



# Tenants' Forum Newsletter

October—December 2022  
Issue no — 9



## Forewords

Dear Forum members,

Welcome to the 9<sup>th</sup> edition of the Tenants' Forum newsletter our first newsletter of 2023.

2022, was a busy year for the litter pickers, Local Area Champions, Block Champions and for Tenant and Resident Associations (TARAs). The Tenants' Forum Committee (TFC) arranged 11 Forum meetings, 3 consultations and a Thank You Event.

As you are all aware that the cost of living has gone higher and most of us are struggling with our finances. There is support available on how to manage your budget. You can find information about available support on the Hull City Council website by clicking on [hullcc.gov.uk](http://hullcc.gov.uk). information is available about how to manage your finances, where to find warm spaces, food banks, free internet access etc.

As the Chair of the Tenants' Forum, I have signed the Street Scene Service and Community Safety Partnership Service Level Agreements (SLAs). This was the first time that the volunteers had been involved in negotiating the SLAs.

Bayswater Court, Charter House and Oakington Garth TARAs received warm winter funding which they have used to provide bedding, slow cookers, air fryers etc to their residents according to their needs.

On behalf of the TFC I would like to congratulate one of our Local Area Champions for achieving the highly commended award for Community Champion by ARCH (full article in the newsletter)

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). 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

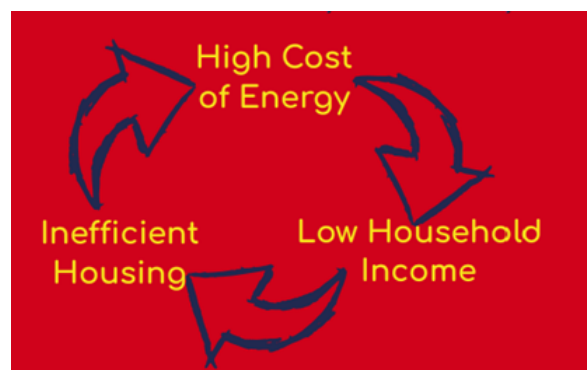
## The Tenants' Forum (TF)

Fuel Poverty Awareness 2022 Session  
20th October 2022

### Warm Homes Team Energy Efficiency and Regeneration Team Neighbourhoods and Housing

#### What is fuel poverty

UK-wide legislation first defined a person living in fuel poverty as “a member of a household living on a low income in a home which cannot be kept warm at reasonable cost”. A household is defined as being fuel poor when the occupants would have to spend more than 10% of their income on energy.



#### Who may be more at risk?

- Older people
- Children
- Disabled people
- Long term medical conditions
  - Respiratory illness
  - Heart disease
  - Stroke
- Recent fallers/ accident victims

Cold homes can cause cardio-vascular disease, strokes, social isolation, lower educational opportunities, can increase the risk of respiratory illness and cold homes affect mobility and increases falls or other injuries. The symptoms of arthritis become worse in cold damp homes. Due to increased fuel prices the number of people who cannot afford to heat their homes sufficiently have increased.

### Energy guzzler

Plasma screens can use up to 4 x more energy than the normal TV and most households have more than one TV, heating still guzzles the most energy, computers and games consoles, kettles, hair straighteners, conventional ovens, charging phones and cameras also consume lots of energy.



### **Where the heat goes**

25% of heat lost through the roof, 35% through walls and 15% lost through floor. (Slides of the presentation are available on request via the Tenant Participation Team)

#### **Hull Net Zero Climate Change Journey**

**28<sup>th</sup> November 2022**

#### **Climate Change Manager**

Climate Change Manager delivered a presentation which covered the difference between 'carbon neutral' and 'net zero'. The Officer also explained the role the Local Authority plays in meeting the Net Zero targets put in place by Central Government with the idea to become Carbon Neutral by 2030 and Net Zero by 2050.

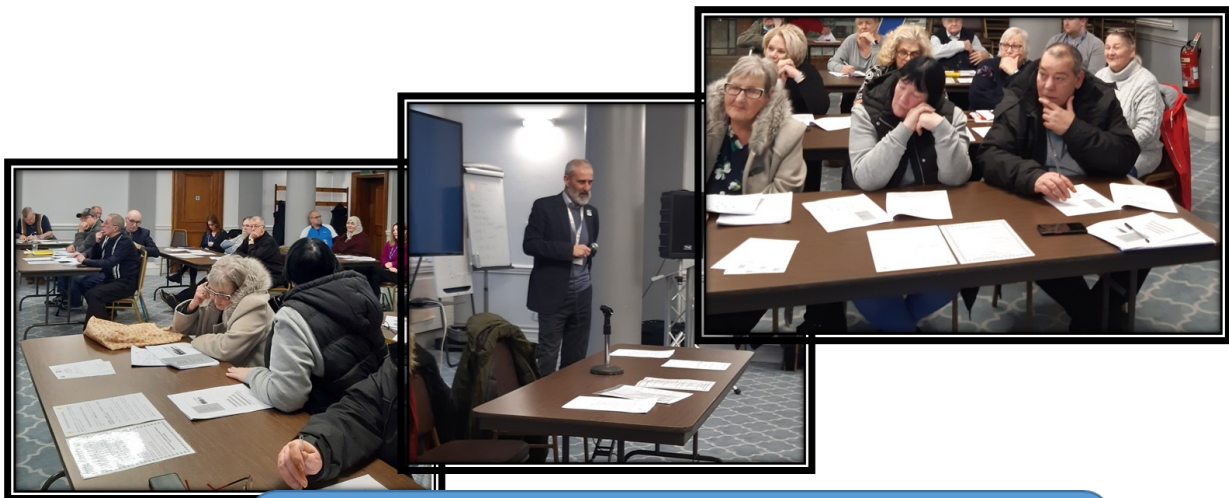
### **Council climate influence**

- ◆ As an organisation
- ◆ As service provider
- ◆ As community leader and place maker

## The Tenants' Forum (TF)



- In 2050 it is expected that there will be some residual hard-to-decarbonise emissions.
- Residual emissions will be addressed by inseting or high-quality GHG (Green House Gasses) removals, set out in a strategy.
- The technological developments in the intervening years will reduce the residual emissions gap. (Presentation available on request via the Tenant Participation Team)



## The Tenants' Forum Thank Event 6<sup>th</sup> December 2022

The Tenants' Forum Committee in partnership with the Housing Service held the annual Thank You Event in December for all the active volunteers. The Tenants' Forum invited the Leader of the Council, Deputy Lord Mayor, and Assistant Director Neighbourhoods and Housing. The Assistant Director paid gratitude to all the volunteers for their time and skills to improve the housing services and mentioned few successes in his speech. The Leader of the Council also appreciated the hard work of the volunteers over past years. The Deputy Lord Mayor presented the awards and certificates to the winners and participants of the garden competition.



## The Tenants' Forum (TF)



On behalf of the Tenants' Forum Committee and members of the Tenants' Forum, I would like express thank you to the following for donating the raffle prizes for the Thank You event:-

- ◆ Waitrose — Willerby
- ◆ Tesco—St Stepnens
- ◆ Vue Cinema
- ◆ Morrisons—Holderness Road
- ◆ Farm Foods
- ◆ Staff of the Housing Service



## The Tenants' Forum (TF)



### Winners of the Garden competition



### Tenant and Resident Associations (TARAs)

The TARAs are carrying out face to face meetings and have been actively 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 have continued to feed in any issues that are brought to their attention on behalf of their members through meetings. They have representation on the main groups in the tenant involvement structure including the Multi Storey Living Group, Neighbourhood 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.

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

In December the group were awarded over £5k from the Winter Warmth Grant funding sponsored by Fortem, Efficiency North and the Council. The grant allowed tenants to benefit from either an air fryer or a slow cooker and warm blankets and 'Snoodies' they also plan to have a warm food day run by the TARA. Also, the TARA raised over £185 at their Christmas Raffle in the block, wonderful turnout from residents. Well done to this group.

Bayswater Court TARA meeting



## Charterhouse TARA

Group members are still actively involved in 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. The community allotment situated on Aldbro Street has continued to flourish, producing some home

## Tenant and Resident Associations (TARAs)



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.

In December the group were awarded over £2.8k from the Winter Warmth Grant funding sponsored by Fortem, Efficiency North and the Council. This will be spent on slow cookers and bedding. Well done to this group.



### 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. Members have also carried out over 3 litterpicks, collecting in excess of 43 bags of rubbish in their area. 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 Street TARA members met with Ward Councillors, the ASB Officer, Housing Facility Officers, Neighbourhood Co-ordinator and Housing Officers to discuss the issues and any progress on the previous issues raised by the GTS members.

## Tenant and Resident Associations (TARAs)



GTS Committee in collaboration with the Neighbourhood Co-ordinator arranged an Action Day to clear rubbish from Great Thornton Estate. The residents from GTS, the Environmental Improvement Officer, representatives from Goodwin Development Trust, Housing Officers, Neighbourhood Co-ordinator, and Ward Councillor took part in action day. At the end of the day 22 bags of rubbish were collected.

The Chair and Secretary of GTS regularly attended Multi Storey Living Project Group, Customer Access Focus Group, Neighbourhood Management Project 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 and Vice Chair of GTS TARA carried out litterpicking and collected 8 bags of rubbish and carried out 3 local area walks.

GTS committee can be contacted via Facebook or email

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

### Action Day



## Tenant and Resident Associations (TARAs)



### 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, in October, November and December they have managed to collect 9 bags of rubbish and have carried out numerous local area walks.

For the future the group 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 TARA, 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 have now resumed face to face meetings in their community room on a monthly basis and have discussed ramps for newly installed doors in the block, window issues and possible starting of a TARA for the residents.

### 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 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 December the group were awarded over £3.8k from the Winter Warmth Grant funding sponsored by Fortem, Efficiency North and the Council. This will be spent on slow cookers and bedding. Well done to this group.

### Padstow House TARA

The Chair of the group is an active member of the Multi Storey Living Group and holds regular meetings within the block. Their communal room is open for meetings and they are keeping on top of their communal garden. The group had delivers information leaflets regularly and produced a December news sheet.

## Customer Access Focus Group

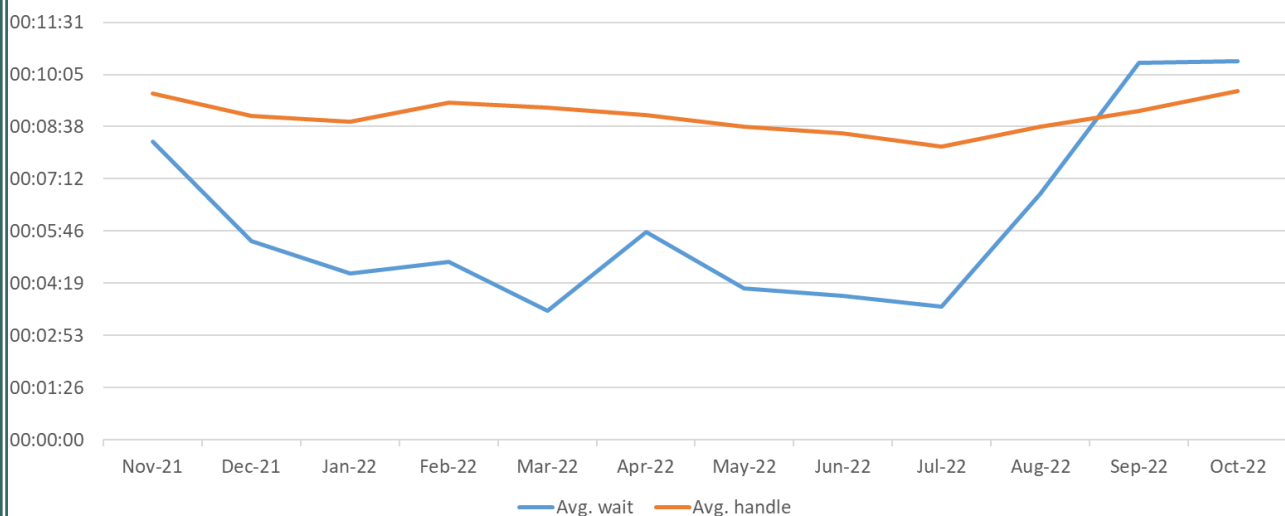
The Customer Access Focus Group met in November and received presentations from Customer Journey Programme Manager, Business Change Manager and Business & Quality Manager. In December officers arranged an online information session on the new Engagement App.

### Contact Centre Total Inbound Calls

The inbound call numbers have been consistent for the last 12 months. There was a slight increase in calls in September due to Council Tax recovery.

### Contact Centre – Average Wait and Average Handle

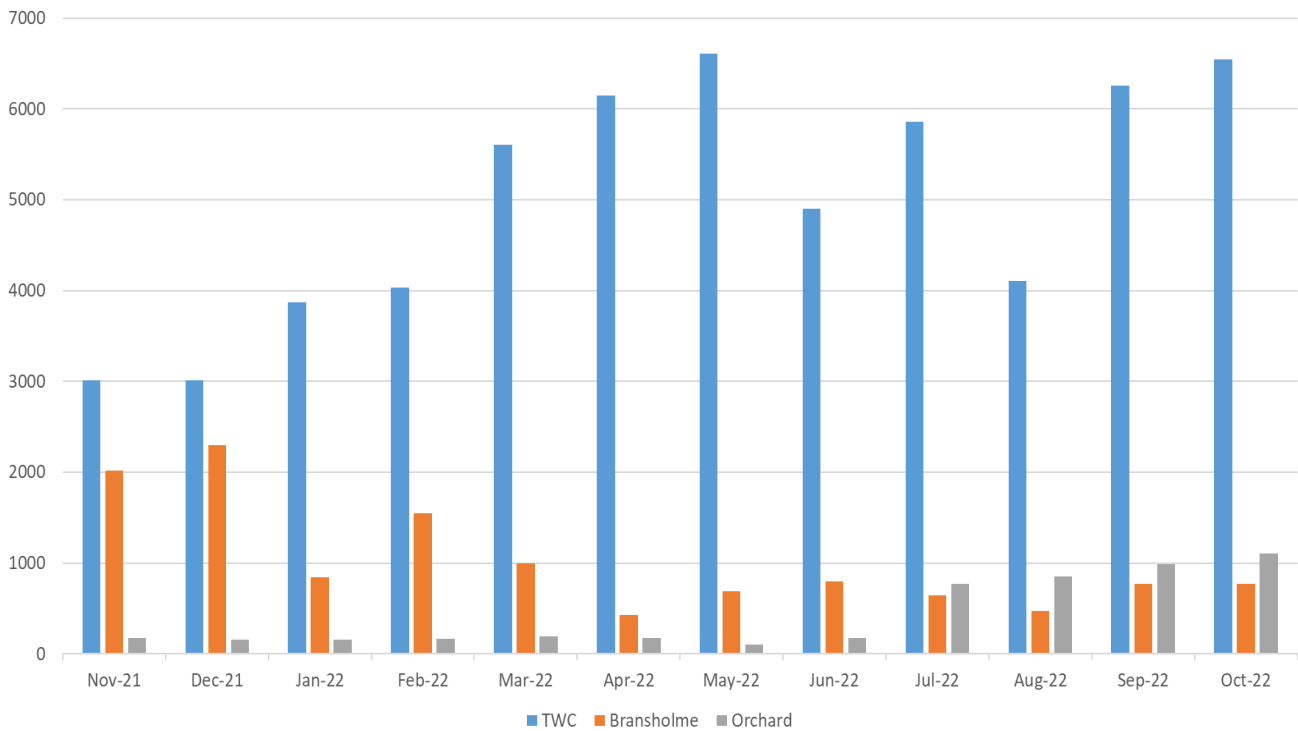
The average handle time for calls have remained steady over the last 12 months. There has been an increase in wait time over the last two months due to the contact centre undertaking recruitment.





## Update on Customer Service Centres

- ◆ The Wilson Centre remains the busiest CSC
- ◆ Footfall has increased since November 2021



### Improvements – Completed in Aug/Sep

- ◆ A LiveChat function was launched in August, with the system operating between 9am and 1pm Monday-Friday.
- ◆ Further call analysis relating to Council Tax and Benefits has been completed (Council tax and benefits) to understand call requirements and create plans.

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## Engagement App session

The Engagement app is a new App for tenants to interact with HCC services. The officers have been working to develop the App and arranged a workshop for volunteers.

- Demonstrate functionality
- Consider key configuration
- Outline next steps

The officers are planning to arrange more sessions to explain progress on this app.

## Neighbourhood Management Project Group

The group is meeting up face to face now every 6 weeks. From October to December 2022, the Service Level Agreement for Streetscene and Citysafe which was worked upon by Officers and tenant representatives, has now been finalised and signed by the Chair of the Tenants' Forum and Heads of Service for each area. This is a great achievement and well done to everyone involved. The group has also discussed issues relating to Streetscene Services, and Neighbourhood Management related issues.



The Officers and the group discussed a wide range of issues affecting the City, with flytipping and rubbish still being the topic of conversation. Officers provided the group with an update of what data has been collated this quarter. Also, with the Area Housing Teams and Neighbourhood Co-ordinators collating



information, this will give a better picture of the issues in the City, and how we can determine what action to take.

### Local Area Walks and Litterpicking

Our Local Area Walks programme is going from strength to strength with the intrepid volunteers out and about weekly and monthly, checking areas for a wide range of issues. Since October 2022, there has been a recruitment drive for the champions through the Hull Housing News, resulting in a further 4 Local Area Champions joining the team making a total of 74 in all, which is fantastic. Here is the October to December 22 summary of what has happened:

#### Local Area walks

Number of assisted Local Area walks carried out = 9

Number of solo walks carried out = 23

#### Service requests raised

Number of assisted service requests raised = 28

Number of solo service requests raised = 42

Untidy garden letters sent out = 20

Tidy garden letters sent out = 0

#### Litterpicking

Again, the momentum for this activity is growing. So far this year we have seen a massive increase in individuals and communities litterpicking in their areas. This has created some great community spirit and help 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 = 588

Number of bags of litter to recycling = 35

### Communications & Publications Panel

From October 2022 to December 2022, the group have continued to hold regular meetings face to face and have been finalising the Winter edition for the Hull Housing News due for release in early January 2023.

The group looked at the following articles:

- ◆ Could you be a volunteer
- ◆ Well done Kathleen
- ◆ Chat with the Chair
- ◆ Keeping your home free from damp and mould
- ◆ Tackling the causes of damp and mould
- ◆ Ask Nic
- ◆ Warm spaces for you
- ◆ Homes to have carbon monoxide detectors
- ◆ Tips to help you manage your money
- ◆ Energy Bill support scheme
- ◆ Service Level Agreements
- ◆ Have you seen rough sleepers
- ◆ Tax Allowances
- ◆ TARA's get winter warmth funding
- ◆ Advice and support during cost of living crisis

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

### Association of Retained Council Housing (ARCH) Award

The Association of Retained Council Housing (ARCH) awarded Kathleen Elvin (one of the local area champion volunteers) highly commended in Community Champion category national award. She is working hard to keep her area tidy and free of litter by picking the litter on weekly basis and reporting the issues. She has collected more than 600 bags of litter and 140 bags of recycling stuff and raised more than 300 queries within 2 years. Assistant Director Neighbourhoods and Housing presented the award to Kathleen at the Thank you event in December 2022.

Well done! Kathleen keep the good work.



## Winter Warmth Funding

Some of the active Tenant and Resident Association applied for winter warmth funding from Hull City Council's Winter Warmth Community Grants scheme which is part of the #HullTogether cost of living crisis initiative. This scheme was initiated to support resident to deal with energy crises and cost of day-to-day life.

In December Bayswater Court, Oakington Garth and Charter House TARAs secured funding from this scheme. This scheme was facilitated by Forum (known as North Forum Bank) and financed by Leader of the Council's Fund, Local Businesses Fortem and Efficiency North. The grant allowed tenants to buy either an air fryer or a slow cooker or warm blankets and 'Snoodies' or draught excluder etc and also plan to have a warm food day run Well done TARAs.

You can get more support and advice from #HullTogether by visiting [www.hull.gov.uk/costofliving](http://www.hull.gov.uk/costofliving) or email [costofliving@hullcc.gov.uk](mailto:costofliving@hullcc.gov.uk).



## Multi Storey Living Project Group

In the last 3 months the group have continued to hold their monthly meetings face to face. The group have had guest speakers join the meetings to discuss a range of topics.

- ◆ In October they welcomed Health & Safety Manager and Housing Tenancy Manager for the Highrise flats, they gave an update on Building Safety plans for high-rise flats and resident engagement.
- ◆ November the group discussed their successes and outcomings and also made a list of priority standards for high rise flats.
- ◆ December we sadly said goodbye to Vice Chair who has decided to stand down. They thanked her for all of her commitment and hard work she has given the group over the years since the group evolved and wish her well for the future.

The group will be holding elections for the role of Chair and Vice Chair in February's meeting.

Several group members are not only Block Champions for their own flats but also are involved in carrying out Benchmarking inspections though out the city. This has resulted in some positive outcomes and brought attention to areas of concern.



## Service Charge Review Focus Group

Hull City Council has commissioned Housing Quality Network (HQN) to undertake a Service Charge review. The Tenant Participation Officers arranged an online focus group in October for members of the Multi Storey Living Project Group and also provided contact numbers of Leaseholders who agreed to take part in this process. All who attended the focus group provided their views.



## Service Charge Review Presentation

Business Partner – Financial Planning delivered a presentation on Service Charge Review to all the members of the Tenants' Forum Committee and addressed following topics

- 1- Background
- 2- Overall conclusions
- 3- Strengths / good practice
- 4- Areas for improvement
- 5- Potential opportunities for new charges & services
- 6- Next Steps

While explaining the next steps the officer shared that HQN can meet residents face to face or online if resident wish to meet them. (Presentation is available on request)

The Tenant Participation Team have arranged a wider meeting for the leaseholders and tenants with HQN on 30<sup>th</sup> January 2023.



## Calendar of future Tenant Involvement Activities

February 2023			
Monday	6	10:00 – 12:30	Multi Storey Living Project Group
Tuesday	14	13:00 – 15:00	The Tenants' Forum
Wednesday	15	13:00 – 15:00	Publications and Communications Panel
Monday	20	10:00 – 12:00	The Tenants' Forum Constitution Review meeting
Wednesday	22	10:00 – 12:00	Neighbourhood Management Project Group
Tuesday	28	10:00 – 12:00	The Tenants' Forum Committee
March 2023			
Thursday	2	12:30 – 14:30	Customer Access Focus Group
Monday	6	10:00 – 12:30	Multi Storey Living Project Group
Monday	13	13:00 – 15:00	Publications and Communications Panel
Tuesday	14	10:00 – 12:00	The Tenants' Forum
Monday	20	10:00 – 12:00	Neighbourhood Management Project Group
Thursday	30	10:00 – 12:00	The Tenants' Forum Committee meeting

**Please note: All dates, times, venues and duration are subject to alteration, so please make sure you read the letter sent to you prior to each meeting.**

**Thank you**

### 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



01482 612010  
Please leave a message



Hull Tenants Forum  
Hull City Council Housing



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