



Tenants' Forum

Newsletter

Forewords

July — September 2023
Issue no — 12



Welcome to the 12th Edition for the Tenants' Forum newsletter.

First of all, I would like to thank all of you for electing me as a Chair of the Tenants' Forum.

On behalf of the newly elected Tenants' Forum Committee, I would like to thank all the members of the Tenants' Forum for your cooperation and support. During this year all of you have seen some unexpected changes, but we are pleased that we managed to continue our meetings and activities in a friendly atmosphere with an increasing number of attendances at the Forum.

As an acting Chair, I regularly met with the Tenant Participation Officers to set the agenda of the Tenants' Forum and arranged 3 Forum meetings.

We hope that we will work together to improve the Housing Service. At the first meeting of newly elected Tenants' Forum Committee, we had discussion for moving forward we should share responsibilities among all the committee members. The TFC decided that each member should choose an area of Tenant Involvement of their own interest i.e. lead on TARAs, Equalities, Events, repairs and maintenance etc. We are hoping to re-establish the Repairs and Maintenance Project Group along with the Disability and Housing Group.

Active volunteers carried out litter picking, Neighbourhood walks, benchmarking, attending projects & focused group meetings and Tenant and Resident Associations (TARAs) were very busy as well with their activities.

If your neighbour 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.

Maureen Bristow

Chair – Hull Tenants' Forum

The Tenants' Forum (TF)



Street Cleansing and Waste Operations Manager

17th July 2023

The Officer delivered a presentation to the Tenants' Forum on Streetscene Services – Service Summary and responded to the queries raised from the floor (presentation available on request). The Officer touched the following topics:-

- ◆ Highway Operations
- ◆ Network Management
- ◆ Traffic and Route Management
- ◆ Bridges, Structures and Water Courses
- ◆ Street Lighting Asset Management
- ◆ Parking
- ◆ Transportation
- ◆ Civic Control Room (CCTV)
- ◆ Waste Management
- ◆ Parks and Open Spaces
- ◆ Grounds Maintenance
- ◆ Street Cleansing
- ◆ Winter Maintenance

Housing Service Level Agreement (SLA)

- ◆ Grounds maintenance
- ◆ Tree works
- ◆ Street Cleansing
- ◆ Fly Tipping
- ◆ Graffiti Removal
- ◆ Weed spraying
- ◆ Winter maintenance
- ◆ Waste enforcement services
- ◆ Love Your Street / Neighbourhood
- ◆ Household Waste Recycling Centres
 - Bulky waste
 - Recycling
 - Disposal
- ◆ Replacement Bin Provision

Planned work is charged from the Housing Revenue Account based on agreed % of works carried out.

- ◆ Street Cleansing 14.86%
- ◆ Fly Tipping 14.86%
- ◆ Grounds Maintenance 22.53%

The Tenants' Forum (TF)



- ◆ Winter Maintenance 8%
- ◆ Environmental Crime 26.78%
- Reactive work is charged based on actual spend.
- ◆ Tree Works
- ◆ Love Your Street
- ◆ Household Waste Recycling Centres
- ◆ Replacement Bin Provision
- Grass Cutting (March to October)
 - ◆ General Grassed Areas - 15 Cuts Per annum
 - ◆ Communal Areas – 12 cuts per annum
 - ◆ Rough Cut – 2 cuts per annum
- Shrub Bed Maintenance
- Leaf Clearance (Communal Garden Footpaths)
- Bonfire Damage Reinstatements
- Tree Maintenance
 - ◆ Inspections and Advice
 - ◆ Emergency Response



Love Your Street / Love Your Neighbourhood

- ◆ Waste Advice & Guidance
- ◆ Estate walks - waste issues
- ◆ Property Bin Provision, Orders
- ◆ Housing Tasking Engagement
- ◆ Tenant Participation
- ◆ Support Litter Picking Activities
- ◆ Attend Community / School Events

The officer also explained fortnightly Refuse Collection, blue Bin contamination,



bin delivery and removal, bulky waste collections and household waste recycling.

Contacting Streetscene

- Website: - <https://www.hull.gov.uk/>
- Email: - GroundsMaintenance@hullcc.gov.uk
StreetCleansing@hullcc.gov.uk
FlyTipping@hullcc.gov.uk
Wastemanagement@hullcc.gov.uk
- Call Centre: - 01482 300 300
- Customer Service Centres

The Tenants' Forum Way Forward

26th July 2023

To discuss the “Way Forward” for the Tenants’ Forum an additional Forum was held. All members were asked to provide views and suggestions on how we can improve the Tenants’ Forum, how can we continue to work together and how we could encourage more people to attend the Tenants’ Forum by using different channels i.e., via online, recording guest speakers and posting it on the Tenants’ Forum Facebook etc. All the present members were divided into five groups to discuss a way forward and future guest speakers. During the discussions the members of the Tenants’ Forum shared the following ideas.

Table 1

- ◆ Contact local community groups, regarding leaflets to advertise and ask if they want to join.
- ◆ Inform local groups as to what this is all about leaflet
- ◆ Doctors surgeries and churches
- ◆ Local areas hold stalls (garden fetes – local parks), contact other local teams and sign up (giving information)
- ◆ Encourage youth clubs to have information



Table 2

- ◆ Night meetings – may not work as people travel on buses as bus service is not good, may work better than people think
- ◆ Car and taxi share – helping people attend meetings
- ◆ Digital – recording the meetings for people to see
- ◆ Community Centres – open meetings after telling people what the forum is about and various groups.
- ◆ School pop in's – food bank people buy 6 items for £1 then coffee after, Council's come and talk about involvement.
- ◆ Leaflet drops to advertise council all what happens, need new members needed younger people.
- ◆ 23rd August – Peel Project event on Peel Street field, council and volunteers join in and ask what the community need from them.
- ◆ TARA – get more involved
- ◆ Facebook/Twitter, advertising, various volunteers jobs, benchmarking, estate walks, litterpicking, meetings can be attended by community.



Table 3

- ◆ Once a year night meetings at Guildhall
- ◆ Weekend meetings at Guildhall
- ◆ Night meetings in summer times
- ◆ Workshop day
- ◆ TARA's to promote Tenants Forum
- ◆ Face to face and online meetings
- ◆ Record guest speaker
- ◆ Promoting Forum, Councillor surveys in shops
- ◆ To identify guest speakers, any issues
- ◆ All issues presented to Forum.

Table 4

- ◆ Shared transport
- ◆ Promotion through public events
- ◆ Build links with other community groups
- ◆ Involve Councillors – group specialities
- ◆ Training on Council structures and access
- ◆ Review promotion channels

Table 5

- ◆ Need to attract younger members, start up links, kids to talk about housing.
- ◆ Good idea for evening meetings
- ◆ Information at sign up.
- ◆ Topics spoken about related to housing.
- ◆ Recordings of conversations when ringing Call Centre so that it can be fed to Forum.



Business Change Manager – Neighbourhoods and Housing

17th August 2023

The Business Change Manager – Neighbourhoods and Housing gave a presentation to the Forum on work carried out so far by his team. (Presentation is available on request)

Neighbourhoods & Housing Service Improvement

The officer explained the following reasons why it is important to continuously review and improve the service we deliver to our customers:-

- ◆ New Legislation
- ◆ Social Housing Regulation

- ◆ Building Safety
- ◆ Cost of Living
- ◆ Affordable Housing Supply
- ◆ Customer Expectation

Hull City Council Website

- ◆ New website is underdevelopment and it is:-
- ◆ Easier to use / navigate
- ◆ New search capability
- ◆ Better tools for translation, screen reader, text-to-speech etc.
- ◆ Live chat function with contact centre

This website will go live Oct / Nov 2023 and changes and improvement work fit into the themes of Housing Business Plan.

Neighbourhoods & Housing

All housing pages are being redesigned so they are easier to
Navigate
Read
Understand



My Housing Hull – Apps & Portal

A new App and website was under development for tenants and Homesearch customers to:-

- ◆ Check rent balance
- ◆ Make a payment
- ◆ Raise a repair or check the status of an existing repair
- ◆ Bid on a property and receive feedback on bids
- ◆ Check and update personal details
- ◆ Provide comments and feedback on surveys such as repairs satisfaction
- ◆ Send messages, requests or queries to the Neighbourhoods & Housing Service



- ◆ Future developments include 'on behalf of' function – someone will be able to use the self-service functions on behalf of a relative or friend who might not be online or prefer not to use online services

All current 16,000 online users of the existing Housing online service will be moved on to the new system.

Housemark Photobook

Housemark Photobook is used by Neighbourhoods & Housing staff to record property inspections, routine tenancy visits, and to record & report issues found on patch walks. Following are the benefits of the system include:

- Easy for staff to use
- Works on a mobile device
- Manage and schedule inspections
- Provides a full report that captures all relevant information

Other Improvement Projects

Empty Properties

A review of how we manage the Council's empty properties, to ensure they are appropriately let as quickly as possible.

Policies & Procedures

Ongoing review of the Neighbourhoods & Housing Service's policies and procedures to ensure they are up to date, customer focused, and compliant with the latest changes in legislation.

Multi-Storey Living TV

A pilot project to evaluate the effectiveness of a Housing TV Channel to broadcast helpful pages of content including safety-related information.

Asset Management

Installation of a new IT system to manage our asset (housing stock) information.

Asbestos Management

Installation of a new IT system to manage the recording and management of Asbestos.

Warm Homes Team

Creation of a new website and online referral process for householders needing advice and guidance on affordable warmth, energy, and fuel costs.

The Tenants' Forum Annual General meeting 19th September 2023

The Tenants' Forum Annual General Meeting took place on 19th September. There were 3 candidates for the position of Chair, 4 candidates for the position of Vice Chair, 4 candidates for the position of Secretary and 6 candidates for General Members. All members present elected following committee for 2023 – 24.

Maureen Bristow – Chair
Paul Reynolds – Vice Chair
Robert Banthorpe – Secretary
Sana Benali – General Member
Sharon Leese – General Member
Ceri Palframan – General Member
Paul Wells – General Member

All the present members were informed that some changes to the constitution have been suggested following a working group of volunteers, and that the members need to vote in favour or against the proposals. All the amendments were accepted by the majority of the members and were incorporated. The Tenant Participation Team Manager and the Chair of the Tenants' Forum signed the amended constitution.



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 group have recently been awarded an Affordable Warmth Grant to the total of £6770, which is welcomed and greatly appreciated. This will help those in need in the block to stay warm over the coming months. They also received a garden bench, donated from Compendium living and Lovells, a cheque for £500 from Fortem Contracts and secured a local grant from CHCP of £1000 to replace broken benches in their community garden. The committee members continue to feed all issues that are brought to their attention on behalf of their members through meetings. 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 held a meeting with councillors and housing representatives in September and continue to open the 'Pop in'

for dominoes, darts, and bingo 3 times a week.

The group held a BBQ day over the August bank holiday in the community garden for residents which was well attended, they raised £150 from donations to help fund future events. They also provided all residents with a newsletter in September.

Charterhouse TARA

The group have recently been awarded an Affordable Warmth Grant to the total of £3398, which is welcomed and greatly appreciated. This will help those in need in their catchment area to stay warm over the coming months. Group members are 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 August the group held their annual Fun Day and BBQ, which was well attended by all who live in the area. Although the weather was not great, everyone had a good time especially on the inflatable assault course.

The community allotment situated on Aldbro Street is getting ready to be put to bed for the winter. Plans are already in place for next year's growing season.



Great Thornton Street TARA

The group have recently been awarded an Affordable Warmth Grant to the total of £5000, which is welcomed and greatly appreciated. This will help those in need in the block stay warm over the coming months. The GTS TARA committee met regularly to discuss the issues relevant to the blocks and to plan activities.

Tenant and Resident Associations (TARAs)



The GTS Committee in cooperation of Ward Councillors, Goodwin Development Trust and As-Suffa Education arranged a day trip to Bridlington for the residents of the Great Thornton Street. 170 residents along with Ward Councillors, representatives of As-Sufa Education Centre joint the trip. The GTS committee received very positive feedback from the participants.



In fact, it was a very good trip, cant wait for the next one.

It was REALLY fun. Thank you for this opportunity.

I am Muhammed Almasas son, I just want to say that today has been one of the best day of my life

Thanks to all the organizers. It was amazing day. We have enjoyed every moment. I am looking forward for any upcoming trips and activities. thanks

GTS Committee hold their regular general meeting for all the residents of Great Thornton Street. The Ward Councillors, Neighbourhood Coordinator, Housing Officers, and Anti-Social Behaviour Enforcement Officer attended the meeting and provided update on the issues which were raised at the previous meetings.

The members of the GTS Committee attend Equalities & Diversity, Roles and responsibilities of the Committee and GDPR trainings and received certificates at the Tenants' Forum.



In July 2022, on request of the Ward Councillors Tenant Participation Officers with one of the Neighbourhood Coordinators conducted a consultation to rename the three blocks of Porter Street flats after Headscarf Revolutionaries,

Tenant and Resident Associations (TARAs)



Yvonne Blenkinsop, Mary Denness and Christine Jensen MBE, whose trawler safety campaign in the 1960s saved thousands of lives. On 18th August 2023 a ceremony for the family members of the headscarf ladies unveiled the plaques in the presence of Emma Hardy (MP), local residents, members from Hull's fishing community, Housing Officers and Ward Councillors. The plaques have been supplied by the local St Andrews & Docklands Ward Labour Councillors from their local Community Initiative Budget.



The Chair and members of GTS committee regularly attend Multi Storey Living Project Group, Customer Access Focus Group, Neighbourhood Management Group, TARA Forum 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. GTS Chair also provided regular updates on the progress of GTS TARA at the Tenants' Forum.

GTS committee can be contacted via Facebook or email

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

agreatthorntonstreet@gmail.com

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

Muswell Court Pop-in

The group have recently been awarded an Affordable Winter Warmth Grant to the total of £5000 which is welcomed and greatly appreciated. The grant will assist residents to reduce energy costs and help to keep warm over the coming months.

The group also secured a successful National Lottery fund of £3600 to improve the community garden and provide new comfortable garden furniture to help benefit all who enjoy the garden.

As a recognised TARA, they come together to make sure that Muswell Court residents have a voice. In September they held a meeting with Councillors and housing representatives. The group hold evening activities, bingo, darts, cards and quiz nights in the community room and residents continue to meet for a weekly craft afternoon. In September the group produced their first newsletter for all residents.

Oakington Garth TARA

The group have recently been awarded an Affordable Warmth Grant to the total of £3984, which is welcomed and greatly appreciated. This will help those in need in their catchment area stay warm over the coming months. 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.

Tenant and Resident Associations (TARAs)



Although we have established TARA's and a Pop In, other residents in the city want to capitalize on their success by starting their own groups. In the pipeline are:

- ◆ Hopewell Road and District – 11th October 23 initial meeting
- ◆ Coniston and Kendall House – Coming to You Day 20th September 23
- ◆ Lanyon Close
- ◆ Darrismere Villas
- ◆ Newtown Court Pop In

Customer Access Focus Group

The Customer Access Focus Group met in September with colleagues from Customer Experience to pilot and review the new Hull City Council website. This was an ideal opportunity for colleagues to gather feedback and views from individuals who would be using the new website as a customer. Overall, there was a positive reaction from the group. Members liked how easy the search function was to use, and members also liked how easy it was to find information on the pages. Members did comment on the image that was used on the homepage, and this image has since been changed in preparation for the launch.



Estate Management Project Group

The group is meeting up every 6 weeks. From July to September 2023, Officers from Neighbourhood Nuisance and Streetscene have attended the meetings to give updates on service provision and policy changes. The Housing Tenancy Manager also attends to give an update on relevant housing issues affecting estates.



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 also have 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. At the present time the percentage of issues graded by using the national Housemark Scheme grading system was 26%, this quarter it is 3.8%, which is a very big improvement and has continued at this rate for some time.

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. The Local Area Champion programme has 91 participants, who are happily recording issues at their own pace and reporting them to Officers. Here is the July to September 23 summary of what has happened:

Local Area walks this quarter

Number of assisted Local Area walks carried out = 13
Number of solo walks carried out = 18

Service requests raised this quarter

Number of assisted service requests raised = 43
Number of solo service requests raised = 28

Untidy garden letters sent out = 27

Tidy garden letters sent out = 15

Litterpicking

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 = 674

Number of bags of litter to recycling = 47

Ceri and Gareth



A day in the life of a litterpicker

Ceri and Gareth are a Brother and Sister team, who are passionate about the wellbeing of their area in which they live. Ceri carries out local area walks and reports issues accordingly, she is also a prominent player in the Tenants' Forum and on other relevant groups such as Neighbourhood Management. Gareth is a wonderful litter womble, litterpicking daily around his area to the tally of over 120 bags of rubbish in the last 8 months. It is definitely making a difference and others are noticing the vital work he carries out.

Kerry and Terri



Kerry and Terri are prominent members of the Charterhouse Community TARA and have been since 2018. From their humble beginnings in the group when it first started to now, they have been a shining example of what can be achieved. They put the community first and have everyone's issues and concerns at heart. They both arrange with the rest of the group Fun Days and activities in the community to get the diverse mix of people all involved. Both are involved in facilitating the community allotment and take an active role in its running. They regularly carry out local area walks and litterpick the area also.

Multi Storey Living Project Group

The Multi Story living group continue to meet monthly to discuss issues and updates related to high- and low-rise flats in the city.

In July we welcomed Property and Construction Consultants, Ridge. They joined us virtually to give a presentation on key parts of the Building Safety Act, and how this will impact Hull City Council. Emma Warwick, head of service also joined the group to give an update on service cupboard access for meter readings.

In August Steve Shira gave an update on building cleaning performance and shared the new fire safety leaflet to be distributed. Sue Houlton also gave an update from the high- rise team.

In September Rennie Aitchison from the allocation team and Emma Burton from the housing assessment and advice team answered questions from the group and gave clarity on the council's allocation policy.



We have many Block Champions who meet with Tenant Participation Officer to carry out Benchmarking inspections throughout the city. This has resulted in some positive outcomes and brought attention to areas of concern. Results are recorded on a performance app called Photobook that is fed through to building cleaning.



Publicity Project Group

The group continue to meet regularly to discuss articles for the Hull Housing Newsletter. The group have agreed the articles and layout for the Autumn edition, and this will be posted out with the rent statements in October 2023.

Articles for the Autumn 2023 edition include:

- ◆ Garden Competition
- ◆ Chat with Cllr Drake-Davis
- ◆ Upcoming launch of the myHousing App
- ◆ Introduction to the new Assistant Director for Neighbourhoods and Housing
- ◆ Keeping you Safe
- ◆ Annual Report 2022/2023
- ◆ Winter Warmth Grant Funding
- ◆ Active Citizen Training
- ◆ Regulator of Social Housing Consultation on the Consumer Standards.



Digital Involvement from April – September 2023

In addition to “traditional” methods of involvement, the Tenant Participation Team have been using different types of “digital” platforms to engage with both Active Volunteers and to the wider tenant population.



Facebook

Total Posts and Stories

105

167 Likes

1720 Engagement (Clicks)

25821 Views

124 Shares

23684 Impressions

1645 Followers

Twitter

Total Tweets

266

889 Likes

2706 Engagement (Clicks)

21 Replies

57609 Impressions (Times on Screen)

345 Retweets

844 Followers

Email

11348 Total Emails Sent

10782 Successful

97.30% Avg. Success Rate

566 Undeliverable

2.84% Avg. Fail Rate

SMS

10433 Total SMS Sent

9111 Successful

91.31% Avg. Success Rate

1317 Undeliverable

8.42% Avg. Fail Rate

Forms (MS Forms and Snap)

Total Forms Created

4

Total Contacted

5013

Responses Received

900

Average Response Rate

31.18%

Pets Permissions Policy Research Survey

In the last newsletter we shared with you about the Pets Permissions Policy Research which we carried out earlier this year. We have now looked through the responses, and the outcome is that we will maintain our current policy of not allowing dogs in flats above 3 storeys high, and that guidance will be developed for Officers to tackle any instances of tenants breaching this condition.

TPAS Volunteer Recognition 2023

The Tenant Participation Advisory Service (TPAS) is 35 years old this year, and to celebrate this fabulous event, it has launched the Volunteer Recognition 2023 celebrating the volunteers work and what they do in their community. So, to let everyone know what great work Hull's volunteers do, we have started to submit award entries and those who have received them so far are:

Graham Pettigill
Kerry Jones
Terri Stembridge
Ceri Palframan
Gareth Whiting

We are looking to submit 2 entries per month, so look out for your picture and a short blurb on the fab work that you do for us. These will all be featured in the





The Tenants' Forum Feedback from participants

16th July 2023

- A nice presentation and civilised meeting 10/10 - Carol Lynch
- Thank you for your presentation and information given in this session – Sana Benali
- Good meeting, good presentation. Really enjoyed it – anonymous
- First meeting today and really enjoyed it. Did notice that several people with mobility issues struggling as there isn't a lot of transit space. Concerned about lack of care for those of us with hearing issues – Alex Allsopp
- A bit full of people because subject was very interesting – Peter Doncaster
- Not sure if it was my Tintus playing up but it was very difficult to understand when members were asking questions using the mic. The speaker was clearer but when members asked the questions it wasn't very clear. – Lady Lorn Gadd

26th July 2023

- Well organised and informative meeting, made me aware of the role of the Tenants' Forum in the community. I believe that everyone is moving in right direction. – Colin Watson
- Keeping meetings day time. If we have night meetings have them as extra meetings on the top of the usual daytime. – Carol Lunch
- Another well presented meeting – Anonymous

17th August 2023

- Well organised and delivered – healthy debate and promotion of ideas – Christine Robinson
- Good meeting – Peter Doncaster
- Very good meeting and good guest speaker – Jeannie and Ray Fewester
- Really pleased, I have made new friends who support me with great ideas - Raquei P Shields
- Lovely friendly meeting, everyone taking part – Maureen Bristow
- Excellent presentation by Jason Gould, he explained everything clearly. The problem on Hucknell Garth to be added. Looking forward to the city safe presentation in October. This meeting was very well conducted – Betty peck
- Great meeting useful and valuable contents. Robert Banthorpe

17th September 2023

- Meeting was well attended and went well – Christine Robinson

Committee Skills Training



Equality and Diversity training



Hello all. very enjoyable session everyone joined I and had good input, we all came together with our thoughts on the subject. Carl Stephenson did a good job of explaining what Equality and Diversity meant in a lovely friendly manner. And atmosphere was really good. Only complaint is being unable to hear speakers and the microphone tended to distort voices. Spoke to lots of members outside and all agreed it was a good session. Lets keep up the good work

Maureen Bristow

**Feedback
11th Edition**



Thanks for this, It shows the really wide range of activities are engaged in, ably facilitated by the Tenant Participation Team.

Emma Warwick
Head of Service (Business Development and Change)


C Rogers commented that the TP Team do an amazing job and they work really hard. All present agreed.

Chris Rogers
Publicity Group

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