



Tenants' Forum Newsletter

April — June 2022
Issue no — 7



Forewords

Dear Forum members,

Welcome to the 7th edition of the Tenants' Forum newsletter

First of all, on behalf of the Tenants' Forum Committee and all the housing volunteers, I would like to take this opportunity to congratulate Councillor Michael Ross as the new Leader of Hull City Council and look forward to continuing our partnership with the new administration to make Hull a better place to live, work and visit.

Although, Covid - 19 is still here, we have started some tenant involvement activities face to face. We have resumed bench marking, estate walks and some face to face meetings.

The garden competition entries have closed now and this year 36 tenants entered their gardens to this competition under the categories of the best individual garden, best communal garden, best eco garden and best container across the city. Judging will start in the 3rd and 4th week of July 2022.

We are so pleased to share that with the support of the Tenant Participation Officers the Tenant and Resident Associations arranged Queen's Jubilee events which were a great success. (Photos included in the newsletter).

On behalf of all the housing volunteers, I would like to wish good luck to two Tenant Participation Officers, Andy Stamp and Sherilee Jepmond for their new jobs, they will be hugely missed by the active volunteers.

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. The Tenant Participation Officers will get in touch and will arrange an induction.

I would like to thank all the active volunteers for their time, skills and enthusiasm to bring positive change to the Housing Service and city overall. Thank you.

Nev Allison
Chair – Hull Tenants' Forum



The Tenants' Forum (TF)

The Tenants' Forum Committee (TFC) arranged two Forums in May and June. The TFC invited Specialist Trainer to deliver training on Equalities and Diversity and Project Coordinator (Housing Strategy) to deliver presentation on City wide Regeneration — delivery of new homes. Following are the main points of their presentations.

Equality and Diversity Specialist Trainer

Trainer delivered Equalities and Diversity training and explained the aims and objectives of Equalities and Diversity training. She covered the following points

- ◆ Diversity – Valuing differences between people and making the most of those differences
- ◆ Equality – Everyone having equal life chances and opportunities to access services.
- ◆ Equal Opportunities – Groups or individuals having different backgrounds e.g., origin, age, race etc are culturally and socially accepted and welcomed – treated equally. This is backed up by legislation.

The following are the protected characteristics

- ◆ age
- ◆ disability
- ◆ sex
- ◆ gender reassignment
- ◆ pregnancy and maternity
- ◆ race
- ◆ religion and belief, or lack of religion or belief
- ◆ sexual orientation
- ◆ marriage and civil partnership

One of Hull City Council's core values **“ensuring people are treated equally and difference is valued.”**

Hull City Council's Corporate Customer Standards and Promises.

- ensuring that our Council services are accessible to everyone, treat people fairly with dignity and respect, regardless of their social identity

- ensuring that everyone who lives, works or visits the city, regardless of their gender, ethnicity, sexuality, disability, age or faith should experience high quality services and customer care from the Council

(The full presentation is available on request)



City wide Regeneration – Delivery of New Council Homes Project Coordinator (Strategy and Development)

Project Coordinator explained the roles and responsibilities of their team and explained the following points: -

- Delivery of modern new council homes
- Regeneration of priority sites
- Bid for external funding
- Delivering new children's homes & Traveler Sites
-

Officer explained that over 500 modern new Council homes delivered since 2015. There are plans to deliver a further 500 new Council homes over the next

5 years.

Delivery across the city:

Small Sites Programme
Dane Park
Preston Road
Grange Road
Hawthorn Avenue



Important projects

Energy Efficiency – Lower Carbon emissions & lower energy bills

- Fabric First
- Already preparing for 2025 and the move away from gas 'Future Homes Standard'.

- Sustainability – Managing flood risk SuDS

- Accessibility – Building to higher standards M4(2)
- Space Standards

Dane Park regeneration

- 99 new Council Homes
- Mix of 1,2,3 and 4 bed homes
- Planning Consent
- Fabric First Approach
- Accessibility M4(2)
- Sustainability Features - Flood Risk

Key Challenges

- Ensuring our homes are high quality
- Meeting the demand for different types of home
- Ground Conditions in the city
- Flood Risk Mitigation
- Cost to build
- Ensuring affordability to tenants

(Full presentation is available on request)



Facebook Hull Tenants Forum

Thank you for the workshop. I am happy that I joined you today. It is important to teach and educate residents about diversity. I like to join workshops which can make residents aware. (S Benali)

Enjoyed meeting today (P Doncaster)

Very informative and friendly (R Fewster)

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.
- Chair and Vice Chair of TFC attended Scrutiny Commission meetings on quarterly basis.



Tenant and Resident Associations (TARAs)

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

The 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.

The Committee members have been in regular contact with the Tenant Participation Team, who support them in finding a solution to the issues/concerns 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 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 Project Group and the Tenants Forum.

With regards to meetings and events, the group are now holding events when the weather is good such as weeding Saturdays in the communal garden, outdoor bingo and coffee mornings. At the beginning of June, the group held a Jubilee Party for the full block, which was well attended and enjoyed by all. As part of the overall funding bid from Awards for All, the group received equipment, catering and monies to hold a successful event.

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



Charterhouse TARA

Group members are still actively involved in local area walks and litterpicking, 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.

In early June, the group held their Jubilee party for the area, which was fun, and enjoyed by everyone. As part of the overall funding bid from Awards for All, the group received equipment, catering and monies to hold a successful event.

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 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 5 litterpicks, collecting in excess of 44 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.

In early June, the group held their Jubilee party for the area, which was fun, and enjoyed by everyone. As part of the overall funding bid from Awards for All, the group received equipment, catering and monies to hold a successful event.



Great Thornton Street TARA

The Great Thornton Street TARA members met with Ward Councillors, ASB officer, Housing Facility Officers, Neighbourhood Coordinator and Housing officers to discuss the issues and any progress on the previous issues raised by the GTS members.

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 and members of GTS TARA worked hard in the communal gardens.

The GTS TARA requested Ward Councillors to formally open the communal garden by cutting the ribbon because these gardens have been developed with the financial support by local councillors.



The GTS TARA organised Queen's Jubilee party in one of the communal gardens for the community which was decorated with Jubilee's bunting and balloons. More than 200 residents enjoyed the day and food from different cultures and refreshment. Kids enjoyed garden games, face painting and sweets. Members of the GTS TARA also cut the Jubilee cake. At the end of the party GTS TARA received very positive feedback from the community.

Great Thornton Street TARA

GTS TARA held the Annual General meeting on 25th June 2022, during this meeting Chair presented an end of year report to the members, all the members present elected the new committee and went through the constitution.

GTS TARA with collaboration of ASB team are planning to organise a community safety event "Not where I live" on 21st July 2022 at the GTS communal garden. GTS committee can be contacted via Facebook or email

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

agreatthorntonstreet@gmail.com





Hutt Street Pop In

Members of this group 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 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 10 bags of rubbish and have carried out numerous local area walks.

For the future the group are looking to resume outdoor meeting 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 Estate 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 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.

In early June the group held their Jubilee Celebration Party, which was well attended and funded by a joint funding bid where 7 TARA's were involved.

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 deliver information leaflets regularly. In early June the group held their Jubilee Celebration party, which was well attended and enjoyed by all.



Customer Access Focus Group

Customer Access Focus Group met in April 2022. Group received updates on performance of Customer Service Centres, Contact Centre and online access. Head of Customer Services provided Customer Service Centres' and Contact Centres' performance figures.

Update on 300300

The Head of Customer Service shared that the contact centre will be coming in house from 1st June 2022. The 300300 service was started in 2001 and since then the service was contracted to KCom, Serco and Civica. This is the first time that this service is running in House.

Hull City Council can be contacted via 300300, online and now Customer Service Centre is also available by appointment or walk in.

Housing Online Push

In April Council trialled a survey for New Repairs to get information and understand why tenants do not use the online options. Following are the reasons for not using the online service: -

- Using 300300 is easier to use and repairs are not available online
- Do not have the internet facility or don't use the internet

Council intends to continue this survey to gather more data which we will help us to understand how we could encourage more customer to go online.

Environment 'Leave a Message' option

The Council offers an option to customers to leave a message when calling about certain environmental matters and received 78 messages in the first 2 weeks.

Projects Outstanding for 2022

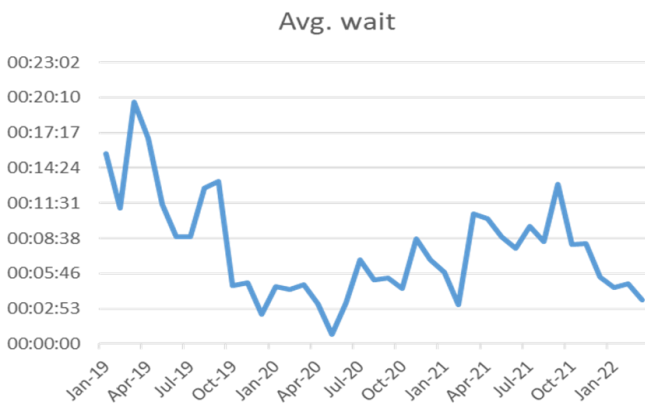
- ◆ A range of emergency repairs will be made available to report online
- ◆ Reviewing and improving the Housing online chatbot service
- ◆ Reviewing and improving the Housing automated telephone service
- ◆ Pilot a LiveChat function on the Hull City Council website to speak to an advisor via website



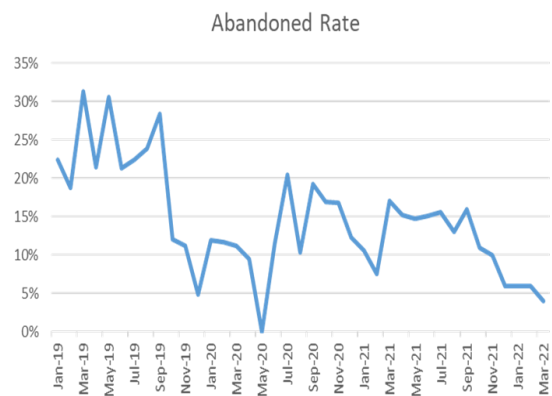
Contact Centre – Call Volume

- ‘Calls offered to advisors’, is still in a steady decline despite a peak in Mar 22 due to Council Tax billing
- The number of ‘calls handled by automation’ overtook ‘calls offered to advisors’ in Dec 21 and has been higher since
- ‘Call answered by advisors’ remains around 30,000 per month, despite a slight increase in Mar 22.

Contact Centre – Average

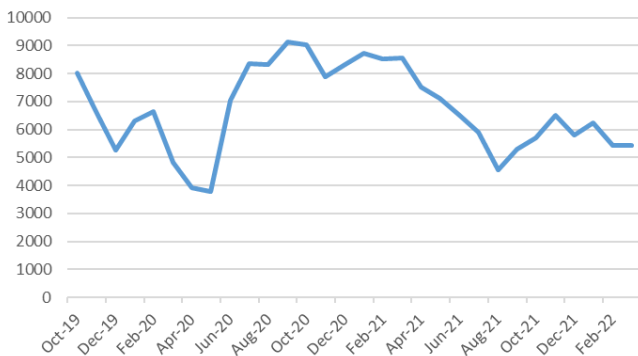


Wait and abandoned rate



- Since Sep 21 the average wait time for a call has dropped significantly from over 13 minutes to 3.5 minutes in Mar 22
- The rate of abandoned calls has also dropped from 16% in Sep21 to 4% in Mar22

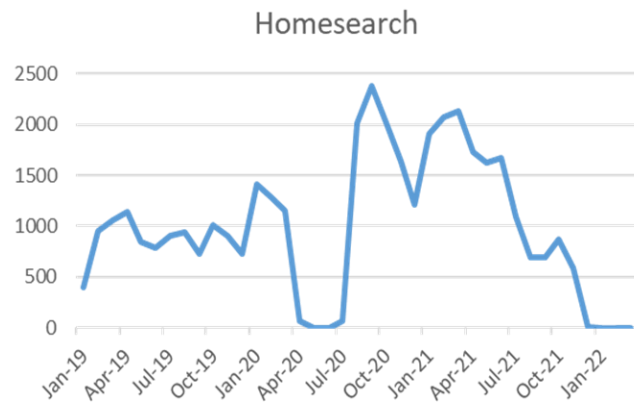
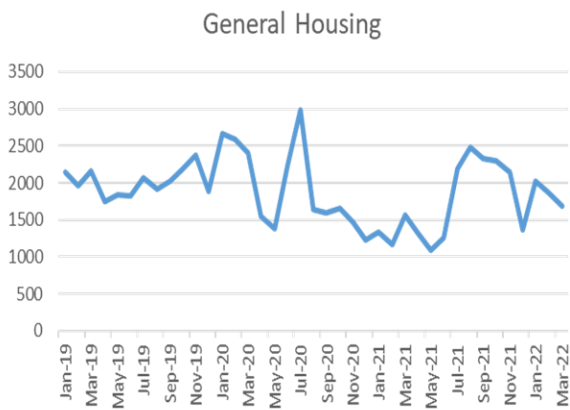
New Repairs



Existing Repairs



For ‘New Repairs’ and ‘Existing Repairs’ calls have remained steady since around Oct 21. Further work is being undertaken to reduce these volumes



General Housing calls have dropped since Jul 21, and the introduction of automation in Nov 21 has continued this trend. Homesearch has completely dropped off, although we are doing further work to ensure those who need to speak to an advisor can get through if required.





We said	Council did
<p>We suggested to produce an online video / demo to train the tenants to set up the online housing account would be a great help. There were so many tenants who would like to set up online account but due to lack of instructions they were unable to do so.</p>	<p>This is now live on the Council's YouTube channel. https://www.youtube.com/watch?v=x4aPX6ytKBc</p>
<p>Group mentioned that when we bid online, we do not receive any confirmation that bid has been placed or not.</p>	<p>This suggestion was taken into account and officer informed the group that now customers get confirmation on the Housing Online showing that bid received / placed.</p>

Group suggested following points to improve the service

- Can council simplify the 300300 options instead of having seven options?
- Can council provide ring back service?

Reporting your repairs to the Council

The best way to report new repairs is to go online at www.hull.gov.uk. It's easy to do, at any day or time you wish, with no delays or waiting. But if you wish to report your new repair by phone, whether it is an emergency or non-emergency, you can again do so any time (24/7) by ringing 300300. Please note that the repairs will be reported, however KWL will only respond within their normal working hours. Any queries in relation to an existing repair that has already been reported can only be answered Monday to Saturday 9 am to 5 pm.

Customer Access Focus Group



Please note following meetings of Customer Access Group have been provisionally booked

- Special online Customer Access Group meeting 28th July 2022 at 10 – 12
- Quarterly Customer Access Focus Group meeting 9th August 2022 at 1 – 3 pm

Please contact the Tenant Participation Team if you would like to attend

Multi Storey Living Project Group

In the last 3 months the group have been holding their meetings face to face which group members preferred 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 groups aims and objectives:

- Building Safety
- Building Cleaning
- General Updates

As part of the groups Task and Finish activities have resulted in them achieving success with keeping the Laundry Service for the Multi Storey Blocks in-house. This will benefit everyone in the MSL's for many years to come.

Estate Management Project Group

The group are meeting up face to face now that restrictions have ended. From April and June 2022, the group have discussed Environmental Crime and Estate Management issues and Arboriculture.

Environmental Crime

The group and Officers discussed issues relating to Environmental Crime. Officers gave a brief update to the group, informing them on the level of service provided to the general public, and how many cases had had successful prosecutions for flytipping.



Estate Management Issues

The Officer and the group discussed the Terms of Reference for the group, and what elements of the service needed to attend the meetings on a quarterly basis, such as, Streetscene, Highways, Estate Management, Aborigiculture and Anti-Social Behaviour.

Service Level Agreement

The Head of Service (Area and Neighbourhoods), a Tenant Participation Officer and a group member are working on the draft Service Level Agreements for Streetscene and Community Safety, which are to be implemented once the full group has adopted them.

Local Area Walks and Litterpicking

2022 has started with a bang, our Local Area Walks programme is up and running again and the volunteers have hit the ground running. Since April 2022, we have 66 Local Area Champions walked their areas as well as assisted walks taking place. Here is the April 22 to June 22 summary of what has happened:

Local Area walks

Number of assisted Local Area walks carried out = 4
Number of solo walks carried out = 16

Service requests raises

Number of assisted service requests raised = 18
Number of solo service requests raised = 48
Untidy garden letters sent out = 0
Tidy garden letters sent out = 0

Litterpicking

Again at the start of this year we have seen a massive increase in individuals and communities litterpicking in their areas. This has created some great community spirit and helped 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 in the City = 213
Number of bags of litter to recycling = 31



Communications & Publications Panel

From April 2022 until now, the group have continued to hold regular meetings face to face and online, through Microsoft Teams in some instances and have produced 1 Hull Housing Newsletter in the last 3 months with lots of great articles in them.

The group looked at the following articles in the last 3 months:

- Chat with the Chair
- Ask Nic
- Jubilee Celebrations
- Top Tips
- Street Champions
- Spotlight On.....
- Coping with the Cost of Living Crisis
- Housing Disrepair Claims
- Cold Callers
- Independent Designated Tenants Complaints Panel
- Permission for Home Improvements
- Pay by Direct Debit

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.

Designated Panel members group

The group have started meeting up again, monthly face to face. They are looking at ways to help promote the Tenants panel. This gives tenants who are at stage 2 of the complaint's procedure a fair and independent review to help resolve their complaint.

The group have been reviewing the current complaints letter and looking at other promotional ideas to help spread the word.

If you are interested in joining the group, then contact The Tenant Participation Team for more details. Training will be provided for successful members.

**Comments from
volunteers**



- A member of the Tenants Forum Committee appreciated the efforts of the Tenant Participation Team and wished to pass on their thanks to the whole team for their hard work they did to help the Tenant and Resident Associations' Queens Jubilee celebrations go with a swing. 7 TARA's participated in the 4 day national event, which was enjoyed by all.
- Chair of the Multi Storey Living Group would also like to pass on her thanks to the cleaners of MSL's in the City as they have excelled in their jobs to keep their blocks clean, sometimes in difficult situations.

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



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