



# Tenants' Forum Newsletter

**July— September  
Issue no — 5**



## Forewords

Dear Forum members,

Welcome to the 5<sup>th</sup> edition of the Tenants' Forum newsletter

First of all I would like to congratulate all the housing volunteers for achieving “Exemplar”, Hull Housing Service is the first landlord who has been reaccredited with “Exemplar” status following an independent assessment. Thank you to all who were involved in the “Exemplar” process. We have also been shortlisted for Tpas awards in Excellence in Community Action Award (Area Champions), Excellence in Engagement in Support and Care Award (Digital Offer) and Excellence in Tenant Communication Award (MSL).

Secondly, it is our first edition after the local elections, I would like to express a big thank you to Councillor Brady for his excellent service as Leader of the Council and for the successful partnership with Hull Tenants' Forum over the years. On behalf of all the active housing volunteers I would like to congratulate Councillor Darren Hale as the new Leader of the Council and look forward to continuing our partnership to make Hull a better place to live, work and visit.

On behalf of the Tenants' Forum Committee (TFC), I would like to take this opportunity to especially thank all the active volunteers for attending the Tenants' Forum and other meetings digitally during the pandemic, most of you have also attended national & regional virtual meetings arranged by Tpas, See the Person and ARCH. It was also very nice to meet most of you at the last Tenants' Forum in Guildhall.

If your neighbours or friends would like to join us in bringing positive changes in your area and the city overall, contact Tenant Participation Team via 612010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk). Officers will get in touch and will arrange an induction.

In this newsletter, we have included updates on different tenant involvement activities such as group meetings, estate walks, litter picks etc and also TARA activities in your areas.



Keep in mind although some restrictions have been lifted, Covid is still here, please listen to Government advice.



Nev Allison  
Chair – Hull Tenants' Forum

## Virtual Tenants' Forum (TF)

The Tenants' Forum Committee arranged a virtual Forum in June and invited the Head of Service (Area and Neighbourhood Management) to deliver a presentation on the following 8 improvement projects.

- House mark photobook review
- Management of high rise flats
- Review of hoarding and untidy gardens
- Review of person alert
- Review of Community Safety Service Level Agreement
- Review of Street Scene Service Level Agreement
- Review of Estate Inspections
- Develop an Estate Charter

Tenant Participation Officer provided feedback on St. Pancras Action day. Chair / Vice Chairs of Estate Management, Multi Storey Living, Repairs and Maintenance Panel and Publications & Communications Panel provided feedback on their activities. Representatives from Oakington Garth TARA, Gatwick House TARA and Bayswater Court TARA updated the Forum on their activities.

### 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

## Virtual Tenants' Forum (TF)



- 3 participants had difficulty due to internet issues
- 13 participants were very satisfied and 4 were satisfied with how the Forum went.

## The Tenants' Forum (Face to face ) 10<sup>th</sup> August 2021

Assistant Director Neighbourhoods and Housing provided general update on Housing and informed the members that the service is focusing on the following 5 priorities which have been mentioned in the Social Housing White Paper (SHWP).

- Improving the customers experience
- Supporting people to meet their housing needs
- Investing in homes i.e. addressing climate change to reduce the carbon emission in homes
- Neighbourhoods and places, working with other colleagues to improve communities and neighbourhoods.
- Enhancing staff's capability by providing them training and skills.



Business and Insight Quality Manager – Neighbourhoods and Housing delivered a presentation on the 5 year Housing Business Plan 2021 – 26. He informed the members that we have already consulted with our active volunteers and housing officers. He covered following points

- Focus on customer experience
- Putting residents first and meeting their needs
- Addressing the challenge of their safety, sustainability and climate change.
- Strengthening Hull's neighbourhoods and communities.

- Investing in modernisation and organisational development.
- Overall vision is “Building great places together putting residents first”

Head of Service – Business Development and Change delivered a presentation on the Decent Homes Standard consultation. She informed the Forum that these standard were set by the Government to ensure that all social registered landlords homes are in good state of repair. She touched on the following points:

- Decent Homes Standard (DHS) history
- Problems with DHS
- Social Housing White paper states following points
  - ⇒ Safety
  - ⇒ Reasonable state of repairs
  - ⇒ Modern facilities
  - ⇒ Thermal comfort

She informed the members that the consultation on DHS is not due to start until autumn 2021. This is a Government led campaign.



## Feedback from participants

- Well presented as usual, speakers could have been given microphones so all could be heard properly
- It was good to see everyone face to face
- Thoroughly enjoyed the meeting. It was great to be back. Fantastic meeting, great presentations. So pleased to be back

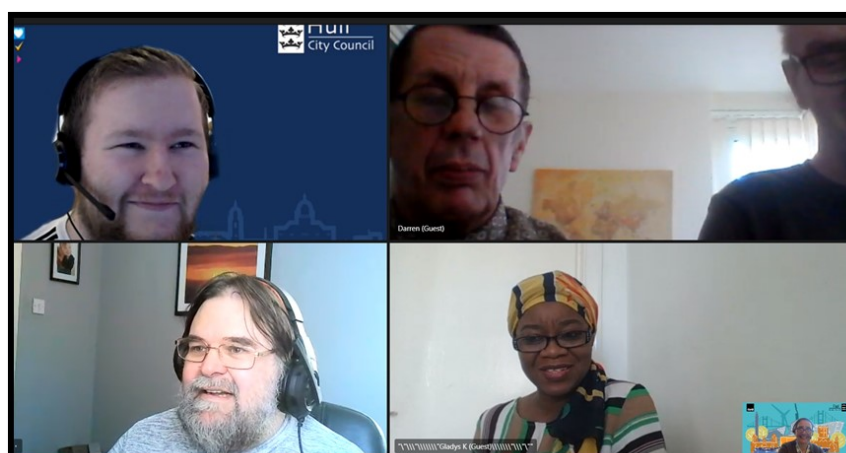
## Feedback from participants



- Really enjoyed the discussion from officers and tenants.
- Nice to get back to face to face meeting, room was little echoey and it was difficult to hear some of the speakers. Good choice of contributors at this meeting.
- Was made to feel welcomed and safe by all involved, could do with the microphone for whoever is speaking as it was hard to hear some people talk but all in all it was great.

## Digital Forum Task and Finish Group

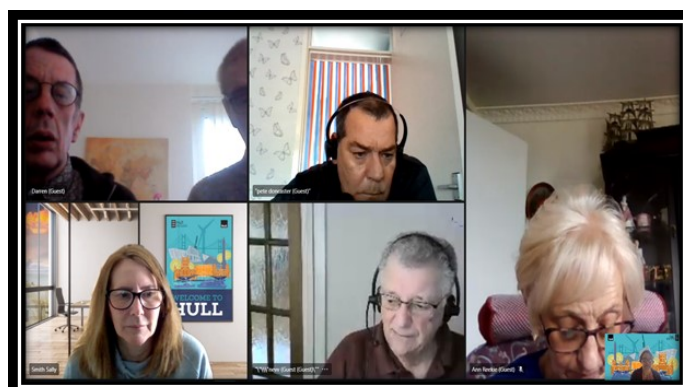
Digital Forum Task and Finish Group met to discuss the running order and arrangements of the virtual Tenants' Forum in June.



## The Tenants' Forum Committee

The Tenants' Forum Committee met monthly to discuss different issues and process of tenant involvement in Hull.

The Tenants' Forum Committee attended Council's Scrutiny Commission meeting in July to provide an update on Tenants Involvement Activities.



## Tenant and Resident Associations (TARAs)



The TARAs are gradually moving back to face to face meetings, whilst still adhering to the Governments guidelines.

Some great work has still been carried out throughout the summer, which residents have thoroughly enjoyed and were happy to take part in.

TARA Committee members have regular contact with the relevant Tenant Participation Officers.

If you think your area would benefit from having a tenant and residents group and there is enough interest in your community give the Tenant Participation Team a ring to discuss this further.

### Bayswater Court TARA

The committee members have continued to feed in any issues 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 Management Group and the Tenants Forum.

With regards to meetings/events they have been able to resume these activities with the easing of the Governments restrictions, whilst still conforming to Covid guidelines.

The communication channel is now a firm favourite in all the residents' flats. The large screen placed in the foyer is there to give residents every opportunity to see the up to date relevant information. The feedback from the residents has been very good, residents continue to make suggestions what they would like to see which have been included.

As the summer has progressed the Gardening Group has been in full swing, holding weeding mornings and other activities, to which there has been an overwhelming response.



## Tenant and Resident Associations (TARAs)



### Charterhouse TARA

Group members have been actively involved in socially distancing local area walks and litter picking, they have also attended the Estate Management 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 and hand delivered.



### Gatwick House TARA

The group are regularly attending both MSL and Estate Management 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 19 litter picks, collecting in excess of 60 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.



### Great Thornton Street TARA

The Great Thornton Estate TARA has met as a Committee virtually and in the open air to discuss the issues of communal gardens. The TARA have been working really hard in the creation and maintenance of the two large gardens in the block area, benefiting from funding providing by the Ward Councillors for garden



## Tenant and Resident Associations (TARAs)



### Great Thornton Street TARA

equipment. GTS TARA Committee has provisionally booked a face to face meeting in one of the communal garden in September (weather permitted) and have invited Housing Officers, ASB Officers and Ward Councillors. Chair has carried out litter picking to keep the area tidy. The Chair of GTS TARA also attends MSL project group meeting on regular basis.

Also in the area, all of the blocks have been kept up to date with news via a delivered newsletter on a quarterly basis. [Great Thornton Street Estate TARA](#) or <https://www.facebook.com/groups/gtstara>

### 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 has been carried out to alleviate the issues in their local area and Citywide. Group members are also actively carrying out litter picking on a regular basis to clean up their street, so far this quarter they have managed to collect 30 bags of rubbish and have carried out numerous local area walks.

### Muswell Court Pop in

Although this group is 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 that they can feed in to be resolved.

Muswell now have their replacement front doors for individual flats. All are very happy with their new doors, and the contractors are moving on to the next chosen block.

Residents have been out in the communal garden now the weather is warmer, this activity is great for socialising and improving mental health and wellbeing. They 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 Management 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 litter picking group for their Garth and will report the number of bags to TP collected.

### **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 now open under the current Covid guideline and they are keeping on top of their communal garden in the current conditions.

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

Members of the TARA have continued to communicate through the DRAMA Facebook page and some members have continued to be involved in local estate walks around the area. They have recently had confirmation from Redwood Glades that they can hold meetings again once a risk assessment in place.

## **Estate Management Project Group**

The group has come together virtually between August and September 2021 to discuss Arboriculture and Performance Data. We have included a summary of the discussions as feel these points may be of interest

### **Arboriculture**

Group members discussed trees and their maintenance in the City, and raised the following questions:



Q1- Is there a yearly cyclical programme for tree maintenance/pollarding/felling. How are trees assessed around the City to enable works to be carried out?

The Officers response — there was not a yearly cyclical programme for felling/pollarding, it was done on a priority system, so jobs such as sun light issue requests or small pruning jobs are on the back of the list as low priority works, compared to emergency and urgent jobs.

Q2- During the assessment period, is the value of trees on the environment taken into account and also the water absorption implications for the area? The urban forestry Officers each manage a 3rd of the city along with various other things such as Councillor request's, planning and insurance works.

It is the forestry Officer's responsibility of each area to decide what prescribed works for trees in the said area are. They now capture various amounts of data onto an electronic system which gives each tree its own unique survey data profile, which has its height, diameter at breast height, age and species etc. This is then saved and can be viewed and altered next time the tree is inspected. It is then down to the Officer responsible for this tree to use their expertise and decide what if any works need to be carried out, as you can appreciate every tree does not require work. We are trying to get round all the trees in the city every 3 years but we have about 150,000.

Q3- On the issue of new trees being planted and vandalism. The group asked whether a scheme could be undertaken by people of the area/ Tenants and Residents Groups to pledge to look after whilst they live or operate in the given area.

New tree planting definitely needs some sort of help in some areas, as we suffer lots of trees sadly being ripped out, if we could get a community to agree on areas where they would like trees to go in and around where

### **Local Area Walks and Litter picking**

Since the end of July, the Local Area Walks programme have managed to take place with assisted walks now resuming. From August until now, a further 7 Local Area Champions have been recruited, totalling 63 who can now walk their areas as well as assisted walks taking place all whilst socially distancing:

## Local Area Walks and Litterpicking



### Local Area walks

Number of assisted Local Area walks carried out = 4

Number of solo walks carried out = 18

### Service requests raised

Number of assisted service requests raised = 24

Number of solo service requests raised = 74

Untidy garden letters sent out = 21

Tidy garden letters sent out = 3

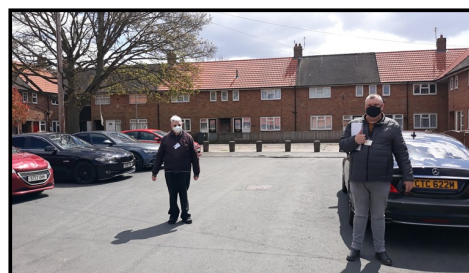
### Litter picking

2021 has again seen a massive increase in individuals and communities litter picking in their areas all whilst adhering to socially distancing. This has 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 litter picks in the City = 564

Number of bags of litter to recycling = 55

Once again we would like 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.



## Multi Storey Living Project Group

The group have been able to meet virtually and from October will be able to meet face to face as restrictions are relaxed. The group have met and discussed the following with Officer input.

### Building and Cleaning Services

Officers from Building and Cleaning Services attended the meeting to give an update to the group.

At present the cleaning staff are still following the Covid-19 protocol, where only priority "touch points" were being cleaned.



Floors and windows in some cases were being left at the moment, further instruction on the resumption of the cleaning of these areas would follow.

Business Insight and Quality Manager from Housing said that on a 3 monthly basis, he met with Building and Cleaning, and at present agreed with the “touch point” policy implemented at present.

Members then held a discussion with Officers on moving forward with the cleaning service for the blocks in the City

### **Anti-Social Behaviour Update**

The Neighbourhood Nuisance Team Leader attended the meeting to update the group.

Below are some questions and answers which may be of interest:

Q1- Is there any other ways of reporting ASB besides diary sheets or on the website, as residents become frustrated with the diary sheets as they don't appear to have any affect and the website is difficult to navigate.

**Response** – Diary sheets are an important part of taking notes when incidents occur. You could still e-mail 300300 to receive an official log number.

Q2- Are the ASB officers now going out and making visits now the Covid restriction are being lifted.

**Response** – Yes, visits are now taking place with Officers, using the present Covid guidelines that are in place. Visits are better than speaking about business over the phone, you get more interaction using this method.

Q3- As a group we have discussed with Head of Service (Area and Neighbourhood Management) how we believe ASB officers could have a more positive impact on resolving an issue, this would be ‘nipping it in the bud’ when an issue is raised an ASB officer and Tenancy Officer would carry out a visit before a letter was sent or a call made. Do you think this would be deliverable, if not why?

**Response** – The present assessment system generates 3000-4000 services requests a year, so any changes would have a detrimental effect on evidence gathering that currently takes place.

## Multi Storey Living Project Group



Q4- Can you explain the community trigger and how this can help victims of ASB?

**Response** – In relation to the “Community Trigger”, this has been around since 2014, but not widely used. If 3 complaints for the same issue or address came in and people felt it has not been dealt with fairly, then the trigger could be used.

Members discussed with Officers the protocols for reporting ASB issues and the process involved in resolving the situation.

## Repair and Maintenance Project Group

The Repairs and Maintenance group last met in April 2021 and have since had to re-arrange meetings due to unavailability of volunteers.

The next meeting will be held on Thursday 14<sup>th</sup> October 2021, 11am till 1pm via MS Teams. We have a packed agenda for the meeting covering subjects such as;

- Housing Investment Performance update
- Key Performance Indicator's (KPIs) update
- Customer Satisfaction Survey
- Access Procedure
- Backlog update following Covid
- Future topics for discussion

### **Decent Homes Review Panel**

In November 2020 the Social Housing White Paper was published and as part of that the government committed to reviewing the Decent Homes Standard. You can have an input by.

- Signing up yourself to the Decent Homes Review Panel (see below for details) and send responses yourself.
- Express your interest with Andrew Stamp from the Tenant Participation Team and he will forward future communications to you and/or;
- Joining a Task and Finish group and participate with other volunteers to have discussions around the decent homes review and produce responses.



If you would like to discuss your options or want to know, more feel free to contact Andrew on 01482 612010 or [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk).

See below information on the Decent Homes Review:

### **The Charter for Social Housing Residents: Social Housing White Paper**

In the Charter for Social Housing Residents: Social Housing White Paper published on 17 November 2020 the government committed to review the Decent Homes Standard. The Decent Homes Standard was launched in 2001 and has played a key role in setting the minimum quality that social homes should be. During the governments consultation events for White Paper, they heard that the Standard is no longer fully effective and does not reflect present day concerns, including on energy efficiency or safety. Some respondents suggested the Standard could help keep residents more secure, including physical measures to ensure places are liveable, safe and comfortable.

### **The aims and structure of the Decent Homes Review**

The aim of the Decent Homes Review is to understand to what extent the current Decent Homes Standard is the right ask of the social housing sector today, to consider the case for change and to assess the strategic, economic and management case for different criteria. It will retain the principle that the Standard sets out a basic minimum standard that no social home should fall below, and the structure of the DHS will remain broadly in-tact.

The review will be conducted in two parts, and Part 1 will run from Spring to Autumn 2021. The aim of part 1 will be to understand the case for change to criteria within the Decent Homes Standard and begin to understand what should be included in a new standard. For each existing criterion, it will consider the strategic fit with wider government objectives and seek to identify any contradictions or inconsistencies. It will consider whether the criterion reflects present day expectations and concerns. It will seek to identify any unintended and undesirable consequences precipitated by the criterion and consider whether the criterion has been practical and deliverable on the ground. The findings will guide a decision on whether to include, amend or remove the criterion from the new Decent Homes Standard.

Part 2 of the review will run from Autumn 2021 to Summer 2022. The aim of Part 2 will be to redefine decency. They will do this by considering the strategic, management, economic and financial case of policy

## Repair and Maintenance Project Group



### Further information

The Charter for Social Housing Residents: the Social Housing White Paper is available at: <https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>.

The Decent Homes Standard is available at: <https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance>.

***\*\*If you are interested in any of the above but are unable to participate due to no access to a device or internet, please make the Tenant Participation Team aware as you may be able to loan a tablet to participate\*\****

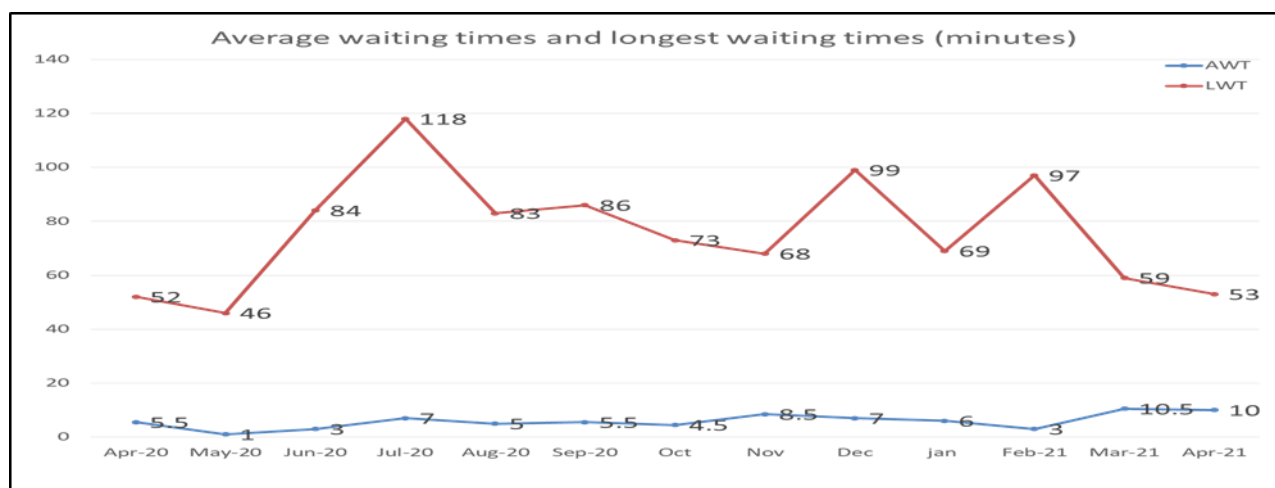
## Customer Access Focus Group

Customer Access group met to receive updates of Customer Service Centres, Contact Centre and online services. Customer Service Team Leader and Business Change Manager – Neighbourhoods & Housing attended the meeting.

### Contact Centre Performance

- 31,467 calls were answered in April
- An average wait time of approx. 10 mins occurred which whilst high but there is a slight improvement on the previous month

Members were informed that management of contact centre have hired and are planning to hire more staff to provide quick service to the customers.





Out of 30,000 calls throughout the year the longest waiting time was 53 minutes but average waiting time was 10 minutes.

### Automated Messaging

Customers continued to respond to the automated messaging as an alternative to asking to an advisor. For council tax and environmental services' calls, the system offered the choice of receiving a SMS message containing a link to the appropriate website page for information and they can fill the form themselves or can ask for help from staff. The Hull Housing service is planning to set up the same system for the housing service.

	November		December		January		February		March		April	
	CTAX	ENV	CTAX	ENV	CTAX	ENV	CTAX	ENV	CTAX	ENV	CTAX	ENV
Call volumes	8277	6940	7209	6044	8076	8403	8193	6954	13040	9491	8341	7657
Calls opted for payment line	92		145		158		202		179		176	
Handled by automated message	4361	1878	4778	1672	5756	2198	5247	1826	6081	2467	3434	1919
Handled by a live advisor	3824	194	2286	4332	2162	6205	2744	5128	6780	7024	4731	5738

### Contact Centre Key Performance Indicators (KPI)

KPI	Target	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21
KPI 1 – % of calls answered within 90 Seconds	50%	91.44	91.39	82.29	90.27	81.3	82
KPI 2 – % of calls answered within 180 seconds	100%	78.43	81.83	76.62	87.64	68.86	71.69
KPI 3 – Respond to Emails	100% in 24 hours	-	-	-	-	-	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	89.14	86.93	90.14	91.62	85.19	84.25
KPI 6 – Quality Assurance	95% accuracy for all contact types		100	100	98	99	99



## Customer Service Centre

- The Wilson Centre reopened on 12<sup>th</sup> April and it is appointment only system to keep the social distancing rules.
- If the customer needs help to fill the online forms or do transactions, they can ring 300300. If the enquiry is very complex then the call centre send the request to CSC staff to ring the customer back it is called “triage”.
- CSCs are collection point for Lateral Flow Testing kits

## Footfall at CSCs

Foot fall week commencing 17<sup>th</sup> May to 23<sup>rd</sup> May

	Face to face Appointments	Walk ins
Wilson Centre	43	401
Bransholme	6	15
Orchard Centre	9	89

## Online Service Activity

### My account transaction

In April 2020 – 10304 customers used online services for transactions and in March 2021 – 27251 and April 2021 – 19236 customers used online account.

### Top 10 Myaccount public account activities April 2021

Category	Total
Council tax (reg)	4423
Waste	2288
Benefits	1485
Contact us	1118
Births and deaths	675
Housing	621
Blue badges	464
Council Tax general	368
Environmental crime	344
Marriages and ceremonies	144

## Customer Access Focus Group



### Housing Online

- The service has 5946 registered users who can check their rent account raise repairs etc.
- 2850 repairs were logged online since December 2020
- Out of all Homesearch bids 86% bids were placed online.

Next virtual meeting will be on 7<sup>th</sup> October 2021 from 12.30 – 2.30 pm.

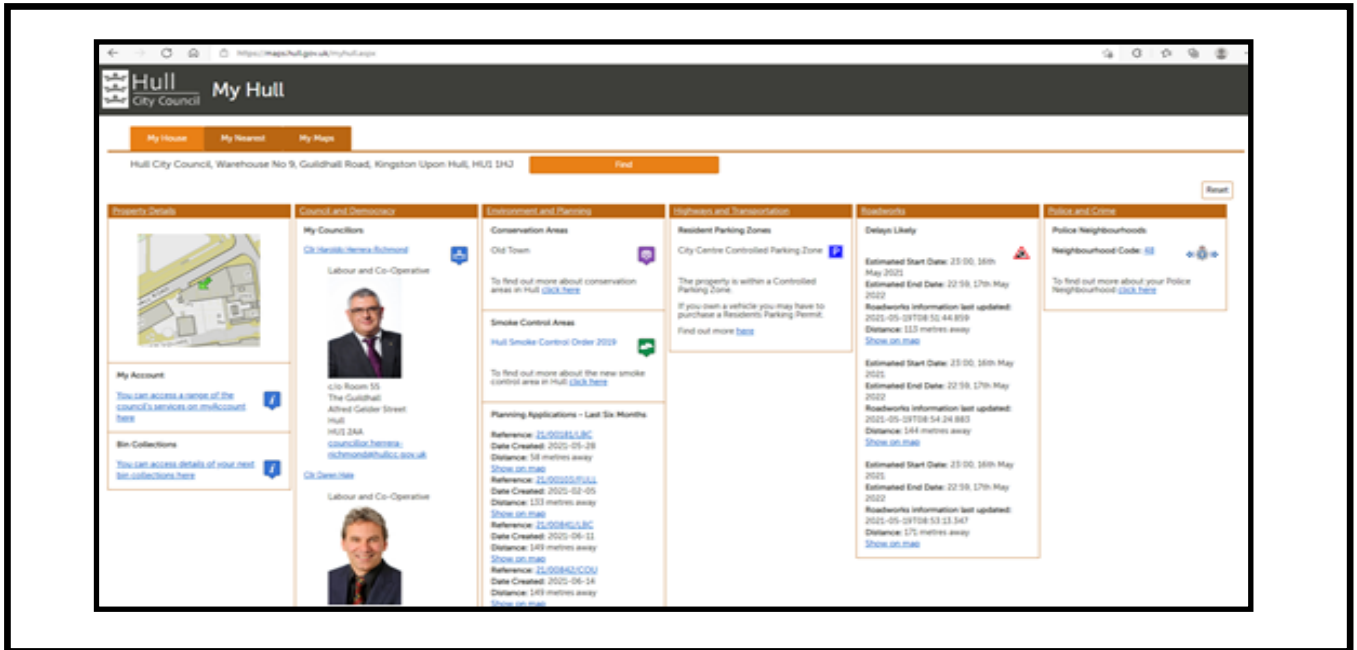
## Communications and Publications Panel

The Group has continued to hold regular meetings throughout lockdown, through Microsoft Teams, and have recently produced the Summer Hull Housing Newsletter with lots of great articles in it.

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

- Our very own Ann Hodges and how lockdown has been for her
- Ask Nic feature
- Safer Hull articles
- How to get involved with the Tenant Participation Team
- Rent poster and info on how you can pay your rent
- You said we did
- Keeping yourself safe from Coronavirus
- Lockdown learnings
- Garden competition update
- Healthy holidays information for families

And also an article on the 'My Hull' online feature on the Hull City Council website. Just pop in your postcode, press 'find', select your address. By selecting the various tabs at the top, it will show you when your bin day is, information on who your area team is, your councillors, if any road works are planned in your area, a map of your street or information on what facilities are nearest to your home



## Trainings attended by volunteers July to September 2021

During July, August and September 2021 a total of 19 training sessions was made available for volunteers, covering topics such as;

- Housing Ombudsman
- Food Hygiene
- Young People and Engagement
- The white paper
- Behavioural insight
- Anti-social Behaviour
- Stigma
- Scrutiny

If you are interested in attending any future training sessions please contact the Tenant Participation Team on 01482 612010 or [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk).

***\*\*If you are interested in any of our online training sessions but don't have the access to attend, please contact the Tenant Participation Team as they may be able to loan you a tablet to enable you to attend\*\****

Are you aware of the Hull Let's Get Online Scheme? Would you like to loan a tablet device that has access to the internet free of charge for a period of two months? If so then the Tenant Participation team maybe able to help you.

The idea of the loan scheme is to help volunteers to;

- Improve confidence in using digital devices and accessing online services
- Reduce the risk of isolation
- See the benefits of being online (online banking, emails etc.).
- Upskilling
- Participate in online tenant involvement activities

For more information and/or express an interest, simply contact the Tenant Participation Team on 01482 612010 or [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

#### 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
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 (Rough Sleepers Service)	0300 500 0914
<a href="http://www.streetlink.org.uk">www.streetlink.org.uk</a>	

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



## 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  
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