday 4<sup>th</sup> June 2021. Videos will be produced like 2020 of all the entry gardens, with virtual judging

taking place in the first or second week of July. Awards will be presented Covid-19 permitting in the second or third week in August.

Winner of Garden Competition 2020



### Feedback and suggestions

Councillor M Thompson Portfolio holder Neighbourhoods and Communities appreciated that we had shared the newsletter with him.

Mr Partridge – Denaby Court

The Tenants newsletter was wonderful, great information on the whitepaper and would like to see more of this and also the 'Building Safety Bill'

## Feedback on Tenants' Forum newsletter and Tenants' Forum Video



### Gillian McLaren - Tpas

GM expressed her thanks and appreciated the efforts of the Tenants' Forum Committee and for sharing the Tenants Forum newsletter

### John Bibby – ARCH

Great initiative to use the Facebook video to update tenants and residents on the activities of the Forum and the various TARA's during lockdown. As you say the quality of the video could be better, but I certainly don't feel it detracts from the message and in a way underscores the fact that it is a video created by tenants for tenants. Nev and his colleagues have done an excellent job and deserve praise.

### Notice regarding AGM

We would like to inform you and give you notice that due to the pandemic the Tenants' Forum Annual General Meeting has been postponed until further notice. The Tenants' Forum Committee do not envisage to hold Tenants' Forum AGM until September 2021 at the earliest, we will continue to follow the government guidelines around Covid and duly keep you up to date with any changes that happen.

Thanks for your understanding and continued support.



### Tenants' Forum Facebook

The Tenants' Forum Committee have recorded a video on White Paper and we have uploaded it on the Tenants' Forum Facebook on 12th February 2021. In this video Housing Practice Manager delivered a presentation on "White paper". Visit our Facebook page, Hull Tenants Forum or use the link to visit the Tenants' Forum Facebook.

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



## Census 2021

The Census is taking place in March 2021. It happens every ten years to capture information of all the people and households in England and Wales and it is run by the Office of National Statistics. It is the responsibility of every single household in the country to take part in the census. By taking part you will help inform decisions about the services that shape our community and it helps us in more ways than we can think. The results are used by the government to work out how much money each local council is given each year for the following services: -

- ◆ health services
- ◆ the police
- ◆ other local services

The Census is also important in helping:-

- ◆ charities and voluntary organisations use Census data to get funding
- ◆ It helps businesses to understand their customers and for example decide where to open new shops
- ◆ those doing research, like university students
- ◆ people looking into their family history (using Census data)

Be aware that all of the information collected in the Census remains confidential and anonymous - even Government departments cannot see an individual's Census information and it cannot be used to influence things like benefit claims, resident applications, immigration status and taxes etc.

The Census will take around ten minutes to complete and it can be completed online by using computer, laptop, tablet, mobile phone etc. or on paper. It can be provided in different formats such as different languages or large print.

For further information please visit:- [www.hull.gov.uk/census](http://www.hull.gov.uk/census) or via social media:

- ◆ Twitter
- ◆ Facebook
- ◆ Instagram
- ◆ LinkedIn

If you want to inform wider community or your TARA members you can find resources at: <https://census.gov.uk>

## Dates for your diary



February 2021			
Wednesday	24	10am – 12pm	Tenants' Forum Committee
Friday	26	10am – 12pm	Scrutiny Panel meeting (Panel members only)
March 2021			
Monday	1	10am – 12pm	Multi Storey Living Group – update on Building cleaning and cashless service (Open to all with an interest)
Monday	8	10am – 12pm	Estate Walks Focus Group (Council tenants and residents)
Monday	15	10am – 12pm	Communications and Publications Panel (Council tenants only)
Thursday	25	10am – 12pm	Tenants' Forum Committee (Tenants' Forum Committee only)
April 2021			
Monday	12	10am – 12pm	Estate Walks Focus Group (Council tenants and residents only)
Wednesday	14	10am – 12pm	Repairs and Maintenance Project Group (Council tenants only)
Monday	19	10am – 12pm	Communications and Publications Panel (Council tenants only)

Please note: All these 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

If you would like to attend these meetings 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



# Feedback

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




**01482 612010**  
**Please leave a message**



**tenant.resident@hullcc.gov.uk**



**Hull Tenants Forum**  
**Hull City Council Housing**



**@HCCTPT**

**FREEPOST**  
**RSJC - KKBE – ABXZ, HS**  
**Tenant Participation Team**  
**Kingston upon Hull City Council**  
**PO Box 15**  
**Hull**  
**HU1 2AB**