



# Tenants' Forum Newsletter

## Forewords

**March — May 2021  
Issue no — 4**



Dear Forum members,

Welcome to the 4<sup>th</sup> edition of the Tenants' Forum newsletter

We are all hoping that it is not too long before better times will come and we will be back to our normal activities.

It is over a year since first lockdown was announced and within a few weeks we had resumed some covid safe tenant involvement activities after consulting with TARAs and active volunteers. We kept all the active tenants informed of these activities via Hull Tenants Forum Facebook and the Tenants' Forum Newsletter. Our passionate housing volunteers carried out solo estate walks, litter picking and have attended virtual meetings of focus and project groups to improve the Housing service by providing feedback and suggestions. We have continued to attend national and regional virtual meetings arranged by Tpas, See the Person and ARCH. The Tenant Participation Team have arranged training and booked volunteers on different national and regional sessions to enhance our knowledge on national and local housing issues.

We would like to invite all the tenants and residents who live on council estates to get involved so please encourage your friends and neighbours of the involvement opportunities and signpost them to the Tenant Participation Team on telephone 612010.

In this newsletter, we have included updates on activities of Tenant and Resident Associations and how it have made a difference in the areas they live and also in their personal lives.

The Tenants' Forum Committee would like to thank all the active volunteers for their input and contribution during this difficult time.

Nev Allison  
Chair Tenants' Forum

# Virtual Tenants' Forum (TF)



The Tenants' Forum Committee arranged virtual Tenants' Forum on 21<sup>st</sup> April 2021, to provide an update on the latest housing issues and tenant involvement activities during lockdown. The Tenant Participation Apprentice explained the protocol of attending online meeting.

Chair of the TF explained and appreciated how active volunteers have picked up new way of involvement during the pandemic. He informed the members that social media and different ways have been used to update the housing volunteers on tenant involvement activities and housing issues.

The Tenants' Forum Committee has started producing quarterly TF newsletters which was provided to all the volunteers via emails and by post, uploaded housing officers' videos on the TF Facebook and advertised tenant involvement meetings on TF Facebook. He appreciated the Tenant and Resident Associations who kept their community spirit high by litter picking in their own area, estate walks and worked in their communal gardens for their health and well being.

Nic Harne – Assistant Director Neighbourhoods and Housing recorded a short video message for the TF to provide a general update on housing issues. He provided information on the following topics:

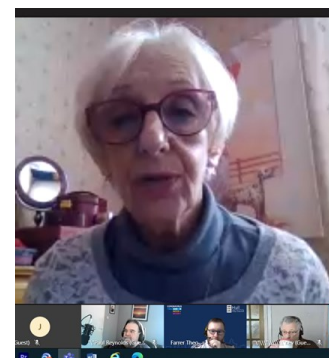
- ⇒ Social Housing White paper
- ⇒ Building Safety Bill
- ⇒ Housing Service's Focus in 2021 – 22



If members would like to watch the full video, it is available on Hull Tenants Forum and Hull City Council Housing Facebook.

The Chairs and Vice Chairs of the following groups provided feedback to the TF:-

- ◆ Communications and Publications Panel
- ◆ Customer Access Focus Group
- ◆ Estate Management Project Group
- ◆ Multi Storey Living Project Group
- ◆ Repairs and Maintenance Performance Panel
- ◆ Tenants Scrutiny Panel



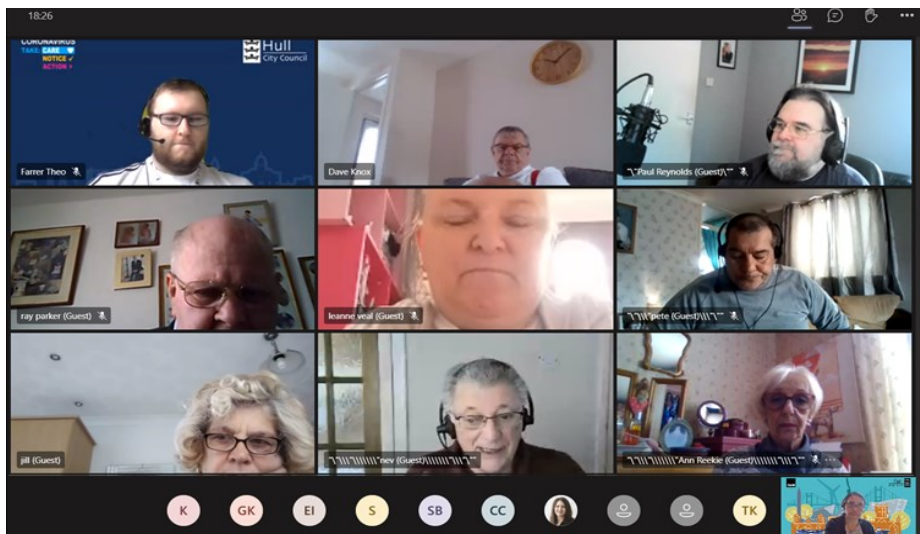
## Virtual Tenants' Forum (TF)



Representatives from the following Tenant and Resident Associations (TARA) also updated the Forum on their activities:-

- ◆ Dorchester Road and Midmere Avenue TARA
- ◆ Gatwick House TARA
- ◆ Great Thornton Street TARA
- ◆ Oakington Garth TARA

Please note that full notes of the TF will be available via email or by post.



## Feedback from participants

17 participants provided feedback at the end of the meeting

- \* All the participants mentioned that it was it easy to join the Forum
- \* 14 participants mentioned that they could hear and see clearly and 3 participants had difficulty due to internet issues
- \* 13 participants were very satisfied and 4 were satisfied with how the Forum went.

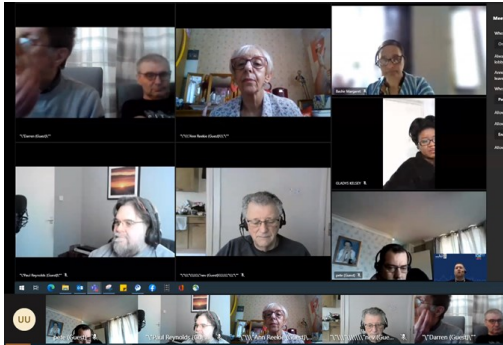
## Digital Forum Task and Finish Group

The Digital Forum Task and Finish Group met to discuss the technicalities of the virtual Tenants' Forum. The TF Facebook administrators have also edited the videos of housing officers and have uploaded them on the TF Facebook to make people aware of the Social Housing White Paper, Elements of estate management and General update on Housing from Assistant Director Neighbourhoods & Housing. They also uploaded the future meetings dates

## Digital Forum Task and Finish Group



of tenant involvement activities on TF Facebook on regular basis.



Joint meeting of TFC and Digital Forum Task and Finish Group

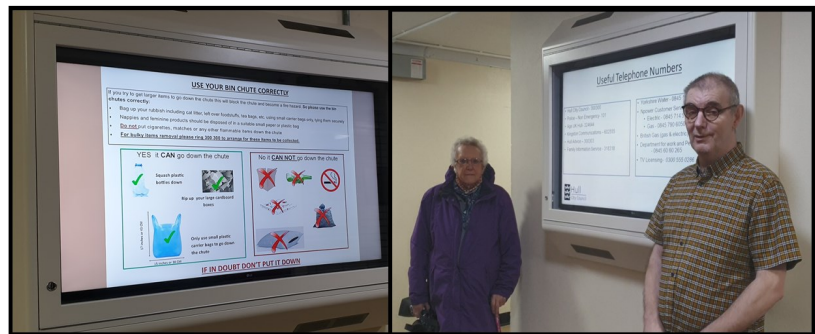
## Tenant and Resident Associations (TARAs)

### Bayswater Court TARA

The committee members have continued to feed in any issue that are brought to their attention on behalf of their members. They have representation on the main groups in the involvement structure including the Multi Storey Living group, Estate walk group and the Tenants forum.

With regards to meetings/events they are hopeful to be able to resume these activities with the easing of the governments restrictions but will keep their community informed.

The communication channel was launched with access to the channel in all the residents' flats. A large screen was also placed in the foyer to give residents every opportunity to see the up to date relevant information. The initial feedback for the residents has been very good, residents have made suggestions what they would like to see which have been included.



As the weather starts to get better they are hoping to get back out in their communal gardens making them a place all residents can enjoy. They have once again entered Hull Housing's garden competition.

## Tenant and Resident Associations (TARAs)



### 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 which are regularly produced and hand delivered by the group. The group is entering the Tenants Garden Competition again this year.

The allotment scheme which is situated in between New George Street and Aldbro Street is thriving and people across the area are actively involved in growing their own produce and giving them a sense of worth.

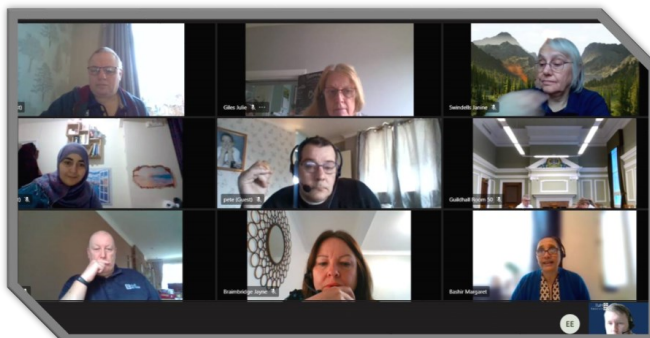
### Gatwick House TARA

The group 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 issues in the blocks are going to be resolved. Members have also carried out over 20 litterpicks, collecting in excess of 35 bags of rubbish. Newsletters are also produced on a regular basis to keep the tenants of the block up to date. These are hand delivered by the group. The group is entering the tenants Garden Competition again this year.

### Great Thornton Street TARA (GTS)

The Great Thornton Street TARA arranged a virtual meeting in March and residents from GTS and Porter Street attended the meeting. The Housing Officers, local Councillors and Neighbourhood Nuisance Officer also attended the meeting to provide feedback on different issues.

The Vice Chair and Secretary of GTS regularly attend MSL, Customer Access Focus Group, Estate walks Focus group meetings and virtual Tenants' Forum to raise the issues and keep residents up to date via GTS Facebook, on the information received from these meetings.



## Tenant and Resident Associations (TARAs)



### Great Thornton Street TARA (GTS)

The Vice Chair of GTS TARA carried out solo litterpicking and estate walks.

Members of GTS TARA have cleared the bushes from the communal gardens.



In 2019 group raised an issue that the children's park opposite GTS blocks is not safe for children to use because equipment in that park were rotten. This park has been redeveloped now and residents thanked Hull City Council for listening to them.



GTS Comittee can be contacted by via Facebook:-

Great Thornton Street Estate TARA or <https://www.facebook.com/groups/gtstara>

## Tenant and Resident Associations (TARAs)



### Hutt Street Pop In

Members of this 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 a wider audience updates on what work is being carried out to alleviate the issues in their local area and Citywide. Group members are also actively carrying out litterpicking on a regular basis to clean up their street, so far this quarter they have managed to collect 17 bags of rubbish and have carried out numerous local area walks.

### Muswell Court Pop in

Although this group are not officially recognised as a tenants and residents group, they do come together to make sure that Muswell court residents have a voice. They have various block champions that will support other residents when there is an issue.

Muswell court was part of the original pilot scheme for the replacement front doors of individual flats. Recently residents attended an information session where a mock door was in the communal room and the resident could come to see, try the door. Although they could not make any major changes to the door their comments were feed in to Housing Investment to identify and resolve if possible.

Residents will be out in the communal garden now the weather has started to change, this activity is great for socialising and improving mental health and wellbeing. They have entered the Hull Housing's garden competition

### Oakington Garth TARA

Members of the TARA are still keeping up to date with local area issues, by feeding them into the Estate Walk Project Group, they are also giving their group and a wider audience updates on what work has been carried out to alleviate the issues in their local area and citywide. Regular newsletters are produced by the TARA to keep everyone up to date on relevant information, they also hand deliver these around the Garth. The group have re-started socially distanced local area walks, reporting any issues they find. They are also establishing a mixed age litterpicking group for their Garth and will report the number of bags to TP collected.

## Tenant and Resident Associations (TARAs)



### 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 guidelines but they are keeping on top of their communal garden.

### Estate Walks Project Group

The group has come together virtually on 11<sup>th</sup> February 21 and 8<sup>th</sup> March 21 to discuss Estate Management issues, Streetscene and Arboriculture.

#### Streetscene

The Officer firstly advised the group that the current weather conditions affecting Hull. Snow and rain thereafter were a threat to flooding and the Holderness Drain was being monitored 24 hours a day.

He also informed that the service was working on a 50% capacity due to the pandemic.

The Officer shared that the Environment Agency and Yorkshire Water were working on the flood defence work near to the Noddle Hill Allotments.

#### Arboriculture

The Officers from this section gave an update on what work they carried out in the City in relation to tree conservation and emergency works.

The group raised questions and officers provided responses to all the questions. Full notes are available via email and by post on request.

### Estate Management Project Group

The Officer from the Housing Service gave an update on the work she is carrying out at the moment in relation to estate walks and its procedures.

She informed the group that following initial discussions, it was hoped that Tenancy Officers would accompany Tenant Volunteers on estate walks so that between them and the TPO, all patches would be covered during the year. The evidence showed that in some years passed patches had been left as Tenant Participation Team (TPT) were only to cover 6 patches per month citywide.

It was also discussed that in some areas of the City there was more coverage than others. For example the Northern Area was only receiving the usual 6 walks per year, but was missing out on extra walks as there were no Local Area Champions to address or report issues.

As local common tasking meetings were to be re-introduced, the TPO would attend to put the local Area Champions information into the mix, and quarterly, area tasking would also take place.

Members present at the meeting raised the issues of dog fouling and the increase in this activity by dog owners. What was the correct reporting procedure, who dealt with the cases?

The Officer replied that the role of ASB had changed in recent years and no longer covered dog fouling in their remit.

## Local Area Walks and Litterpicking

2020-2021 has been a very difficult year, however this has not stopped the Local Area Walks programme. Since November 2020, some 51 solo Local Area Champions walked their areas as well as assisted walks taking place all whilst socially distancing. Here is the 2020-2021 summary of what has happened:

### Local Area walks

Number of assisted Local Area walks carried out = 15

Number of solo walks carried out = 104

### Service requests raised

Number of assisted service requests raised = 33

Number of solo service requests raised = 258

Untidy garden letters sent out = 82

Tidy garden letters sent out = 56

### Litterpicking

2020-2021 has seen a massive increase in individuals and communities litterpicking in their areas all whilst adhering to socially distancing. This has



## Estate Management Project Group



### Litterpicking

created some great community spirit and help build some strong friendships along the way. The data collected is also being fed in to the Council's climate change agenda.

Bags of litter collected during litterpicks = 548

Number of bags of litter to recycling = 53

We need to give a big thank you to all our volunteers who have tirelessly worked to keep their areas tidy by carrying out activities with us and it is also improving the environment which we all live in.

## Communications and Publications Panel

Group has continued to hold regular meetings throughout lockdown, online, through Microsoft Teams and have produced 2 Hull Housing Newsletters and the annual report with lots of great articles in them.

We have had the regular chat with the Chair and other interesting articles, such as:

- An update from Nic Harne
- An update on the White Paper
- Your rent explained
- Support for those with rent worries
- You said we did
- Awards update
- Scam alert
- Lockdown learnings
- Census
- See the person campaign update

Not forgetting the Tenants' Gardening competition – which you still have time to enter. The closing date for applications in 4<sup>th</sup> June

In the Spring edition, which you received in April, we also had a survey where you had the chance to win £100 pounds. So don't forget to complete

## Communications and Publications Panel



the short survey and send it back then you will be in with a chance to win the prize.

We are always on the lookout for other volunteers to join the Comms & Pubs group so if you are interested get in touch with Tenant Participation Team.

## Customer Access Focus Group

Business Change Manager and Digital Service Manager attended the meeting on 15<sup>th</sup> February 2021 and provided performance information from Contact Centre, online access and Housing online service. Two representatives from “See the person”, Pam Hankinson and Lynne Brosnan observed the meeting.

### **Digital Service Manager informed the group that**

- ♦ The Contact Centre maintained good service by achieving an average wait time of approx. 5 mins throughout the last three months.
- ♦ Customer behaviour has changed because online web activity and call volumes have increased.
- ♦ Customers continue to respond positively to automated messaging service. Council Tax and environmental calls offer automated intelligent telephony, which prompts the caller via a SMS text the relevant place on the council’s website to find the information or online forms.
- ♦ Comparisons of 2020 to 2019 so far shows overall a reduction in call demand and improvement in performance.

### **Online Access – MyAccount online transactions**

More and more people are using online services now, in December 2020 – 11,136 people had their online accounts and in Jan 2021 number has increased to 15,856. Now Hull City Council has lots of service online i.e. Council tax, Benefits, waste and recycling, environmental crime, Highways, Housing (HomeSearch application, private housing issues, repairs queries, homeless referral), Blue badges, School travel passes, School transfers, COVID-19 support forms, Streetlight faults etc.

## Contact Centre Key Performance Indicators (KPI)

KPI	Target	Aug 20	Sept 20	Oct 20	Nov 20	Dec 20	Jan 21
KPI 1 - % of calls answered within 90 Seconds	50%	77.45	85.26	85.80%	91.44	91.39	82.29
KPI 2 - % of calls answered within 180 seconds	100%	66.71	71.51	74.75%	78.43	81.83	76.62
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%	100%	100%	100%
KPI 5 Customer Satisfaction	85% to rate as good or very good	Not measured due to emergency planning situation			89.14%	86.93	90.14%
KPI 6 Quality Assurance	95% accuracy for all contact types	Not measured due to emergency planning situation				100%	100%

### Housing Online Service - Business Change Manager

Housing Online is a Self Service website that can be used by tenants to access the housing services online. Tenants can check their rent accounts, report a repair, repair history and can bid properties. The new version of this service went live last year in December 2020. It can be accessed via – [www.hull.gov.uk](http://www.hull.gov.uk) and now tenants can access it via iPhone or any devices. He further informed the group that flyer with step by step instructions to create an online housing account and how to access their account has been created.

### Online Housing activity

- 3698 tenants has set up their online account
- 902 repairs reported online
- 1152 bids were taken online and 14 bids via 300300

# Customer Access Focus Group



**Automated messaging**

Customers continue to respond to automated messaging as an alternative to asking to an advisor.  
Current facilities for council tax and environmental services calls, offer the choice of receiving a SMS message containing a link to the appropriate website page for information. The table below shows how many callers opted for the automated service;

	October		November		December		January	
	CSX	ENV	CSX	ENV	CSX	ENV	CSX	ENV
Call volumes	8130	10,144	8277	6940	7209	6044	8076	8403
Calls opted for payment line	66	92	145	145	158			
Handled by automated message	4829	2335	4363	1878	4778	3872	5756	2184
Handled by a live advisor	5255	7909	3824	194	2386	4332	2320	6205

**Accessibility**

June 2020: 57% Accessibility  
January 2021: 87% Accessibility

**Current**: 92% Accessibility

**Now easier to –**

- navigate with a keyboard
- use a screen reader
- read and understand our content
- see the text due to changes in colours used

The following slides show a 'walk through' of the system, i.e. the screens that users will see to a) check rent and b) report a repair

**Hull City Council Housing Online**

Welcome to My Housing Online

Housing Online lets you view your rent account, raise a repair for your property, amend your contact details and search and apply for a property

We said	Council did
Step by step instructions will be helpful for tenants' to set up online account	Council has created a flyer and video was in process to set up online housing account by following the step by step instructions.
We said to provide presentation or paper work prior to the meeting because sometimes it is difficult to look at the screen and read it properly	Council has emailed presentation and flyers to all the volunteers prior to the meeting.
The Council change Saturday's automated message because it starts "call centre is closed at the moment---" and then option 3 mentions that Saturday and Sunday opening timing to report repairs. We suggested to swap the options 3 to option 1 because most of the customers do not listen the automated message till the end as soon as they hear that CC is closed, they put the phone down.	<p>Officers informed us that following automated message will be going live very soon.</p> <div data-bbox="735 1509 1430 1850" style="border: 1px solid black; padding: 5px;"> <p align="center"><b>OOH Message</b></p> <p>'Thank you for calling Hull City Council. Your call may be recorded for quality monitoring, training and security purposes and your information is processed in accordance with the Data Protection Act.</p> <p>The Contact Centre is open for payments, emergencies and to report new housing repairs only. We are closed for all other services. Our opening times are 9am to 5pm Monday to Saturday. To make a payment please press 1 if your call is related to a new or emergency repair, please press 2, for all other emergencies please press 3.</p> </div> <div data-bbox="735 1850 1430 2101" style="text-align: center;"> <pre> graph TD     Root(( )) --- 1((1 Payment))     Root --- 2((2 Repairs))     Root --- 3((3 Other))             </pre> </div>

## Multi Storey Living Project Group



The Chair attended the TPAS building safety training, this was very informative and allowed attendees to share best practice, identifying what will need to be achieved for when the Building Safety Bill comes in. One thing that was very clear was the residents' voice and engagement with all tenants living in high rise flats.

For more information on the Building safety Bill contact the Tenant Participation Team or join the Multi Storey Living Group.

The group have held 2 virtual meetings this quarter to continue the vital work and input in shaping the services the residents living in or near the flat receive.

Head of Service (Areas and Neighbourhoods) attended MSL meeting and provided information on estate management elements.

He said that the announcement of the White paper and the Building Safety Bill had an impact and made us prioritise the areas we had agreed to work on. At previous meeting he had spoken to the group about the 21 projects, these have been scaled down to 8 projects for the next 6 months but going forward we will reviewing this.

He explained the 6 month works plan and shared that there will be involvement opportunities not only for this group but also for the Estate Management side as well.

- ♦ **Photobook** - went Live December 2019, the App and web portal supports the officers to carryout digital inspections and visits on site, sending the information in real time.
- ♦ **HFO and Tenancy Management of Blocks (Building Safety Manager role)** – the Housing Investment Team are currently researching on what will be needed to support the delivery of the Building Safety Bill (BSB) and the role of the building safety manager. There will be opportunities for tenant involvement going forward. Depending on what will be needed to deliver on both Building Safety Bill and Social Housing White Paper (SHWP) this will influence how we develop the roles of the HFO and other relevant officers such as Tenancy Officer.
- ♦ **Hoarding policy and procedures including gardens** – this is linked to routine tenancy visits which started just before the Covid pandemic. But again the BSB and SHWP will have an impact on how we implement these policies so we will review the policies and how best to use the mental health worker. Due to the current circumstances we have paused the visits. Unfortunately we were not able to carry out enough visits to be able to identify any themes from the data/ information collected. In the future we



will be able to identify the themes such as window repairs for planned works and 'you said we did'

- ♦ **Review Person Alerts** – we will Refresh procedure and there will be resources attached to project from KWL, Housing Investment and Areas teams
- ♦ **Review of Streetscene Service Level Agreement** – we are working in partnership with Streetscene to streamline local delivery. Setting up Common Tasking Arrangements involving Area Teams
- ♦ **Review of Community Safety Arrangements** - setting service standards, identifying blockages and enforcing tenancies. We have an opportunity to provide an additional £30k funding for action in multi-storeys and ASB issue. Common Tasking Arrangements are starting involving Area Team and TPT looking at the issues and coming up with resolve. The group made a strong suggestion for this funding to be used for additional CCTV to capture ASB especially around fly tipping on the sites.
- ♦ **Review of Estate Inspections** - a programme of future inspections is being developed. We be looking at what is delivered – does this need to change, be refreshed? Also how to join up better with Streetscene, Love Hull and Area Teams in particular.
- ♦ **Develop an Estate Services Charter (Potentially overtaken by the “New Charter for Social Housing” November 2020)** - we are currently developing this and we are benchmarking against CIH commitments, raising standards across the service, linking to campaigns such as 'love your street'. There are seven expectations that can be measured against e.g. To know how your Landlord is performing, To be treated with respect, To have good quality home and neighbourhood

### **MSL Meeting on 1<sup>st</sup> March**

Business Insight Manager and Building Cleaning Area Managers attended MSL meeting in March and shared that they cover different areas of the city looking after both high rise and low rise block (mobile team). Due to the pandemic, like the HFT they had to change the way they had been working.

### **Building Cleaning**

- ♦ The last quarterly SLA review meeting took place on 4<sup>th</sup> December 2020. The next is booked to take place on 24<sup>th</sup> March.

## Multi Storey Living Project Group



- ◆ Building Cleaning and Housing Facilities Team colleagues have worked extremely well together during the Covid pandemic.
- ◆ Area Managers will attend future the meeting September 2021.

There was no performance information generated by tenant inspections of high rise and low rise blocks due to pandemic. TPO mentioned that as soon as lockdown will be over we will resume the inspections again.

### Laundries

- ◆ The cashless payment laundries system installed in October 2019 and it seems to have proved a success, especially as it is Covid-safe!
- ◆ Total income via the token slots from April 2018 – March 2019 was £15,300.04
- ◆ In comparison, total income for the last 12 month was
  - Including 4.95% Nayax transaction costs: £14,993.50
  - After taking out 4.95% Nayax transaction costs: £12,804.86
- ◆ The current contract with Goodman Sparks for maintaining the cashless payment system has been extended and now ends 30<sup>th</sup> April 2021. We are now working on a broader contract for when this one ends to cover maintenance of all aspects of the laundry appliances.

### Service Charge working group

The group members received a briefing paper on the current service charge that residents in the flats pay. Group member believe that there is a need to review these charges to make sure that the charges are proportionate to the service delivered/received.

The working group will be set up with representation of all relevant service areas and members of the MSL group. The group is looking to be set up in late spring/early summer and will be looking to make recommendation early next year due the complexities of this system.

### Feedback from participants

- \* there doesn't appear to be any downturn in the service delivery, so thumbs up
- \* good job from both the cleaning and HFT
- \* in very challenging times they have continues to carry out their jobs – well done
- \* amazing job done by both teams
- \* no complaints at all from Denaby Court

## Multi Storey Living Project Group



Building Cleaning Area Managers – thanked the group member for their compliments and said they would feedback to the teams

Volunteers present at the meeting raised questions and officers responded these questions. Full notes from these meetings are available on request.

## Repair and Maintenance Panel

Since lockdown the Repairs and Maintenance Project Group has met on 3 occasions with the main discussions been around how Housing Investment and KWL have been managing during the lockdown periods.

The most recent meeting was held in April 2021 where we had Asset Planning Manager from Housing Investment attended and to talk to the group about Decent Homes and Asset surveys as well as HMS Project Team Manager from the Project Team who gave an update on the Housing Online portal. We are looking for volunteers to help test the Housing Online portal and share experiences with us so..... if you could help with that just ring Tenant Participation Team.

KWL do have a backlog of repairs which has been caused by the 3 lockdowns however Emergency work is still been carried out as a priority.

Repairs can still be reported but at the moment your appointable times are more distant then they would like them to be due to the backlog so please bare this in mind when booking a repair that's not an emergency.

KWL are working hard to get through the backlog and are currently employing additional staff as well as adding more sub-contractors.

## Dates for your diary



May 2021			
Friday	14	10am – 12pm	Scrutiny Panel Meeting (Panel members only)
Tuesday	25	10am – 12pm	Tenants' Forum Committee (Tenants' Forum Committee members only)
Thursday	27	1pm – 3pm	Customer Access Focus Group (Open to all with an interest)
June 2021			
Monday	7	10am – 12.30 pm	Multi Storey Living Project Group (Open to all with an interest)
		1.30 – 3pm	Communications and Publications panel (Council tenants only)
Monday	14	10am – 12pm	Estate Walks Focus Group (Council tenants and residents)
Monday	21	10am – 12pm	Communications and Publications Panel (Council tenants only)
Tuesday	22	10am – 12pm	Tenants' Forum Committee (TFC members only)
Thursday	24	10am – 12pm	The Tenants' Forum
July 2021			
Monday	5	10am – 12.30pm	Multi Storey Living Project Group (Open to all with an interest)
Monday	12	10am – 12pm	Estate Management Project Group (Council tenants and residents only)

**Due to Government Guidelines, all meetings are being held virtually until further notice**

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



## 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**