



Tenants' Forum Newsletter

October 2021—March 22
Issue no — 6



Forewords

Dear Forum members,

Welcome to the 6th edition of the Tenants' Forum newsletter

Despite 20 –2021 being very difficult years, the Tenant Involvement activities have never stopped. With the support of the Tenant Participation Officers we carried out solo and assisted estate walks and litter picking (keeping the social distancing rules), virtual meetings of focus and project groups. The Tenants' Forum Committee met virtually and face to face and received housing performance information every month. We also arranged virtual and face to face Tenants' Forum (keeping Guildhall's covid guidance). All the TARAs carried out their activities in their communal gardens, had virtual meetings, litter picking etc. We have also attended national and regional meetings, consultations, and trainings virtually and face to face.

2022 is going to be very busy because we are all looking forward to joining the officers to make Hull a zero-carbon city and have our say on the Governments proposed Decent Homes standard along with our usual activities.

In 2021 the Tenant Participation Team received quite a good number of entries for the garden competition and winners were awarded with trophies and certificates in November 2021.

Even though 2020 – 21 were challenging years for us, we still achieved our goals by getting Tpas Exemplar reaccredited and winning the Tpas National award. Our congratulations to volunteers who are the face of digital tenant involvement, for winning Tpas national award in "Excellence in Engagement in Support and Care Award" (Digital Offer).

On behalf of the TFC, I would like to take this opportunity to thank all the active volunteers for their time, skills and patience during this difficult time. Thank you.

If your neighbours or friends would like to join us in bringing positive changes in your area and the city overall, contact the Tenant Participation Team via



612010 or email tenant.resident@hullcc.gov.uk. The Tenant Participation Officers will get in touch and will arrange an induction.



Nev Allison
Chair – Hull Tenants' Forum

The Tenants' Forum (TF)

When the Covid restrictions were eased in 2021, the Tenants' Forum Committee decided to hold face to face Forums in Guildhall following Covid-19 guidelines. The following presentations were delivered at the Tenants' Forums from October 2021 to March 2022.

Water Management

The Senior Flood Management Officer delivered a presentation on Hull's Local Flood Risk Management Plan. The Officer explained ongoing new measures 2021 – 2027 and presented different ways of working towards resilience future. She offered all the members to take part in the consultation if they would like to give their views on these measures.

Decent Homes Project

The Head of Service (Business Development and Change) had been invited to the Forum to provide further updates on the Government Decent Homes standard review. The Decent Homes Standard is set by the Government to ensure that all social housing stock is in good condition. She elaborated on the following points in her presentation:

- ◆ Decent Home Standard History
- ◆ Possible issues with DHS
- ◆ A reminder of current DHS
- ◆ Decent Homes Standard Review

Parliamentary call for evidence on social housing

The Tenants' Forum Committee invited all the housing volunteers to have their say on the Parliamentary call for evidence, on social housing issues such as the "Social Housing White Paper" and "Decent Homes Standards".

The inquiry seek evidence on the quality of social housing, the effectiveness of the regulatory regime and the proposals on the Social Housing White Paper.

Rent Recovery Plan

The Tenants' Forum Committee invited the Head of Service (Area & Neighbourhood Management) to deliver a presentation on Hull Housing's rent recovery plan. The Head of Service covered following points during her presentation:

How Hull City Council manage rental income

- ◆ Arrears trends
- ◆ Average arrears
- ◆ Performance metrics
- ◆ Rent impacts
- ◆ Income projects
- ◆ Level of contacts
- ◆ Team improvements



Performance Update

Business Insight & Quality and Performance Managers delivered a presentation on Hull Housing 5-year business plan and covered following points during their presentation.

- ◆ Customer experience
- ◆ Putting residents first and meeting their needs
- ◆ Safety, sustainability and climate change
- ◆ Strengthening Hull's neighbourhoods and communities
- ◆ Investing in modernisation and organisational development



Private Housing Policy and Housing Strategy Consultation

The Housing Strategy and Appraisal Manager, Financial Assistant Team Manager and Project Officer Neighbourhoods and Housing attended the Forum to consult on the changes to Private Housing Policy and Housing Strategy. They covered following points in their presentation and invited feedback, any ideas, opinions and suggestions from volunteers.

Private Housing

- Overview of draft policy, methodology for street prioritisation and key strategic hooks

The Tenants' Forum (TF)



- Policy structure
- Key aims of the policy
- Key changes and additions to the exiting policy

Housing strategy

- Key requirements of Housing Strategy
- Where do we need to focus on now and to 2030
- What will be the key principles

The Tenants' Forum "Thank you Event"

The Tenants' Forum Committee had to cancel the annual Thank you event in December 2021, when the Government announced Covid Plan B. The Tenants' Forum Committee decided to hold the Thank you event in February 2022 for all the active volunteers. On behalf of the Neighbourhoods and Housing, Business Insight and Quality Manager thanked all the active volunteers for their time and skills to improve the Housing Services even during lockdown. He appreciated that the active volunteers attended online meetings in Hull and at national level, carried out solo estate walks and litter picking. He further mentioned that due to the hard work of all the volunteers we have been reaccredited Exemplar status from TPAS.



All the volunteers enjoyed the event and provided very positive feedback at the end of the event. All volunteers won the raffle prizes which were donated by Tesco, Farm foods and Housing Officers.

High Rise Residential Building – Safety Management System

Building Safety Manager and Health & Safety advisor delivered a presentation on Hull Housing Building Safety Plan. He covered following points in his presentation.

- Formation of the Building Steering Group - Task & Finish Groups and BSM Workstreams
- Developing the building safety case format Why do Housing Service need a Building Safety Management System – Clause 84 of the Building Safety Bill requires the Accountable Person to adopt and deliver a systematic approach to risk management.
- What is the focus of Building Safety Management
 - Preventing Fire
 - Engagement
 - Safe structure



- Benefits of Building Safety Management
 - ◆ Understand and prioritise resident expectations
 - ◆ Set business objectives that align with Hull City Councils values and risk.
 - ◆ Achieve objectives whilst optimising the building risk profile and protecting residents.
 - ◆ Provide relevant, reliable, and timely information to appropriate stakeholders

The Tenants' Forum (TF)



- ◆ Enable the measurement of the performance of the system.
- ◆ Focus on the prevention, reduction and mitigation of incidents involving building safety risks.
- ◆ A structure to leverage the safety of HRRB's within Hull without introducing another layer of management.
- ◆ It's the right thing to do.

Building Safety Commitments Proposal includes following commitments

- ◆ Commitment to Create a Safety Management
- ◆ Commitment to the Safety Of Our Residents
- ◆ Commitment to Continual Improvement
- ◆ Commitment To Maintaining Safe Building and Assets

Housing Plus Academy Think Tank Workshop Feedback

The Chair of the Tenants' Forum, a member of the Tenants' Forum Committee and a Tenant Participation Officer attended Housing Plus Academy Think Tank Workshop, which was held at Trafford Hall. 27 tenant representatives and staff from social landlords across the UK attended this workshop. Representatives from Hull Housing provided feedback to the Tenants' Forum and shed light on following points:

- ◆ The importance of the tenants' views
- ◆ The changes proposed in the White Paper will become a legislation.
- ◆ Landlords need to find the resources to help them make these changes according to the Social Housing White Paper.
- ◆ Positive attitude of staff for resident engagement
- ◆ A designated person in charge of health and safety
- ◆ Government engagement with residents
- ◆ Different forms of engagement
- ◆ The role of complaints and the Housing Ombudsman
- ◆ Residents need to feel valued
- ◆ Encouraging young people to engage
- ◆ Going beyond landlord services
- ◆ Training for tenant empowerment

At the end of the workshop all the participants were asked to identify their top messages for Government.

Energy Plus Academy Green Community Spaces, the value of growing things in combating climate change

3 of our intrepid volunteers and the TPO attended the 2 day event at Trafford Hall focussing on the Energy Plus Academy Think Tanks, “The value of growing things in combating climate change” with key messages made to central Government.

The group as a collective discussed the following:

- How green spaces in urban areas helps mitigate climate change
- The wider benefits of green spaces
- Organising your community growing project



Conclusion

Community gardens and green spaces can play a crucial role in helping to tackle climate change, not only do they help in their own right by increasing biodiversity and absorbing CO₂ and other pollutants, but they also help provide a platform for wider conversations around climate action.

Community growing can take place in spaces of all size, large and small, by uncovering and implementing innovative ideas. Green spaces not only help the environment but also support both physical and mental wellbeing by bringing people together and keeping them active. They help to build skills, strengthen communities and make less affluent areas more attractive.

At the end of the Think Tank, the participants were asked to come up with their key messages to the government about how they can provide greater support for community growing projects, increase biodiversity and help tackle climate change.

See the Person Update

Ann Reekie and Darren Milner provided a brief update to the Forum about the national “See the Person” campaign. They informed the Forum that a decision has been taken by Hull’s representatives to move away from the national campaign and concentrate on a more local level, which would benefit all residents in Hull. An initial meeting for interested parties will take place on 5th April 2022, to discuss away forward for the campaign at this meeting.



Feedback from the participants

- Venue is always clean, especially the toilets. (Thank you Guildhall) Guest speakers are always well informed on what they are talking about. All Council workers should be proud of what they have achieved over the difficult Covid times. Thank you.
- Very good meeting
- Thank you for everything. I really enjoyed my day and got more information and update. I like everything, I really appreciate your help and support.
- Very good organization of the event varied interesting things and information. Room acoustics the only negative aspect. Appreciate lunch and food
- It was a good meeting. The room is not the best as it echoes and it is hard to hear, this is my only concern
- As always well presented. Steve and Geoff were very knowledgeable and were asked some awkward questions that they answered to the best of their ability. Food was really good. What a fantastic idea for the raffle, everyone getting a prize. WELL DONE ALL INVOLVED.
- Very good meeting and great presentation



The Tenants' Forum Committee meetings

- The TFC met monthly to discuss performance information and to set the agenda of the Tenants' Forum.
- Chair and Vice Chair of the TFC and Chair of the Repairs and Maintenance Project Group was invited to meet with Assistant Director Neighborhoods & Housing and Business Leader (KWL) to discuss any issues and for updates.
- The TFC met with Portfolio holder to provide feedback and discuss any issues faced by the tenants.
- Chair and Vice Chair of TFC attended Scrutiny Commission meetings on quarterly basis.

Tpas Exemplar Award Ceremony

Hull Neighbourhoods and Housing Service is the first landlord who has been reaccredited with "Exemplar" status following an independent assessment. This would have not been possible without the help and support of active volunteers. It was an outcome of volunteers' hard work, time, passion and skills.

The Council first achieved the Exemplar accreditation in 2019, after Hull City Council, their volunteers and Officers achieved consecutive landlord accreditation successfully 3 times over a 9 years period.

Tpas now consider Hull City Council to be among a small number of national

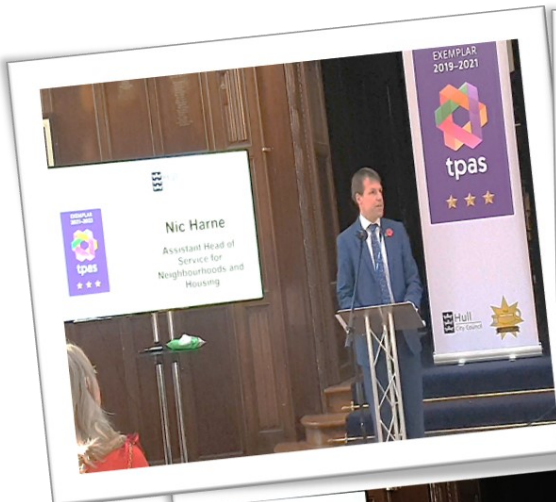


Tpas Exemplar Award Ceremony



leaders in the field of tenant engagement, who value the resident's voice.

To celebrate our success the Tenant Participation Team arranged an award ceremony in November 2021 and invited Tpas Chief Executive and Tpas National Consultancy Manager to present the Exemplar award to Chair of the Tenants' Forum and Assistant Director Neighbourhoods and Housing.

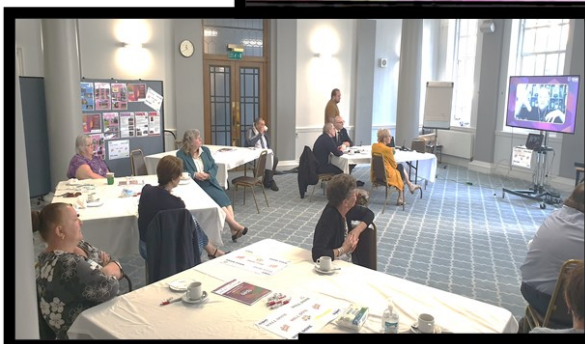
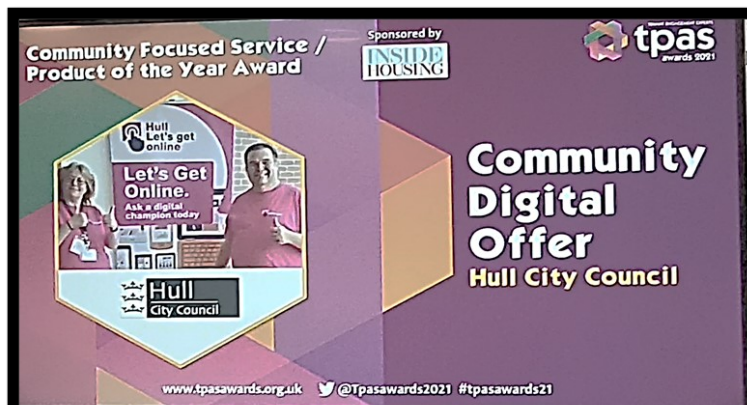




Tpas National Awards

As we mentioned in our previous newsletter that three tenant involvement groups were shortlisted for National Tpas awards. Tpas announced the winners during a virtual award ceremony. We are proud to share that Hull's Digital Champions won Excellence in Engagement in Support and Care Award (Digital Offer). WELL DONE CHAMPs

Digital Champions helped the community to go online, understand smart phones and learn how to use computers, they visited the community centres to help people to set up their emails and use online services. They also teamed up with the Department of Work and Pensions to help job seekers to improve their digital skills to search and apply for jobs. The champions offered groups and one to one training for DWP clients at Britannia House.





Customer Access Focus Group

Customer Access Focus Group met in October 2021 and January 2022. Group received updates on performance of Customer Service Centres, Contact Centre and online access. A demonstration of the Housing online video was displayed, which will help the tenants with little IT knowledge to set up Housing Online Account. The interested volunteers tested this video prior to the meeting. All the members who tested the video shared that it was very easy and helpful for tenants to set up Housing Online Account by following the instructions showed in this video.

Customer Journey Programme Manager provided Customer Service Centres' and Contact Centres' performance figures.

Contact Centre – Overview

- Most popular method to contact the Council is still 300300
- From June 2022 the Council will be taking over the Contact Centre
- Contact Centre will operate 9am - 5pm Monday to Saturday, with an outside hour's service for emergency Council Housing repairs.

Online Overview

- Online enquiries for all services have fluctuated in the last 24 months, and currently for 39% of all the enquiries
- For Housing repairs, around 18% of repairs are reported online or around 10% of all the repairs
- Currently 9,000 tenants registered for My Housing Online

Contact Centre – Housing Services

The calls for Housing services make up the largest proportion of all Council services and among housing enquiries largest proportion was repairs.

Service	Answered Calls Jun-Nov21	Housing Service	Average Monthly Calls Jun-Nov21
Housing	51,404 (30%)	New Repairs	5,740 (51%)
Waste	19,966 (12%)	Existing Repairs	2,501 (22%)
Revs & Bens	28,694 (17%)	General Housing	2,117 (19%)
Other Services	71,742 (41%)	Homesearch	935 (8%)



Emergency Repairs

High Priority Emergency (HPE) repairs can be booked via 300300 due to urgent nature. If online system will diagnose a repair as HPE then it will advise tenants to call 300300. Following are the nature to HPE.

- Locked out of the property
- No heating or hot water
- Total loss of water, gas or power in the property
- Damaged doors or window left home insecure
- Severe leaks or burst pipes
- A leak that is affecting the electrics or unsafe electrics

Repairs Satisfaction Survey

Senior ICT Officer informed the group that they are also introducing online repair satisfaction survey which can be accessed by visiting “My Housing Online” account. She displayed screenshots of this online survey and how it will look on different devices but people will receive a hard copy if they wish to.

Changes to online HomeSearch service

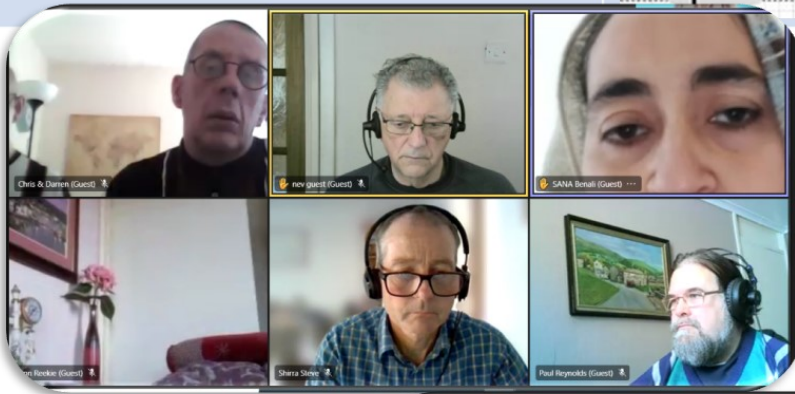
Senior ICT Officer showed a screenshot of HomeSearch webpage and informed the group that they are bringing changes to minimise the visual clutter on the HomeSearch landing page, to enable customers to find relevant information and to reduce vertical scroll for mobile users.

We said – Council did

We said	Council did
It was suggested that it would be very helpful if HCC could produce a flyer which could help customers to set up Housing Online Account.	Business Change Manager shared that Hull City Council have produced the flyers with step-by-step instructions to set up HOA.



We said	Council did
<p>One member raised a concern that when tenants ring 300300 to report emergency repair on Saturday, automated message said that contact centre is closed.</p> <p>Head of Service informed the group that when automated message starts customer should listen it till the end. Option 3 mentioned about reporting emergency repairs on Saturday and Sunday. A member suggested changing the options 3 to option 1, because most of the customers do not listen the message till the end as soon as they hear that Contact Centre is closed they put the phone down.</p>	<p>Hull City Council have listened and acted upon this suggestion and switched the options as per suggested by the group. Following message has been launched in December 2021.</p> <div data-bbox="821 604 1412 1209"> <p style="text-align: center;">OOH Message</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>





Feedback from group

- Very productive meeting
- A Good meeting
- Very informative meeting
- Hope you see ideas and suggestions actually happen
- Appreciate Council's decision to bring Contact Centre in house
- Would like to have face to face meetings in future

Independent Tenants Scrutiny Panel

**Review of "Services Provided for Vulnerable People" – Adaptations
by Hull City Council**

The Independent Tenants Scrutiny Panel (TSP) has been established to take an independent view of processes and performance and make evidence-based recommendations. The TSP assessed whether the Adaptations Service was fit for purpose and value for money. The Tenant Panel initially met to look at the services provided to vulnerable people by Hull City Council. The following subject areas are identified for future reviews:

- Adaptations
- Allocations and Policy
- Sheltered Housing and Lifeline Team
- Benefits for Vulnerable People
- Assistive Technology project for adults with learning difficulties
- Mental Health Support Workers
- Tenancy sustainment
- Refugee Service
- DAP Team and Support Work
- Private Sector Access Team
- ◆ Rough Sleeper Team

The Panel requested various items of paperwork to assist them in their review; Private Housing and relevant Officers complied promptly. This paperwork included the Panel looking at and considering the booklet given to tenants and residents who were assessing whether or not they needed this service. Meetings took place with various Officers within Private Housing in order to

Tenants Scrutiny Panel



understand the processes in place from a service user point of view.

Following the provision of documents by Officers to the Panel, members discussed and agreed an initial 16 questions that they would like to be submitted to see what working practices Officers undertook for Adaptations. The panel received the responses from officers and came to a conclusion that the current service provided by Private Housing was giving tenants and residents who used the service value for money.

Recommendations

1. From the beginning, there needs to be a clear customer journey for all to follow.
2. People who are wishing to look an adapted property, but who are unable to view certain areas through disability, should be able to look at a virtual presentation of the dwelling either online through phone or computer access.
3. It needs to be made clear to respective users of the service that the funding for Adaptations is not endless and that there is a limit to how much can be spent on their property.
4. There needs to be from the outset of the Adaptations process, a clear record of what the individual has presently at their existing property to avoid duplication at their new dwelling.

The Panel would like to thank Private Housing Manager and Financial Assistance Team Manager for their help undertaking this review. (Full report is available on request)

Communications & Publications Panel

From October 2021 and into 2022, the group have continued to hold regular meetings online, through Microsoft Teams and have produced 2 Hull Housing Newsletters in the last 6 months with lots of great articles in them. Moving forward the group are resuming their face-to-face meetings in March 2022, to look at the final draft of the Hull Housing News, before it goes to print.

The group looked at the following articles in the last 6 months:

- ◆ Chat with the Chair



- ◆ Scam Alert
- ◆ STAR Satisfaction
- ◆ Help with fuel bills
- ◆ Meet Emily
- ◆ Rent Advice campaign
- ◆ “See Me, Hear Me” campaign
- ◆ Annual Report
- ◆ Information videos

The Tenants’ Garden Competition is happening again. The closing date for applications is on Friday 11th June, and will be featured in the Hull Housing News for Spring 2022

The members 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.

Estate Management Project Group

During 2021 and 2022, the Estate Management Project Group has met virtually, discussing issues such as:

- ◆ Streetscene Services
- ◆ Environmental Crime
- ◆ Estate Management
- ◆ Highways
- ◆ Arboriculture
- ◆ Love Your Street

Officers from each Department have attended these meetings to give the group updates on work being carried out, and also take questions from the group on service provision and queries on performance. The group are actively involved in the proposed changes to the Estate Walk programme and hope to have influence in the proposed changes to the Streetscene Service Level Agreement in the future. 2021 has seen restrictions still in place, which has been difficult, but this has not stopped the Local Area Walks programme still managing to take place in some form. As restrictions are relaxed, the planned assisted walks will increase. Since April 2021 until now, some 64 Local Area Champions walked

their areas as well as assisted walks taking place all whilst socially distancing. Here is the October 21 to March 22 summary of what has happened:

Local Area walks

Number of assisted Local Area walks carried out = 4

Number of solo walks carried out = 43

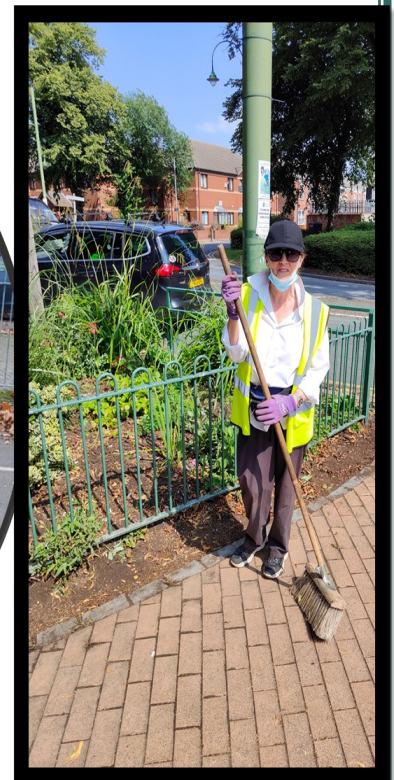
Service requests raised

Number of assisted service requests raised = 30

Number of solo service requests raised = 93

Untidy garden letters sent out = 9

Tidy garden letters sent out = 5





Litterpicking

2021/22 has seen a massive increase in individuals and communities litterpicking in their areas all whilst adhering to socially distancing. This has created some great community spirit and helped build some strong friendships along the way. The data collected is also being fed into the Council's climate change agenda.

Bags of litter collected during litterpicks in the City = 593

Number of bags of litter to recycling = 40

Overall, from April 2021 to March 2022 over 1718 bags of rubbish have been collected. This is equivalent to 8 tons of rubbish being collected

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.

Tenant and Resident Associations (TARAs)

The TARAs are now moving back to carrying out face to face meetings due to the Government restrictions being relaxed.

Groups have not stopped being active feeding issues from their members to the relevant service areas, carrying out local area walks and litter picking and block walks to improve the kerb appeal of their areas.

Committee members have been in regular contact with the Tenant Participation Team, who support them in finding a resolve to the issues/concern they may raise.

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 of Bayswater Court 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, Neighbourhood Management Project Group and the

Tenants' Forum.

With regards to meetings and events, the group have managed to hold outdoors events when the weather! was good such as weeding. Saturdays in the communal garden, outdoor bingo and coffee mornings.

The TV communication channel is a fantastic communication tool and is being updated every week with information relevant to the block.

Charterhouse TARA

Group members have been actively involved in socially distancing local area walks and litterpicking, they have also attended the Neighbourhood 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.

They have also held a “Food for Thought” day outside, bringing together everyone. Even though it rained a little, it did not deter people from enjoying themselves.



The community allotment situated on Aldbro Street has continued to flourish, producing some home grown produce for everyone to sample and enjoy. In the coming year, the membership hopes to be expanded and children are also welcomed to get involved.

Gatwick House TARA

The group are regularly attending both MSL and Neighbourhood 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 12 litterpicks, collecting in excess of 43 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 members, Ward Councillors, ASB officer, Housing Facility Officers, Neighbourhood Coordinator and Housing officers met at Octagon café to discuss the issues and any progress on the previous issues raised by the GTS members. Also in the area, all of the blocks have been kept up to date with news via a delivered newsletter on a quarterly basis.

The Chair and Secretary of GTS regularly attended Multi Storey Living Project Group, Customer Access Focus Group, Estate walks Focus group and the Tenants' Forum to raise the issues and keep residents up to date on the information received from these meetings via GTS Facebook.

The Chair of GTS TARA carried out litterpicking and estate walks. Members of GTS TARA have help! in the communal gardens.

The GTS Committee are planning to arrange a jubilee party in one of the communal gardens on 4th June 2022.

GTS committee can be contacted via Facebook or email

[Great Thornton Street Estate TARA](#) or <https://www.facebook.com/groups/gtstara>

agreatthorntonstreet@gmail.com



Hutt Street Pop In

Although this group is not officially recognised as a TARA, members of this pop in are keeping up to date with local area issues, by feeding into the Neighbourhood Management Project Group, they are also giving their group and a wider audience update on what work has been carried out to alleviate the issues in their local area city wide.

Pop In 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 24 bags of rubbish and have carried out numerous local area walks.

For the future the Pop In members are looking to resume outdoor meetings to get everyone together and move forward with activities to benefit their area.

Muswell Court Pop-in

Although this group is not officially recognised as a tenant 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 Court replacement doors have now been completed, with feedback being regularly given to TPO's.

Oakington Garth TARA

Members of the TARA have been keeping up to date with local area issues, by feeding them into the Neighbourhood Management Project Group, they are also giving their group and 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 are carrying out local area walks, reporting any issues they find.

Last year the group received funding from the City Healthcare Partnership and The Bransholme Trust to the sum of £1000. This year, the group will be carrying out community activities, to get everyone together and improve the area.

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. Their communal room is opening due to the end of current Covid guidelines and are keeping on top of their communal garden. The group hand delivers information leaflets regularly.

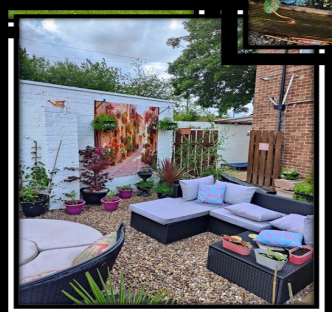
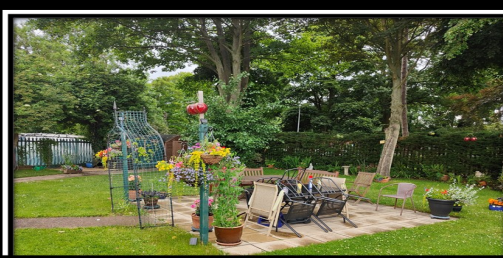


Tenants Garden Competition 2021



Throughout the application period in 2021, the Housing Service received a staggering 41 entries, in the following categories:

- Best Area Individual Garden
- Best Communal Garden
- Best ECO Garden
- Best Container





As the standard was above the bar, the judges had a real tough job in making decisions for each entry. All decisions were carried out digitally using the videos of the gardens and following participants were declared winners.

Area	Categories	Winners
Park and East	Individual Garden	Mr Lee - Dalsetter Rise
	Communal Garden	Bayswater Court TARA
R/side West Wyke	Individual Garden	Mrs Hargrave - Vincent Close
	Communal Garden	Charterhouse Community TARA
North and Foredyke	Individual Garden	Mr and Mrs Hollingsworth-Perran Close
	Communal Garden	Mr Oxendale - Ripley Close
	ECO Garden	Mr Butler - Frampton Close
	Container	Mr Hardy - Shorwell Close
	Outstanding Achievement	Mrs Jenkins - Wingfield Road





17 gardens were declared as highly commended gardens. The trophies were presented by the Lord Mayor to the winners in November 2021 at an event at the Guildhall which was arranged by Tenant Participation Team.



Everyone who took part in the garden competition was also asked a question "what does your garden mean to you". Following are some quotes:

Although I am physically disabled, the garden and my pond gives me the strength to carry on mentally and physically. It gives me and my wife great enjoyment and is also helping to preserve wildlife such as bees and butterflies.

Mr Butler

I am 84, and have major health issues, however this has not stopped me from creating a paradise for me to amerce myself in to forget what I have been through mentally and physically in recent years.

Mrs Hargrave



Because my wife has terminal cancer, we spend a lot of time in the garden growing plants and creating lovely displays to remember. We often sit back and look at our hard work, and reflect and ponder on our future and what we have achieved

Mr Matthews

Through my illness and bereavement I have found it difficult to function properly but being out in the garden and pottering about has helped my mental and physical health. I get a real buzz out of growing my own plants and vegetables

Mrs Jenkins

The promotional material for this year's garden competition will be appearing around the City during March and April, with the closing date for entries being Friday 11th June 2022.

Multi Storey Living Project Group

The group have started holding their meetings face to face which the group members prefer as this is a very much missed social activity which allows the group members to just have a natter with other likeminded people.

The group have had a range of guest speakers covering topics that are close to the group's aims and objectives:

Renewals program for 3 x Boothferry multi story flats and Henson villas.

The Program Manager attended to give an update and some background as to why the council are looking at the feasibility of these blocks and how they will be engaging with the residents effected

Consultation events were held to allow concern residents to get the correct information going forward. On 20th December 2021 the Council agreed to the demolition on the 3 Boothferry blocks, however more consultation was needed



with the residents of Henson Villas before a final decision could be made

We would expect to see the first relocations taking place around April/May in Torpoint, but this will depend on the resident's needs, the stock available and the requested location. The Service will be working with the residents to identify their needs going forward and how we can best suit them to the best property available.

Head of Service for Areas & Neighbourhoods and Operations Manager

The officers provided updates on current projects being delivered within the Neighbourhoods and Housing Service.

Photobook – This has been discussed previously, if this could be expanded to allow residents use photo book to report back along with Neighbourhood Coordinators.

Review the management of High-rise flats – Ongoing and still being reviewed. Will need to work closely with other agencies to tackle ASB, there is currently a review of staff structure. The plan is to put a team of tenancy officers together to manage the high-rise flats working with partners.

Reviewing procedures around hoarding – With regards to hoarding the Council is looking at working closely with other service providers such as Social Services/ Mental Health Teams to support the resident in sustaining their tenancy.

Health and Safety procedure – The routine tenancy visits will be restarting officers need to be visiting tenants again and working with agencies to highlight risks.

Reviewing the Service level Agreement (SLAs)

ASB – This is currently ongoing, to improve community safety and neighbourhoods, feeling safe in your neighbourhood and home is part of the Charter for Social Housing, the Service also need to make sure that ASB with in a tenancy is effectively managed.

Currently a ASB project is working in Valiant Drive and Gatwick House

- Pre covid work had started in Valiant Drive to address the ASB issue
- Since Christmas housing officers have been working with the ASB team to provide an enhance offer in Valiant and Gatwick



- Additional patrols on an evening and over the weekends
- Identified working with a wider partner to take this forward i.e. police, fire brigade
- Newsletters for Gatwick and Valiant also surgeries in the blocks
- Enforcement has come for these additional patrols
- SLA review to include deliverable outcomes. What need to be included for the High Rise

Street scene – There has been a change in the management and officers are working closely with street scene to deliver a better service. Neighbourhood walks are being reviewed as these need to start again within the area teams, more resources need to be put into the estate teams as previously the service have been focusing on rent collection due to welfare reform.

Building Safety

The Building Safety Manager attended to give the group an update on how his post will develop going forward:

- Develop building safety cases for each block of flats. This will cover areas such the fire safety procedures, how Council would response to a major risk. The structure of building inside and out. This business case is an industrial concept, process, and product. The Service must prove they have everything in place including talking to residents, evidence of everything and this must be proved to an external board. We have 2 years to complete the building safety case.
- Engagement Strategy – talking to people, ensuring people are safe in their homes, having a team to support this
- Carrying out a legislation mapping exercise which is important to create a register
- There will be a safety system management for buildings including the implementation, risk assessments and the engagement strategy.

Head of Service – Business Development and Change

Head of Service informed the group the Business Development and Change service area was established March 2020. This service area covers.

- Tenant engagement
- Communication



- Customer feedback
- Data business insight,
- Practice management- Policy and procedures
- Learning and development
- Project work – such as call centre
- SLA – such as building Cleaning

The Head of Service explained that they are always looking to improve communication. They have to make it easier for people to get through by getting more messages out to the general public. They are looking at a new digital platform which should be more friendly to use, and this will also be more accessible for involvement.

Building/Cleaning Services and Business Insight & Quality Manager

The Chair passed on a big thank you to the cleaners of Muswell Court, Denaby Court, GTS Block 3, GTS Block 1, The Lodge and Manor in Bathurst Street for a first-class job they are doing. However, raised serious concerns after visiting other blocks that appeared to not have received a cleaning service for a while after restarting the Tenants Benchmarking Inspection recently

In response to the Chairs comments, Officers gave the following comments:

- Supervisors had carried out site audits 3 months ago and in light of the concerns raised, would revisit the blocks to check issues had been dealt with.
- New rotas had been issued to cleaners for them to carry out the work needed to ensure the blocks were up to standard.

Other issues discussed:

- Building/Cleaning Services due to attend meeting in September 22
- Rise in service charges for 2022
- Standard of cleaning in all blocks
- Cleaners' training on a regular basis
- Were schedules for the cleaners of their roles and responsibilities given to them.



Mystery Shopping

In the past volunteers have carried out “Mystery Shopping” for us to test the quality of services the Council offers. This can be done by visiting an establishment or by calling them via phone. If you are interested in this activity, please call the TP Team for further information.

Calendar of future activities

April 2022

Monday	4	10:00 – 12:30	Multi Storey Living Project Group (Open to all with an interest)
Tuesday	5	10:00 – 12:00	See the Person meeting (Open to all with an interest)
Monday	11	13:30 – 15:30	Communications and Publications Focus Group (Council tenants only)
Tuesday	12	10:00 – 12:00	The Tenants’ Forum (Tenants, residents and stakeholders)
Thursday	14	10:00 12:00	Estate Management Project Group (Open to all with an interest)
Monday	25	10:00 – 12:00	Customer Access Focus Group (Open to all with an interest)
Thursday	28	13:00 – 15:00	The Tenants’ Forum Committee meeting (Tenants’ Forum Committee members only)

May 2022

Monday	9	13:00 – 15:00	Communications and Publications Focus Group (Council tenants only)
Thursday	19	10:00 – 15:00	The Tenants’ Forum (Tenants, residents and stakeholders)




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