



# Tenants' Forum Newsletter

January — March 2023  
Issue no — 10



## Forewords

Dear Forum members,

Welcome to the 10<sup>th</sup> edition of the Tenants' Forum newsletter, first quarter of 2023.

All the active volunteers were very busy in the first quarter by doing regular litter picking, neighbourhood walks, benchmarking, attending projects & focus group meetings and Tenant and Resident Associations (TARAs) were very busy as well with their activities. The Tenants' Forum Committee (TFC) arranged 3 Forum meetings and 3 TFC meetings.

In the presence of volunteers, I have signed the Tenants Compact 2023 – 27 “Key to our Future”, along with Portfolio holder Councillor Jan Loft and previous Assistant Director Neighbourhoods and Housing Nic Harne.

The Tenant Participation Team have launched this year's garden competition and publicity has gone out throughout the city. If you want to enter your or communal garden in this competition, entry form is available via email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk) or via telephone 612010.

Hull City Council (HCC) will be launching an app called “My Housing” to replace My Housing online account. This app will offer more functionality than “My Housing Online” account including opportunities for engagement.

HCC has launched a consultation “Let's talk about Hull's future”, this consultation will help HCC to draw 10 years community strategy. Three main key themes for this consultation are my life, my home and my city. Visit [www.yoursay.hull.gov.uk](http://www.yoursay.hull.gov.uk) if you would like to take part in this survey.

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)

### Performance against Housing Business Plan Business Insight & Quality Manager and Performance Manager 12th January 2023

Officers delivered a presentation on performance against the Housing Business Plan.

#### **1- Focussing on Customer Experience.**

The Repairs figures, including the satisfaction of the overall repairs service currently standing at 83.2%.

The number of complaints received was 491, which was equivalent to 2.65 per 1000 properties. The upheld complaints were 48% which was below target for answering within 10 working days (target is 75%, but performance was 74.5%). The latest STAR Survey shows that the satisfaction of the Housing Service's approach to handling complaints had risen to 55% (compared to 33.1% last year).

#### **2- Putting residents first and meeting their needs.**

The number of Homelessness duty cases currently in supported temporary accommodation has risen from 64 to 92 last year. The current rough sleepers count was at 13, and the current Homesearch backlog stands at 103 days.

#### **3- Safety, Sustainability and Climate Change.**

Officer mentioned that the proportion of homes with a valid gas safety certificate currently stood at 99.98%, which was higher than last year (99.97%) and also met the national HouseMark average (99.98%)

#### **4- Strengthening Hull's Neighbourhoods and Communities.**

The tenants' satisfaction with their neighbourhood had fallen slightly, from 75.3% last year to 74.3%. The figures showed that 89 Estate Walks had been undertaken so far this year, and more issues had been identified this year (5.2%) compared to last year (3.3%). The number of ASB related complaints had risen to 10.4%, which was higher than last year (9.7%) but lower than 2020 (11.2%).

#### **5- Investing in modernisation and organisational development.**

The figures showed an improvement in digital customer contact over the last



year, going from 10.99% to 12.8%. The current STAR survey indicated that satisfaction rate has increased from 56.4% to 61.3%.

**The Tenants' Forum Workshop**  
**14<sup>th</sup> February 2023**

The Tenants' Forum Committee arranged a workshop to give opportunity to all the members of the Tenants' Forum to discuss any outstanding items that had been discussed at previous Forums but had been left unresolved because other issues had taken priority over them and to set five key priorities and to suggest guest speakers for the future Forums. The Group were split into 3 tables and the following was the feedback from the workshops:

Outstanding Issue		
Table 1	Table 2	Table 3
Review of tenants' agreement	Education / new builds	Social Housing white paper – proposal put forward to the council – no updates
Garage policy (sustainability)	Tenancy agreement	ASB
Resident engagement	Planned work especially in flats for coming years	KWL
Sharing information at all levels	Service charge update	Police / PCC roles and plans for the city / neighbourhood policing
ASB	Service delivery i.e. HFO details and building cleaning	Digital Champions / digital training
Littering fly tipping	FTAs what are we doing	
CCTV monitoring (use of cameras to observe ASB)	300300 – waiting time no or decentralise	
Grass cutting weeding		
Tree cutting and bush pollarding		



**Future Subject**

Table 1	Table 2	Table 3
Street Scene	Repairs and maintenance – KWL and HIS (damp and mould)	Adaptations
Tenancy Agreement	Leader of the council – resident engagement (it was in his statement when he was elected)	Funding for Gas and electricity
	Community Safety theme – fire brigade / police	Foodbanks across the city
	Energy efficiency theme realistic help / info	Waste management / bins emptying every week / education on how to use bins / bulky items collections
	Street scene	KWL better communication
	Transport – what is happening especially on the estate	Victim support
	Highway – pavement / drop kerbs etc	Bring out rubbish day
		Funding spending / what HCC get and how and where they spend
		Community care grant
		Cost of living – financial help from HCC



New financial year – funding spends

## Five top priorities for the Tenants' Forum

1. Tenancy Agreement
2. KWL / Housing Investment – Quality repairs and value for money
3. Street Scene
4. Service Charge and Service Standards
5. Resident Engagement

### Social Prescribing in Hull Operation Manager - Northbank Forum 14<sup>th</sup> March 2023

Officer explained the purpose of Social Prescribing project and who can benefit from it.

This project promotes outdoor activity, healthy lifestyle & exercise-based activity, age related groups & activity and interest based groups & activity.

Officer informed the members that you can find the social prescriber in your GP practice or in a community setting

You can be referred to social prescriber through your GP Practice via e-mail [CommunityNavigation@nbforum.org.uk](mailto:CommunityNavigation@nbforum.org.uk), by phone 01482 259956 or via our website [www.northbankforum.org.uk](http://www.northbankforum.org.uk)



## The Tenants' Forum (TF)



### Key to our Future

This is an agreement about how tenants can get involved and have their say on how the housing service is run. In February, the 2023 – 27 compact “The Key to our Future” was signed by: Chair of the Tenants’ Forum, Portfolio Holder for Housing & Homelessness and Assistant Director of Neighbourhoods and Housing.

### Key to our Future – Compact 2023 – 27



### Tenants and Residents 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, Estate Management Project Group and the Tenants’ Forum.

With regards to meetings and events, the group are starting to commence their

## Tenant and Resident Associations (TARAs)



annual events. March has been a busy month, they held their 2<sup>nd</sup> Soup and Sandwich Day in the pop in. This was funded by the Winter Warmth grant which was awarded December 2022. The event was well attended, and the local Councillor also made an appearance.

They have also organised an Easter event with a Tombola and raffle, proceeds will go towards events to be held in the summer.



The group continue to have weekly bingo and coffee mornings and look forward to moving these into the communal garden in the coming months.

The communication channel continues to be a fantastic communication tool and is being updated every week with information relevant to the block. Most recently a short video clip has been added to show the dangers of leaving a motorised scooter on the landing.

## 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.

## Tenant and Resident Associations (TARAs)



The community allotment situated on Aldbro Street is flourishing with all spaces for individual spaces now taken. This has produced 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.

In December the group were awarded over £2.8k from the Winter Warmth Grant funding sponsored by Fortem, Efficiency North and the Council. This was spent on slow cookers and bedding and was well received by the tenants and residents of the area.

### 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 12 litterpicks, collecting more than 60 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 GTS TARA committee meet regularly to discuss the issues relevant to the blocks and to plan activities.

In January 2023, GTS Committee arranged a general meeting for all the residents of Great Thornton Street. Ward Councillors, Neighbourhood Coordinator, Housing Officers and Anti-Social Behaviour Enforcement Officer attended the meeting and provided update on the issues which were discussed at the previous meetings.

The GTS Committee arranged Community get together which was funded through Community Initiative Budget by the Ward Councillors. The GTS committee arranged food from different cultures, indoor games for children and local women booked tables to display and sell their cultural items i.e., clothes, jewellery, decorations etc.

The Safer Hull Community Pod have been placed on the Car Park at of rear Danny's Dream, thanks to Goodwin Trust. The ASB team is using this pod for their current projects with the GTS flats to stop rough sleepers and irrelevant people gaining access to the flats.

## Tenant and Resident Associations (TARAs)



The Chair and members of GTS committee regularly attend Multi Storey Living Project Group, Customer Access Focus Group, Neighbourhood Management 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 and newsletter.

### Community Get Together



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)

### 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 9 bags of rubbish and have carried out numerous local area walks.

## Tenant and Resident Associations (TARAs)



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

Muswell Court has now established a TARA with a new committee who are looking forward to progressing the group with lots of new ideas. They plan to apply for funding to help benefit the tenants and residents of the block.

Muswell court pop ins have continued with the local councillors in attendance. In March they held their first meeting as a TARA. There was good attendance from residents and guest speakers with the Programme Manager and Asset Manager also present to discuss future repair plans to the block.

They have plans to improve the community garden with help from students from the local college.

### 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 December the group were awarded over £3.8k from the Winter Warmth Grant funding sponsored by Fortem, Efficiency North and the Council. This was spent on slow cookers and bedding and was well received from the residents who live in 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 open for meeting's, which are regularly held, and they are working hard on their communal garden. The group hand delivers information leaflets regularly.



## Customer Access Focus Group

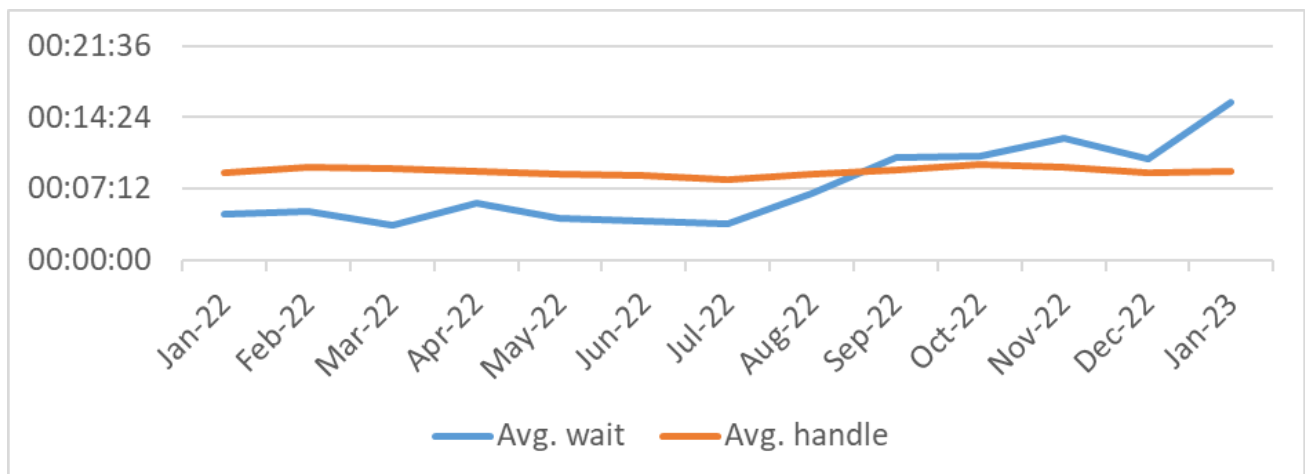
The Customer Access Focus Group met in March and received presentations from the Customer Journey Programme Manager, Customer Operations Manager and the Business Insight & Quality Manager.

### Contact Centre – Call Handling

There has been a slight increase in calls dropping since September 2022, and this is likely due to the increase in wait times.

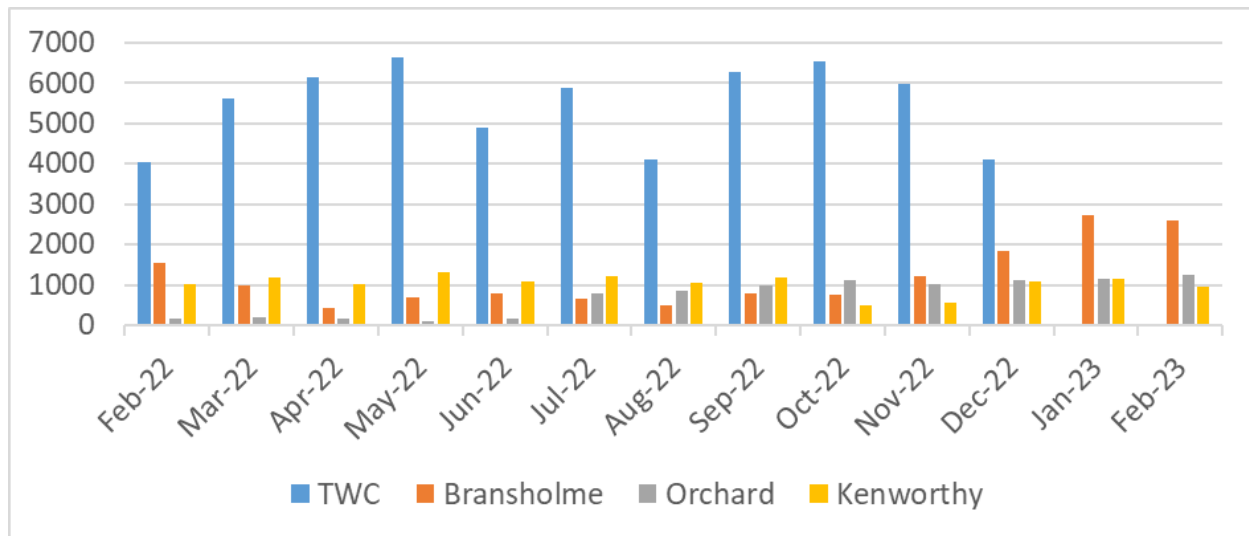
### Contact Centre – Average Wait and Average Handle

The average handle time has remained steady over the last 12 months, however the average waiting time has increased significantly due to staffing and a Council-wide recruitment freeze. The LiveChat functionality on the Hull City Council homepage has been expanded to appear on the Council Tax pages, with agents now answering around 100 messages a day through the chat.



### Update on the Customer Service Centres

Due to a new data capture form being implemented, there has been an increase in the number of individuals attending the Bransholme, Orchard and Kenworthy Customer Service Centres. New devices are due to go live in March to allow advisors to capture interactions at The Wilson Centre.



### Improvements

Usage on the Hull City Council website has remained generally consistent over the last 12 months. There are also a number of improvements being undertaken on the Council’s website, including:

- ◆ A new Customer Management account and forms system which will allow customers to raise service requests easier on the website.
- ◆ Live Chat has been added onto more pages on the website.
- ◆ A new website is currently under development and is due to go live in October.





## **NEC Engage**

Work is still underway with the new Engagement app for tenants. Housing Online currently has over 14,000 users registered.

## **Development work & MSL TV**

The TV Communication Pilot Channel that is currently installed at Bayswater Court, also known as MSL TV, is going to be installed at Great Thornton Street as part of a further pilot/trial. A date is to be decided for this.

## **Neighbourhood Management Project Group**

The group is meeting face to face now every 6 weeks. From January to March 2023, the Service Level Agreement for Streetscene and Citysafe which was worked upon by Officers and tenant representatives is now being implemented. So subsequently the group have discussed and acted upon issues relating to Streetscene Services, Regeneration Major Works and Estate Management related issues.

### **Estate Management 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 and wider audience's with an update of what data has been collated this quarter. Also with the Area Housing Teams and Neighbourhood Co-ordinators collating information, this has given 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 5 Local Area Champions joining the team making a total of 79 in all, which is fantastic. Here is the January to March 23 summary of what has happened:

### Local Area walks this quarter

- Number of assisted Local Area walks carried out = 16
- Number of solo walks carried out = 11

### Service requests raised this quarter

- Number of assisted service requests raised = 30
- Number of solo service requests raised = 27
- Untidy garden letters sent out = 4
- Tidy garden letters sent out = 0
- Total number of service requests raised 2022 to 2023 is 306
- Total number of assisted walks carried out 2022 to 2023 is 76
- Total number of unassisted walks carried out 2022-2023 is 39



Lovely Common Space



Aldbrough Street Allotment

### Litterpicking

**GREAT NEWS!!! WE HAVE PAST THE 2000 BAGS OF RUBBISH AND RECYCLING COLLECTED, WHICH HAS EQUATED TO 10 TONNES OF RUBBISH COLLECTED BY VOLUNTEERS 2022 TO 2023. THANK YOU SO MUCH**

Again, the momentum for this activity is growing with more people than ever wanting to carry out this activity. 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 = 417
- Number of bags of litter to recycling = 48
- Total number of bags of rubbish for 2022 to 2023 is 1853
- Total number of bags of recycling for 2022 to 2023 is 166

### **Multi Storey Living Project Group**

The group continue to meet monthly and encourage new members. With a break after the Christmas holidays, they held their first meeting for 2023 in February. Guest speaker Emma Warwick gave an update on Building Safety and answered questions regarding ongoing issues.



In March they welcomed Building Cleaning and Business and insight manager to give an update on the cleaning standards.

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.

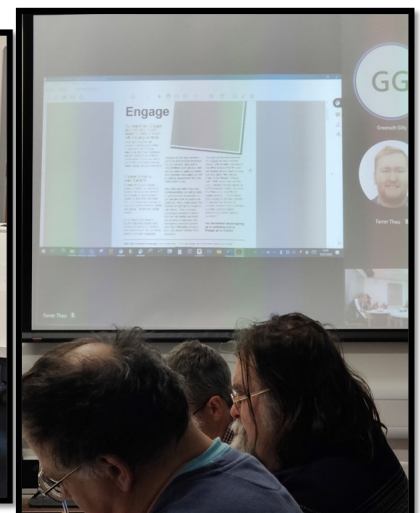


## Communications & Publications Panel

From January 2023 to March 2023, the group have continued to hold regular meetings face to face and have been finalising the Spring edition for the Hull Housing News, due for release in early April 2023.

The group have looked at the following articles:

- ◆ The new MyHousing app.
- ◆ Chat with the Chair
- ◆ Winter Warmth Community Activities
- ◆ The King's Coronation
- ◆ Farewell and Thank You to Nic Harne
- ◆ Tenant Compact Signing
- ◆ 2023 Garden Competition
- ◆ Homesearch
- ◆ Building Safety
- ◆ Damp and Mould
- ◆ Energy Saving Tips



The group are always on the lookout for other volunteers to join the Group. If you are interested, please get in touch with the Tenant Participation Team. We hold meetings in person, however we are also able to host meetings virtually so you can attend from the comfort of your own home!

### Service Charge Review

Neighbourhoods and Housing have decided to review the current processes relating to Service Charges, and Housing Quality Network (HQN) were commissioned to undertake initial research. Several interviews and focus groups took place towards the end of 2022, and a public meeting was held on Monday 30<sup>th</sup> January to deliver HQN's findings. Hull City Council tenants and leaseholders, who pay a service charge, were invited to this meeting. Over 70 individuals attended. The Tenant Participation Team (TPT) were also approached by the Centre for the Deaf, and TPT arranged a BSL (British Sign Language) Interpreter on the day.



### Stop Social Housing stigma

We continue to promote Stop Social Housing Stigma alongside the national campaign. We held a launch welcome meeting in March to encourage new members.

This is an ongoing group that will continue to work alongside and in partnership with other groups.





## Tenants' Trainings

- ◆ TPAs arranged an online training on the Housing Ombudsman Spotlight on Noise Complaints and 12 volunteers attended the training
- ◆ On 30<sup>th</sup> March 2023, Insight Manager at TPAS, delivered a session to officers and volunteers on the new Tenant Satisfaction Measures that came into force on 1<sup>st</sup> April 2023. It was hybrid Microsoft Teams training which was attended by 32 officers and volunteers.

## Housing Revenue Account Consultation

Every year, Neighbourhoods and Housing carries out consultation on Housing Revenue Account (HRA) Budget. Two sessions were held this year - with one being held in the afternoon and another in the evening to accommodate for working patterns of those who attended. Both sessions were held in the Council Chamber and via Microsoft Teams (for those who could not attend face to face).

In total, 61 staff, Councillors and tenant volunteers attend these sessions via teams and face to face.

**LET'S  
TALK  
ABOUT  
HULL'S  
FUTURE**

Join the conversation today.

[www.yoursay.hull.gov.uk](http://www.yoursay.hull.gov.uk)  
#HullCommunityStrategy

If you don't have online access visit any customer service centre or library and a member of staff will help you.

**my Life Street City**  
Hull: Our Community Strategy

**Hull City Council**  
working in partnership



*Calling all*  
**GREEN  
FINGERED**  
*Tenants!*

Be proud of your garden  
and enter Hull City Council's  
gardening competition.

**Trophies for**  
**Best Individual Garden**  
**Best Communal Garden**  
**Best ECO Garden**  
**Best Container Garden**



## Feedback about 9<sup>th</sup> Edition

Loads of content in here and some good pics of well-attended events!.

E Warwick  
Head of Service (Business  
Development and Change)

The newsletter was 10 out 10, very informative, I thoroughly enjoyed reading the newsletter ,thank you to the people who take time to compile the newsletter

C Palfarman  
Active Volunteer

## 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



Hull Tenants Forum  
Hull City Council Housing



@HCCTPT



tenant.resident@hullcc.gov.uk

FREEPOST  
RSJC - KKBE – ABXZ, HS  
Tenant Participation Team  
Kingston upon Hull City Council  
PO Box 15  
Hull  
HU1 2AB