



Tenants' Forum

Newsletter

Forewords

April — June 2025
Issue no — 19



Welcome to the 19th Edition of the Tenants' Forum newsletter.

This quarter was very busy with our volunteers attending conferences, events and doing their routine volunteering work i.e. carrying out litter picking, neighbourhood and block inspections, and attending projects & focus group meetings. The Tenant and Resident Associations (TARAs) were very busy in their communal gardens and in organising community events. As volunteers we have attended different community events and community centres to promote tenant involvement, supported by Tenant Participation Officers (TPOs). We have been busy.

During this quarter we concluded our scrutiny review on Adaptations, with our findings and recommendations now monitored at the Repairs Project Group. Our next review is "How the Housing Service as a Landlord handles Anti-Social Behaviour" and if you would like to help us with this scrutiny, please contact the Tenant Participation Team.

In addition to the local engagement our volunteers have been out and about promoting what we do in Hull and learning for others nationally. Volunteers attended Tpas Northeast Regional Meet-up event in Dewsbury, the Vice Chair of the Tenants' Forum (TF) was invited to the Inside Housing Tenant and Resident Engagement Conference in London to deliver a presentation on Tenant involvement in Hull. Many active volunteers along with TPOs attended the Housing 2025 event in Manchester. I was invited to deliver a presentation on Tenant Involvement activities in Hull. It was an amazing experience for all of us.

The Tenants' Forum Committee (TFC) met with the Assistant Director Neighbourhoods and Housing at our bi-monthly meeting. We had an interesting discussion regarding void properties and was joined for part of the meeting by the interim CEO of KWL who provided an update on their delivery. At this meeting we discussed both Housing Officers and KWL operatives not showing ID badges or wearing shoe coverings. We agreed we would develop a short video "This is my home" to remind all staff.

During May the Assistant Director Neighbourhoods and Housing accompanied a volunteer inspecting communal areas in flats and the surrounding areas, this will now be an ongoing activity with the Assistant Director carrying out regular site inspections with volunteers.

The Women's Voice Tenant and Resident Association arranged two cultural events in June

where 355 women and children participated. They have also started a cooking club where women from Libya, Somalia, Kurdistan, Syria and other nationalities cook together. Further details of their activities can be found under TARA article.

Finally, joining involvement opportunities not only improves service delivery of the Housing Service but can also help people build confidence and make new friends. Loneliness can be devastating and have a massive impact on both physical and mental health. The TFC is aware that for people to join a group or attend a meeting is sometimes not easy and we have therefore arranged a drop-in session on 13th August at the Guildhall where people can call in for an informal chat and a drink, to find out more. Hopefully you will be able to attend and will bring your friends, family and neighbours to this drop-in sessions.

We need more tenants and residents to get involve in this journey. If your neighbours, family or friends would like to join us in bringing positive changes in your area and the city overall, contact the Tenant Participation Team via 612010 or email tenant.resident@hullcc.gov.uk. The Team will get in touch and will arrange an induction.

Maureen Bristow

Chair – Hull Tenants' Forum

Tenants' Forum (TF)

15th April 2025

New Repair Priorities

Head of Service (Contracting and Investment)

&

Maintenance Improvement Manager

The Head of Service (Contracting and Investment) and the Maintenance & Improvements Manager delivered a presentation on the new priority repairs service currently offered by the Council. The officers discussed following points during their presentation.

- Current repair offer

- Update on repair priorities
- What does this mean for customers?
- Communication plan



Current repair priorities

HPE (2 hours)

Emergency (24 hours)

Routine (20 days)

Need for change:

- Customer choice – type of repair and how to report
- Need to reduce number of emergency appointments
- First time fix
- Limited ability to benchmark to assess performance

New repair priorities

From 3rd June 2025

HPE (4hrs)

Emergency (24 hours)

Urgent 5 day

Routine – 20 days

Routine* - Planned

What does this mean for the customer?

- More appointable repairs.
- First time fix.
- Emergencies, actual Emergencies
- Report online – Urgent and Routine

Communication plan

- Hull Housing Newsletter
- Tenants' Forum
- Area team updates
- Social media
- Text/Email

15th April 2025

The Welfare Rights Service

A Welfare Rights Officer delivered a presentation on how they provide support to their customers and explained the work that they do.



History	Access	Support
Established during the time of Humberside County Council and have been a Hull City Council service since Hull became a unitary authority.	We are a 'second-tier' service. Our primary support is to the staff within the council and Elected Members.	We are presently supporting over 1700 residents with 'complex' benefit matters.

What service they provide

- Consultancy service
- Casework service
- Projects

Consultancy Service

Questions about benefit rules

If you have a question about benefits, we can provide you with the answer.

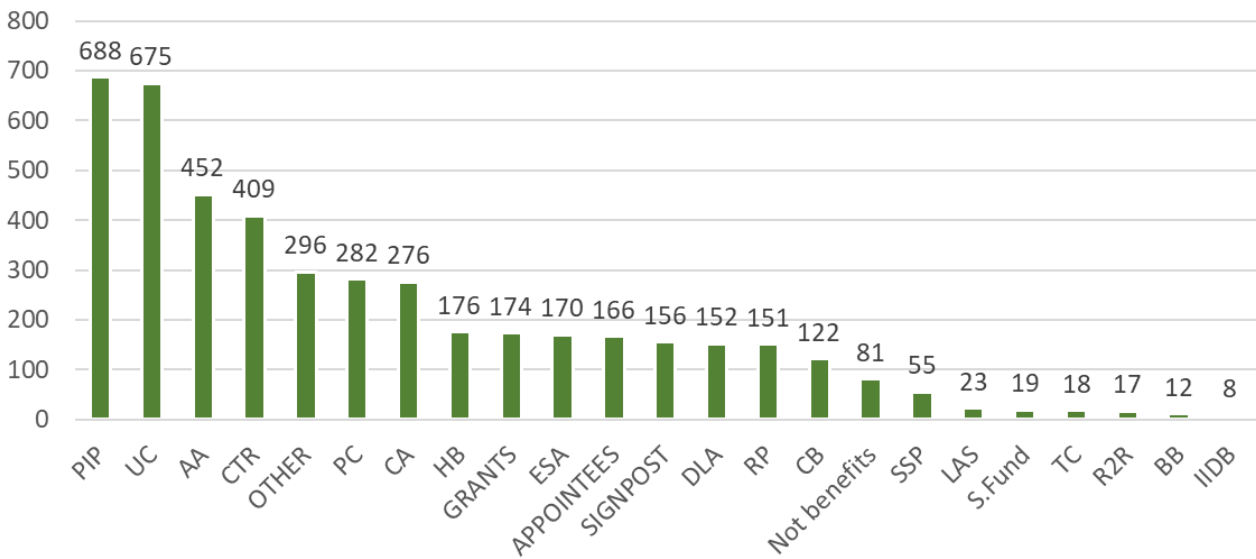
Benefit assessments

If you want to know if someone is getting everything they are entitled to, we can provide you with the advice you need.

Referrals

If you come across an issue that requires a specialist advisor, you can refer the person, and we can work directly with them.

Consultancy Service



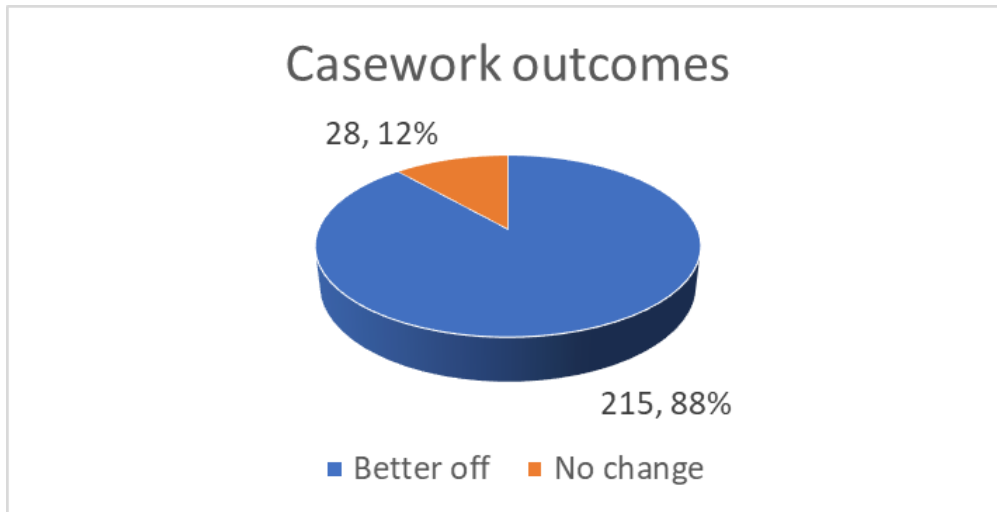
CASEWORK

Preparing challenges to DWP, HMRC, or Local Authority decisions

Attending tribunal hearings and providing representation

Advice and support to individuals with complex welfare benefit issues

- They record statistical data from cases once matters are concluded.
- During the financial year 2024/25 they closed 215 cases that involved challenging a decision.
- 88% were successful.
- Additional benefit income was gained totalling £1.65m.



PROJECTS

Macmillan

Benefit advice and support for people in Hull & East Riding that have a cancer diagnosis.

JACT

Administration and assessments of applications to the Joseph & Annie Cattle Trust.

ASC

Benefit advice and support to residents receiving home care packages, or who live in residential care.

How can our service be accessed

- 1- The first step is a conversation with Duty Officer
- 2- The service is accessible by phone, but this is primarily used by residents who are being helped with benefit issues.
- 3- Email is the preferred means of communication for advice provided through the Consultancy Service.
- 4- A new route into the service gives you the option to provide information in a variety of ways and provide feedback on the service.

21st May 2025

Customer Services Update

The Head of Customer Services, Customer Experience Manager, Customer Operations Manager, Advice Services Manager and the Customer Journey Programme Manager attended the Forum to provide an update on service provision. The team discussed the following topics: -

Council's Priorities

To reduce call wait times

- Endeavour to answer 25,000 calls per month, 10% abandonment rate
- Understand repeat calls
- Move to a new telephony platform – call back facility
- Continue to improve the website

To work with others to develop a digital inclusion strategy

- Understand why people are not connected to the internet
- Develop a pathway to connect residents to help and support to get online.

Deliver advice in the community, working with the voluntary sector

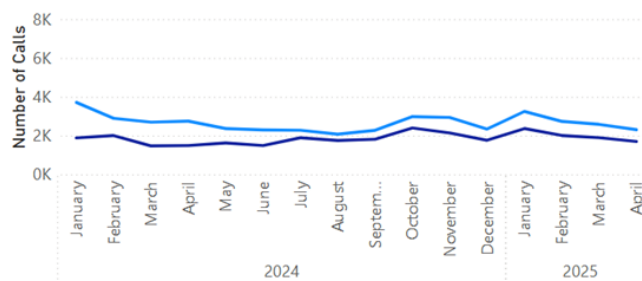
- Advice on food, fuel and finance
- Community hubs

Tenants' Forum (TF)



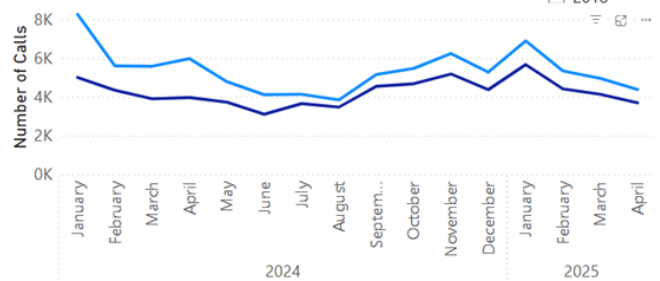
Existing Repairs

● Offered ● Answered



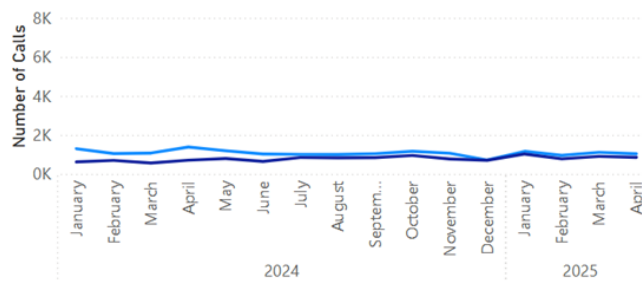
New Repairs

● Offered ● Answered



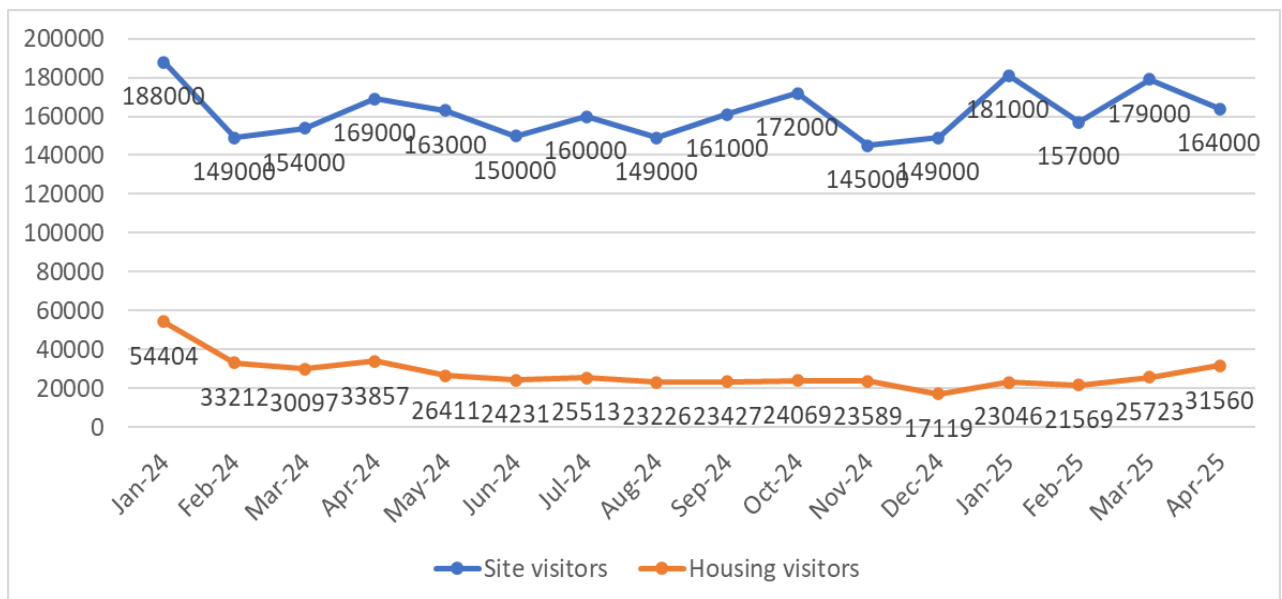
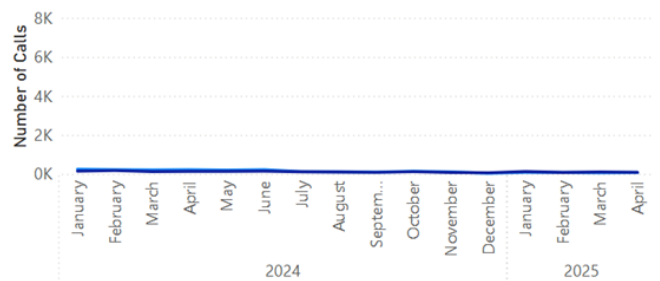
Housing General

● Offered ● Answered

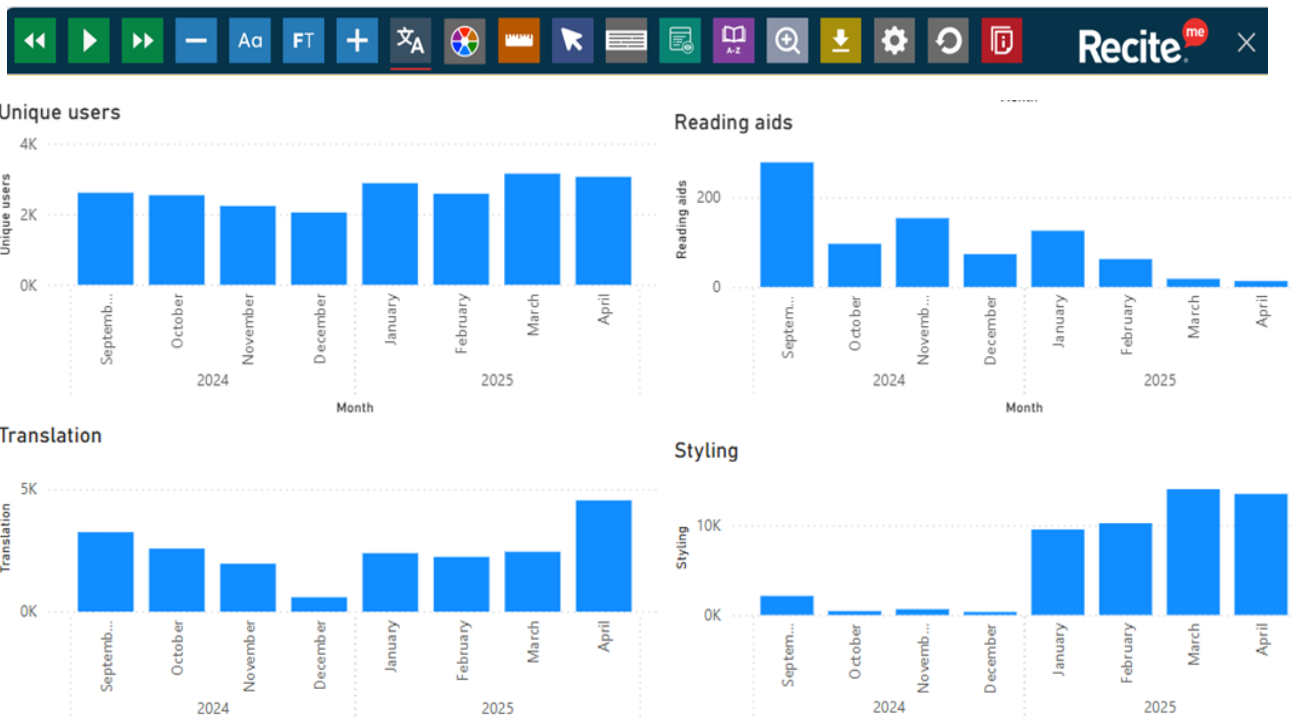


Homesearch

● Offered ● Answered



Accessibility tool – 1.37% visitors to the website use this tool



Development and Improvement

Hull City Council currently working on reviewing -

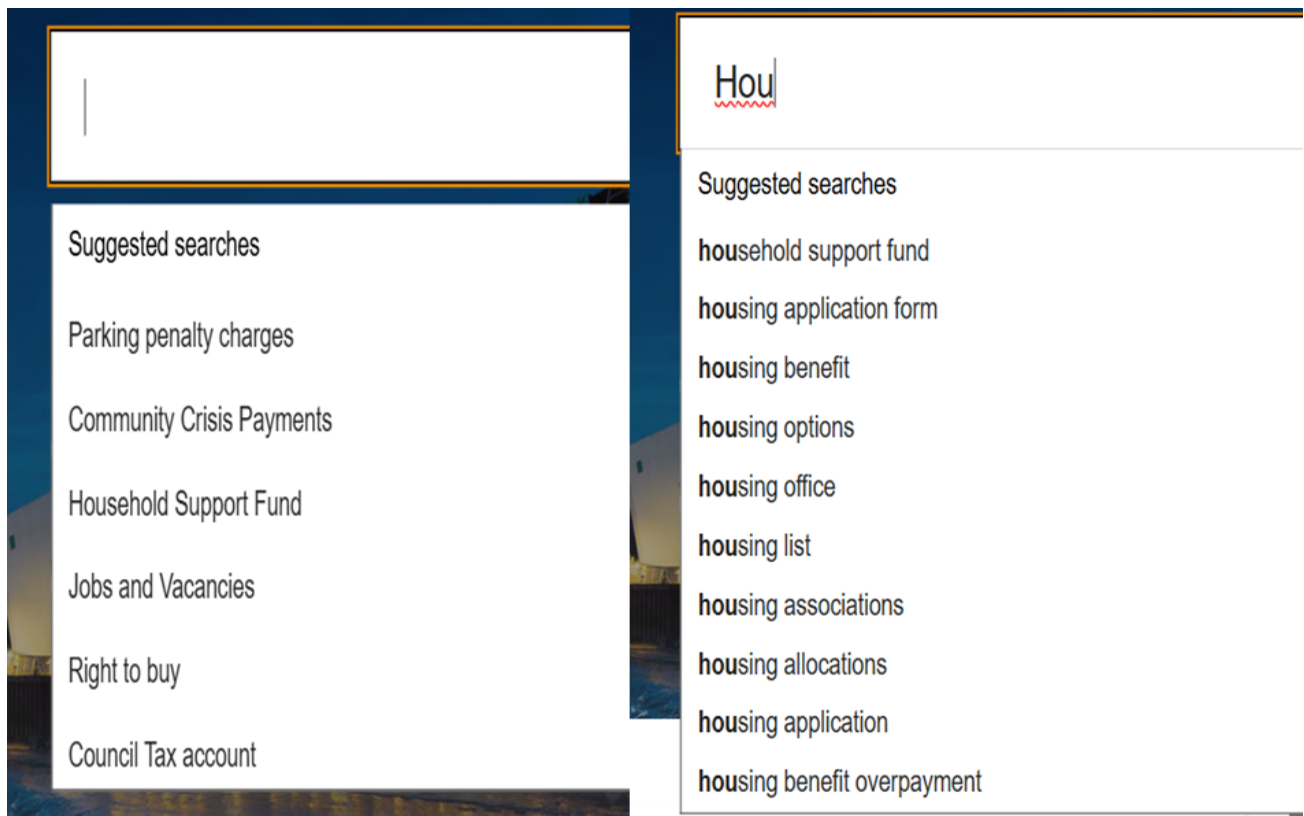
- Housing content on the website to make sure it is
 - providing accurate and relevant information
 - easy to find
 - easy to understand
- forms that are available to use that are within the Customer Account (not looking at the housing app or other housing systems)
- the structure of the housing section on the website, how pages are grouped together and the category names

As part of this work the Council is –

- meeting with tenants to look at their experiences when using the current site
- researching how other comparable authorities have developed their web content
- researching how other social landlords approach their web content

Tenants' Forum (TF)

- changing council's category landing pages to display the page listings in the most popular order
- added popular searches which display as soon as you select the search box. These are based on what users are searching for that day and are in addition to the suggested search terms



Hou

Suggested searches

household support fund

housing application form

housing benefit

housing options

housing office

housing list

housing associations

housing allocations

housing application

housing benefit overpayment

Suggested searches

Parking penalty charges

Community Crisis Payments

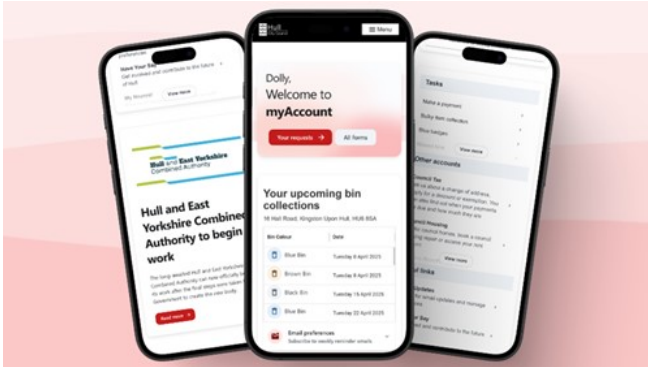
Household Support Fund

Jobs and Vacancies

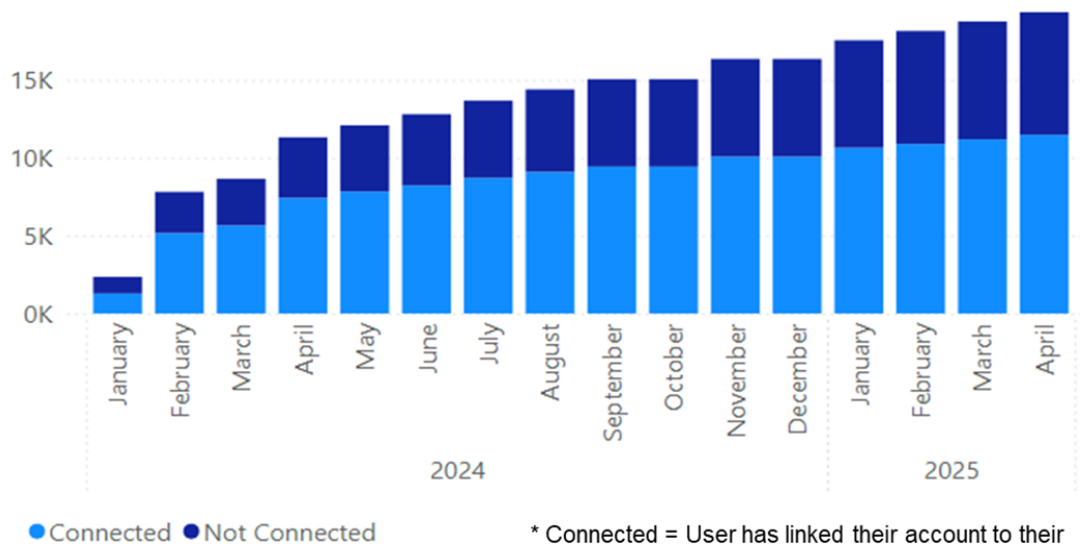
Right to buy

Council Tax account





Registered myHousing Users



* Connected = User has linked their account to their tenancy or application

Community Hubs/CSCs

There are currently 3 Customer Service Centres and 12 locally accessible Community Hubs across the city. List of Community Hub is included in this edition on page numbers 52 — 53.



Advice in the Community: Right place, Right time



Advice in the Community: We are Here to Help

Helping residents get the advice they need in the way that's right for them by joining up partners with services.

Officers facilitate bringing together key services together - tailored to the community and data led:

- Trauma Informed
- 'While you are here'
- Working in Partnership
- Complimenting not duplicating



Advice for Communities: Online Help



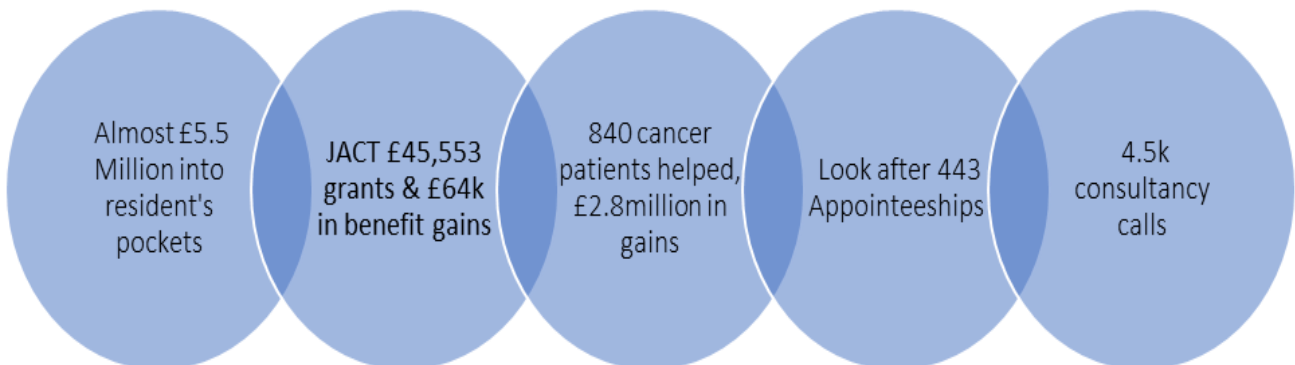
Advice in the Community: [HSF Money Matters](#)

The vouchers have been a lifeline for some of the service users, for others it has given them breathing space with bills. For others it has eased the pressure when the winter fuel payments were cut.

The Money Matters training has enabled staff to develop a greater understanding of the support available in the wider community and strengthened our partnership with Hull and East Riding CAB in particular. It also increases the potential to work in partnership with other local organisations such as Forum, Hull CVS and the Hull City Council Community Hub initiative.



Advice in the Community: [Welfare Rights](#)



Advice in the Community: [Refugee Integration Service](#)

The **Refugee Integration Service** supports people living in Hull who have recently been recognized as a refugee.

The team also support guests and hosts under the Homes for Ukraine scheme. Support provides access to services such as:

- Housing
- English skills –ESOL
- Access to banking
- Health and wellbeing
- Employability
- Universal Credit



Advice in the Community: Commissioned Services

Community Navigators work with individuals to improve their health, wellbeing and social networks.

Based in community settings across Hull, the team provide one-to-one, face-to-face support.

Link residents up with groups and activities to support wellbeing

Teams work in a holistic way that considers individuals' needs, goals and existing networks.

Contact the team to find out more

- Telephone - [01482 259 956](tel:01482259956)



Citizens Advice, Hull & East Riding provides free, independent, confidential, and impartial advice to individuals facing a range of problems. They offer advice and support on issues such as debt, benefits, housing, employment, and consumer rights.

Advice can be accessed by drop in at the Wilson Centre & many community venues by appointment (plus phone & email).

Advisers can help with benefit checks, completing complex forms, and negotiating with third parties



The officers encouraged volunteers to provide feedback on how Hull City Council can improve the Customer Access Service, and they also responded to queries raised by the volunteers.

16th June 2025

Damp, Mould, Stock Condition Survey and Enviro AC

The Head of Service (Contracting and Investment), Maintenance & Improvement Manager and Project Surveyor attended the TF and delivered a presentation on damp, mould, Enviro AC and Stock Condition Surveys. The officers touched on following topics during their presentation: -

A stock condition survey is *a visual inspection of a property (internal and external) to ascertain age, condition and potential hazards / maintenance*

It is:

- Conducted by a qualified surveyor
- Part of a rolling 3–5-year programme
- An essential aspect of social housing management

Stock Condition Surveys - Why are they Important?

Social Housing Regulation

Health, Safety & Welfare of Tenants

Stock Condition Surveys

Asset Management & Stock Maintenance

Stock Condition Surveys – Regulation

Social Housing Regulation Act 2023

Consumer Standards: Safety & Quality Standard

Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants

Stock Condition Surveys – Health & Safety

Social Housing Regulation Act 2023

Consumer Standards: Safety & Quality Standard

When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas

Assessed through Housing Health & Safety Rating System (HHSRS) – a rating system used to assess hazards such as risk of fire, falls, electrical issues etc.

Stock Condition Surveys – Asset Management & Stock Maintenance

Management and maintenance of data about all our homes, and using that data to inform:

- Annual capital investment programme(s) ~£80m+
- Improvement programmes such as bathrooms, kitchens, energy efficiency works etc.
- Decent Homes Standard
- Maintenance (repairs) requirements

And to ensure a central, robust record is kept of all homes which can be added to as new social and affordable homes are developed as per targets

All of which means holding an up to date, comprehensive record of all Council homes, on housing's main IT system – *fed by the results of stock condition surveys*

“Know your tenants, know your stock”
Regulator of Social Housing



Hull City Council's Approach

- Stock Condition Surveys to be carried out across all stock over 3-5 year rolling programme
- Aim to complete 6000-8000 surveys per year
- Combination of internal (Council) surveyors and external supplier
- Procurement exercise now complete and local Hull-based supplier appointed – *Enviro AC*

How far have we got?

- Surveys (inside & outside of property) completed since 1st Sept 2024: **3,385**
- Percentage of total stock surveyed: **15.5%**

Housing Service Needs Volunteers' Help

Access Issues

No access and / or tenant refusal remains a problem:

- Almost 2,000 surveys have **not** happened due to no access or tenant refusal
- Affects stock maintenance, future planning, health and welfare of tenants

Please help spread the word that:

Stock condition surveys are

- Brief and hassle-free
- Carried out by certified professionals
- ...there to put the health, safety and welfare of tenants first and foremost – *if we don't know there's a problem with someone's home, we can't put it right*

An officer explained the background of Awaab's Law and informed the TF that from October 2025 to investigate and fix damp and mould there is legislative timescales.



Consultation = Legislation

	<p>Inspect the home within 14 days</p>
	<p>Outcome letter to the customer within 48 hours.</p>
	<p>Works to commence within 7 days ie. Clean/treat, other work.</p>

Officer explained moving to future process

Points for action/consideration:

1. Competent and qualified person – Inspection – Roles and responsibilities.
2. Communicating with customer within timescales.
3. Resource for reinspection (potentially 3 and 12 months)? What will this equate to?
4. Access procedure
5. Communications to customer – leaflet

Actions for prevention

Ventilation Programme

- 16,000+ properties in 2-3 years
- 32,000+ Fan Installations City Wide.



Why they are being fitted

- Reducing Health Risks
- Prevent Damp and Mould
- Remove Condensation automatically improve indoor air quality
- Compliance with Awaabs Law
- Meeting the Decent Homes Standard

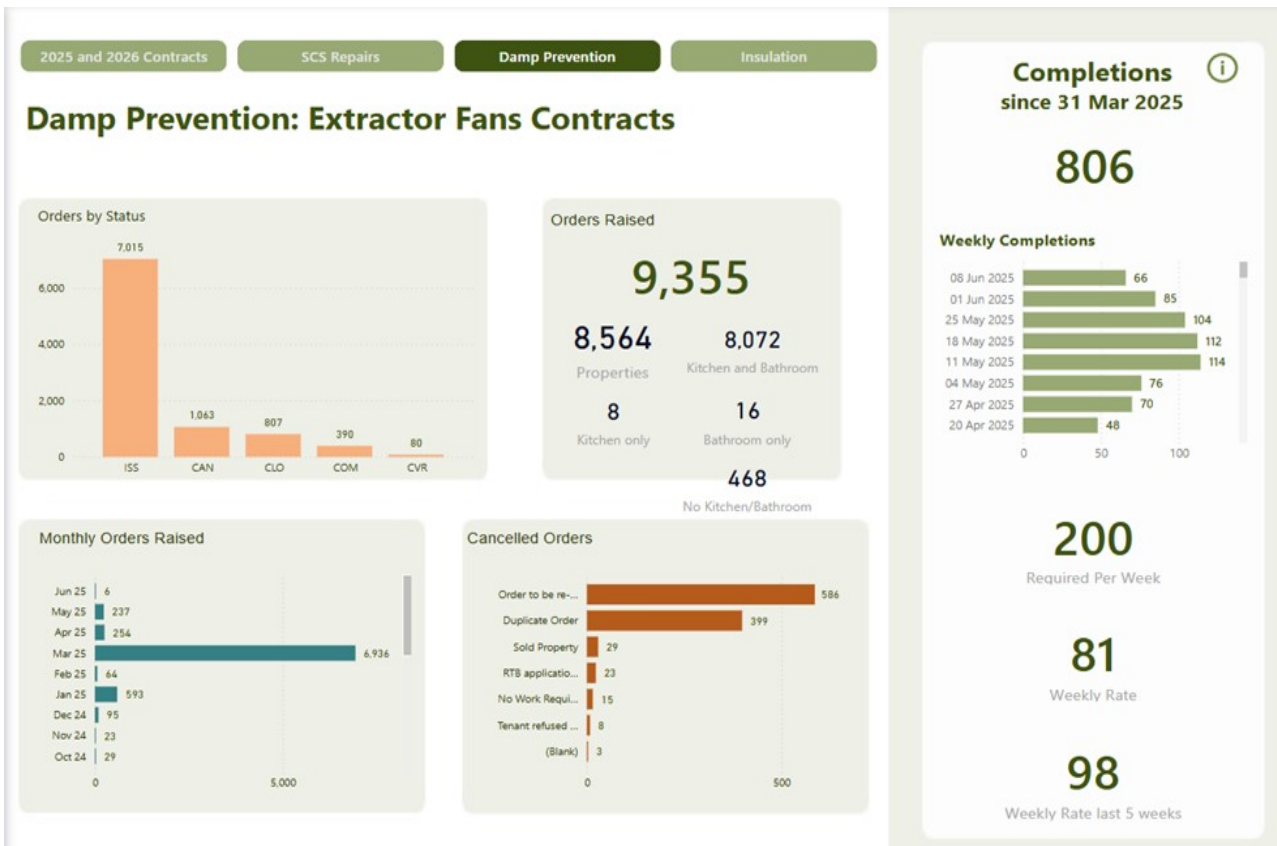
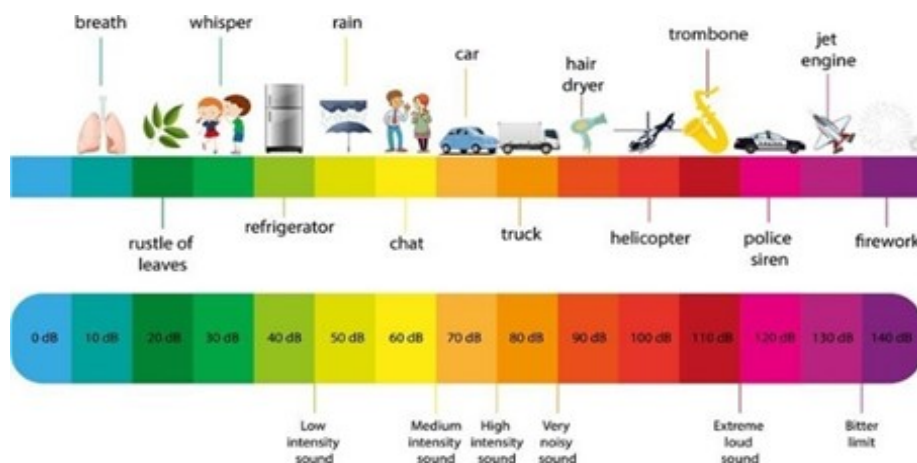
Tenants' Forum (TF)

How the fans work

- The fans are designed to help ventilate and prevent condensation in your home.
- The fans continuously monitor air quality until humidity is detected.
- They automatically increase speed until the humidity has reduced, then the fan will then decrease in speed and continue monitoring the air quality.
- The fans are very quiet even when running at both the low and fast speed.

Which rooms

- Kitchen
- Bathrooms
- W/C
- Utility's
- Wet Room



24th June 2025 Building Safety

The Building Safety Manager delivered a presentation on Building Safety. She mentioned that the Grenfell Tower fire took 72 lives in June 2017 and had a huge impact nationally. It played a role as a catalyst and brought significant building safety reforms in the UK. She explained the Fire Safety Act 2021 and Fire Safety Regulation 2022

Fire Safety Act 2021

- Strengthen fire safety responsibilities following Regulatory Reform (Fire Safety) Order 2005
- Applies to all multi-occupied dwellings, sharing a communal area with two residential properties
- Requires fire risk assessments to include doors and external walls, including balconies

Fire Safety (England) Regulations 2022

- Came into force January 2023
- Fire safety instructions to residents of all multi-occupied flats, including:

- How to report a fire
- What to do if a fire occurs
- Information on fire doors

Residential buildings above 11m+ or 5 storeys

- Annual fire door checks to flat entrance doors
- Quarterly fire door checks to communal fire doors

High-rise buildings 18m+

- Install wayfinding signage
- Provide building layout plans
- Secure information boxes
- Information on external cladding systems



Building Safety Case reports

- Required for all high-rise buildings and includes:

- Key Building Information
- Structural Information
- Services and utilities
- Fire Safety Information
- Resident Profiles
- Resident engagement strategies

Structural Surveys



Construction type, roofing and wall insulation, fire compartmentation



Surveys completed to Great Thornton Street and Cambridge Street blocks



Muswell Court, Bayswater Court, Padstow House and Gatwick House to be completed this financial year



Remaining blocks to be completed 2026.



Resident Profiles

The manager explained key information Housing Service collect the information about people living buildings: -

- Age groups (e.g., elderly, children)
- Language needs (e.g., non-English speakers)
- Disabilities or health conditions
- Communication preferences
- Household composition

This information helps building managers and accountable persons tailor safety communications, evacuation plans, and engagement strategies to the actual needs of residents

Resident Engagement Strategies

- Actively involve residents in managing and understanding building safety
 - Promote transparency
 - Ensure residents understand how their building is managed and maintained
 - Share clear, accurate and accessible information
 - Foster a shared responsibility for fire and building safety
 - Encourage safe behaviours
 - Enables two-way communications
- City-wide generic engagement strategy produced available on Hull City Council website
- Individual documents to be produced within the next 12 months, surveys will be sent to all residents, it is important residents respond.

City-wide Building Safety
Resident Engagement
Strategy for High Rise
Buildings



 Hull
City Council



What have team done so far

Carried out highest level fire risk assessments to all high-medium and sheltered blocks of flats

Fire risk assessments commenced on low-rise blocks to be completed this year

Developed building safety team

Completed five structural surveys

Produced generic resident engagement strategy

Developed programme of fire door inspections

Installed wayfinding signage

Produced block plans

Gathered resident profile information

What do we still need to do

Update	Fire safety leaflet
Produce	Individual resident engagement strategies
Complete	Structural surveys to remaining high-rise blocks
Undertake	Training internally to carry out fire door inspections
Develop	Competence of staff and contractors working in high-rise building
Develop	Community engagement hubs to high-rise blocks

How to contact us



Buildingsafety@hullcc.gov.uk



Housinghighriseteam@hullcc.gov.uk



Telephone Housing high rise team
616108

24th June 2025 Housing Tenancy Manager

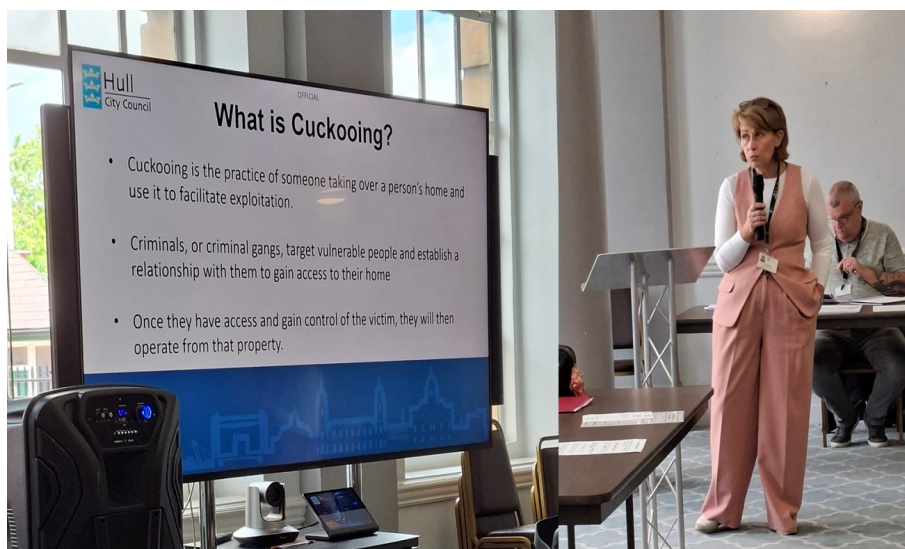
The Housing Tenancy Manager delivered a presentation on cuckooing. She explained what Cuckooing is, who is at risk of being exploited, signs of Cuckooing, how Cuckooing is currently considered and provided an update regarding Government Legislation.

What is Cuckooing?

- Cuckooing is the practice of someone taking over a person's home and use it to facilitate exploitation.
- Criminals, or criminal gangs, target vulnerable people and establish a relationship with them to gain access to their home
- Once they have access and gain control of the victim, they will then operate from that property.

What are the types of Cuckooing?

- Using the property to deal drugs
- Using the property for sex work and human trafficking
- Taking over the property to financially abuse the tenant
- Using the property to store weapons
- Taking over the property as a place for them to live.



Signs of Cuckooing

- New and unknown people in the property and the property regularly changing residents
- More people than normal entering the property who may arrive and leave at unusual times
- A possible increase of anti-social behaviour in and around the property
- Suspicious items in the property, e.g. multiple phones, drug paraphernalia
- Unexplained presence of cash or valuable items. Conversely, valuable possessions disappearing or in a state of disrepair.
- Concerns the inhabitant of the property hasn't been seen in a while
- The inhabitant is associating with new unidentified people who are often present in their home
- Changes in their appearance – either wearing more expensive clothing or appearing unkempt
- Disengagement with support and/or healthcare services

Dealing with Cuckooing

Hull City Councils Housing Service as a responsible landlord work in partnership with the Neighbourhood Nuisance Team, Social Services Safeguarding Services, Police & Probation Services to resolve incidents of cuckooing.

If you suspect or know of anyone who is being cuckooed, it is important to report this to the Police who can then begin a multi-agency approach to tackle the issue.

[County Line](#) [Humberside Police](#) [Report a crime](#) | [Humberside Police](#)

Update in Legislation

In February 2025 Government announced two new offences

- i. Child criminal exploitation
- ii. Cuckooing (Home Takeover)

23 June 2025: Publication of Crime & Policing Bill:

Child criminal exploitation, cuckooing (home takeover) and coerced internal concealment factsheet.



Tenant and Residents Associations' (TARAs) Update

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 (TPT), who support them in finding a resolution 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 TPT a ring to discuss this further.

Bayswater Court TARA

The TARA has met twice this quarter with Councillors and Tenant Participation Officer (TPO), hosting 2 Pop Ins. Residents were invited to discuss and raise concerns about the block and related issues, such as:

- Anti-Social Behaviour
- Building Safety Intrusive Surveys
- Dogs in flats
- Buses on the estate used by residents
- Use of laundry room
- TARA activities for 2025
- Tenants' Garden Competition entry

The TARA also hold social activities, including, gardening club, dominoes and a library club.

<https://www.facebook.com/groups/bayswatertara>

Dorchester Road and Midmere Avenue Association

The group have met 3 times during this quarter with Councillors present and a TPO discussing the following issues:

- Highways issues, parking
- Anti-social behaviour
- Streetscene including fly_tipping, grass cutting and other neighbourhood issues
- Ward budgets and Councillor updates
- Estate Walks with Councillors

Great Thornton Street (GTS) TARA

The group has met twice during this quarter and discussed the following:

- Behaviour in the blocks on GTS
- Rough sleepers
- HFO working
- Litterpicking
- Repairs

The group have continued to work in the communal garden also received 2 raised planters from Environmental and Management Solutions Hull Ltd and Hull Prison Service.

<https://facebook.com/groups/gtstara>



Muswell Court TARA

The group has met 3 times in the last quarter with Councillors present and a TPO, including its Annual General Meeting (AGM). The group discussed the following issues affecting them:



- Election of the Committee
- Use of the laundry room
- Building Safety Intrusive Surveys
- Parking and garages
- Community Garden
- Activities for the group
- TARA entry into the Tenants' Garden Competition

The group also received 2 raised planters from Environmental and Management Solutions Hull Ltd and Hull Prison Service for their use in the secret haven garden.

Women's Voice of Thornton Estate Tenant and Resident Association (WV) TARA

The Women's Voice TARA were very busy during this quarter. The WV committee have met 5 times to plan activities and arranged a general meeting. The TARA now have their Safeguarding Adults and Children Policy, and in April they secured £9460 through Recovery Fund from Ministry of Housing, Communities and Local Government. WV will run following activities during 2025 – 26 through this funding: -

- 4 cultural events

- 24 Cooking sessions
- 24 Art and craft sessions
- A coach trip out of Hull

The WV TARA have started a Cooking Club, and they arranged two cooking sessions on 4th June (11 ladies attended) and on 11th June (20 women participated). All of them cooked food from different countries and they enjoyed cooking and eating together which creates a sense of community spirit. All the participants requested to arrange more sessions in future.

4th June 2025



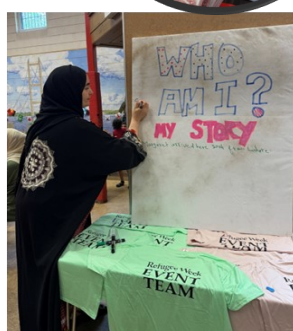
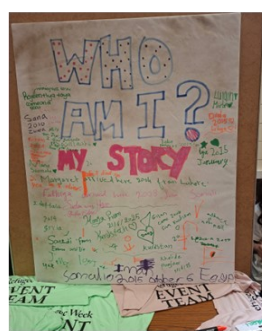
11th June 2025



The WV TARA arranged a cultural get together event to celebrate the Eid festival, and the event was open to all communities, cultures and faiths to celebrate this festival with them. 205 women and children from different backgrounds and ethnicities participated in this event. To entertain the children, the TARA arranged different games and activities for children i.e. musical chairs (separately for boys and girls) and winners were awarded with the prizes. Two art and craft tables were set for boys and girls, and they also arranged henna tattoos and face painting. All the women enjoyed biryani with salad and the children enjoyed their beef burgers with chips cooked by the volunteers. After the food, all the participants enjoyed peach ice cream and Kurdish tea. At the end of the event all the children received party bags. It was a very entertaining and colourful day; all the participants were very delighted.



The WV TARA arranged a diversity event on 21st June in relation to Refuge Week, the title of this event was “Who am I – My Story”. More than 150 women and children attended the event, and many of the participants attended in their cultural clothes which were very stunning and brought vibrant colours to the event. They displayed souvenirs from their countries to demonstrate their cultures, and they also decorated the hall with the flags from different countries. They shared their stories, why they left their own countries, and their experiences living in the UK. The members of the WV TARA cooked very tasty food and sweets from their cultures. They played cultural folk songs and danced with their national flags. A local Ward Councillor and Police Community Support Officers (PCSOs) attended the event.



The WV had their general meeting on 18th June. A Senior Tenancy Officer (STO) and PCSO, along with a Tenant Participation Officer, attended the meeting. There were 20 women at the meeting.

The Chair of the WV TARA attended the Tpas member Regional Conference at Dewsbury in April along with TPOs & other volunteers. 9 members of the WV TARA also attended the Housing 2025 conference in Manchester.

The WV TARA received a Tpas Engagement Hero's Award at the Tenants' Forum (TF) in May, and members of the WV also received various training certificates at the TF.



Members of the WV TARA attend the TF and TARA Forum on regular basis. They are planning to carry out litter picking and an estate walk in July.

The WV TARA are also on Facebook!
Search "Women's Voice TARA" or visit
<http://facebook.com/groups/womensvoicetara>

Proposed New Tenants and Residents Associations (TARAs)

During this 1st quarter, the Tenant Participation Team have leaflet dropped the Spring Bank area to gauge people's opinions on whether they would like to see a TARA in their area. So far 7 people have suggested that there should be one, so going forward, an initial meeting will be held to move forward with the group.

Also, a leaflet drop was carried out by TPO's in Newtown Court to gauge people's opinions on whether they would like to see a TARA in their area. So far 2 people have expressed an interest.



Multi Storey Living Project Group

The Multi Storey Living Project Group have continued to meet monthly to discuss issues and updates related to high and low-rise flats in the city.

In April the group received an update on service provision from the Building Safety Manager. She spoke to the group about the work the team had been carrying out in all high-rise blocks across the city to make sure they are up to standard.

In May, the group received a presentation on recycling pilots from the Strategic Development Manager. The presentation was well received, and more updates will follow during the 6-month pilot, with Officers providing their next update in October.

In June the group received a presentation on Allocations from the Housing Access Manager. The presentation covered all general aspects of allocations and how the system works. This gave members of the group a better understanding of processes and what was involved in allocations from start to finish.

Presently we have 4 block champions who meet with Tenant Participation Officers (TPO's) to carry out communal area flat inspections throughout the city, we also have 19 block champions, who carry out inspections unassisted. This has resulted in some positive outcomes and has brought attention to areas of concern. Results are recorded on a performance app called Photobook that is fed through to building cleaning.

From April 2025 block champions have carried out 51 low-rise inspections, raised 70 service requests and delivered 238 block champion leaflets. For the high-rise block 3 inspections have taken place this quarter.

Local Area Champions

Local Area Walks and Litterpicking

Our Local Area Walks programme is still going strong with the intrepid volunteers out and about weekly and monthly, checking areas for a wide range of issues. The Local Area Champion programme has 78 participants, who are

happily recording issues at their own pace and reporting them to Officers. We regularly put campaigns for Local Area Champions on X (formally Twitter) and on Facebook to gauge interest. The Tenant Participation Officer is also visiting community centres and other external agencies to promote the Champion program.

Here is the April to June 2025 summary of what has happened:

Local Area walks this quarter

Number of assisted Local Area Walks carried out = 18

Number of solo walks carried out = 17

Service requests raised this quarter

Number of assisted service requests raised = 0

Number of solo service requests raised = 38

Gardens needing attention sent to Housing Tenancy Managers = 4

Tidy garden letters sent out = 53

Litterpicking

Again, the momentum for this activity is still very strong 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 litter picking in their areas. This has created some great community spirit and helped build some strong friendships along the way. The data collected is also fed into the Council's climate change agenda.

Number of litterpicks carried out this quarter = 25

Bags of litter collected for this quarter = 315

Number of bags of litter to recycling for this quarter = 146

Total for this quarter is 461 bags combined, equating to 2.31 tons collectively.

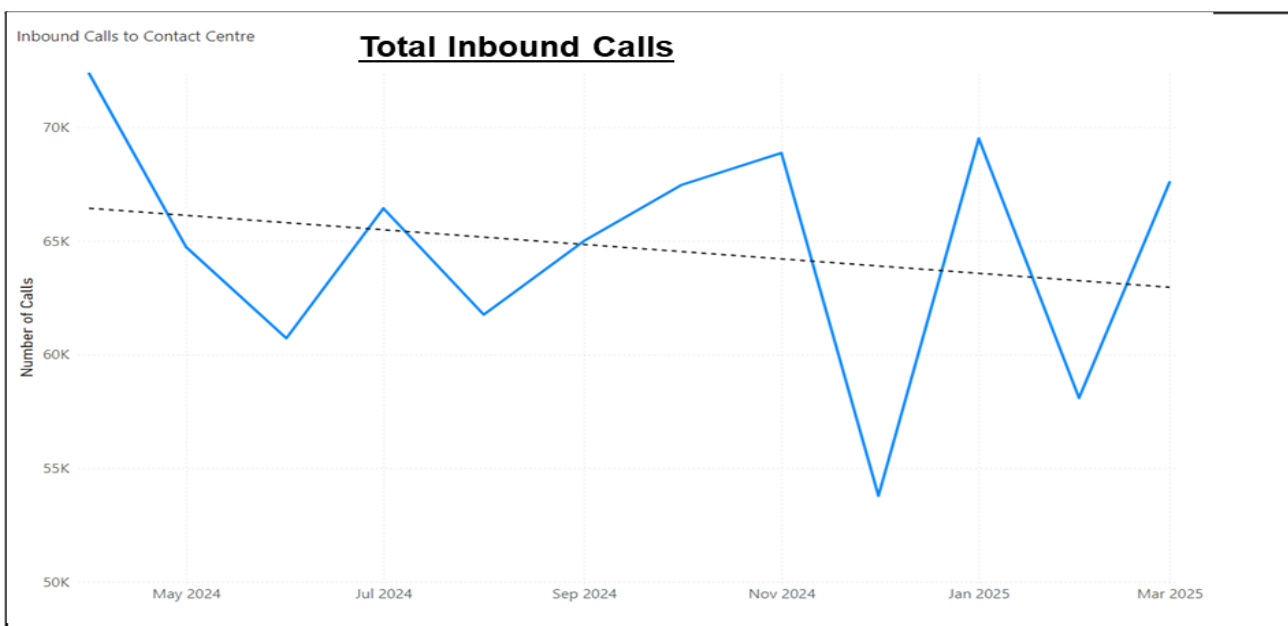
Customer Access Focus Group

The Customer Access Focus Group met in April to receive presentations and updates from the Customer Operations Manager, Business Change Manager, and the Business Planning Manager.

Key points taken from the presentations are:

- The number of inbound calls is continuing to decrease. There have been some spikes in recent months, but this is in line with seasonal trends. The types of calls coming into the call centre are changing too.
- Average Waiting Times are gradually decreasing for both general calls and Housing related calls.
- Overall Customer Satisfaction remains to be high and positive across the board.
- There has been a spike in footfall in January and March to The Wilson Centre, however this is in line with seasonal trends.
- Customer Services staff continue to visit Community Hubs across the city, aiming to visit centres which have other activities taking place.
- Overall transaction length with an advisor at a Customer Service Centre, or a Community Hub, is increasing, but this means that advisors are spending more time with customers to deal with their queries.
- The group were also informed about the survey which was sent out to residents at Bayswater Court and Great Thornton Street about the MSL TV Channel. The survey asked residents if they viewed the channel in the foyer or their home and asked what they liked about the channel and what could be improved. The results of the survey will help to determine the future steps of the channel.

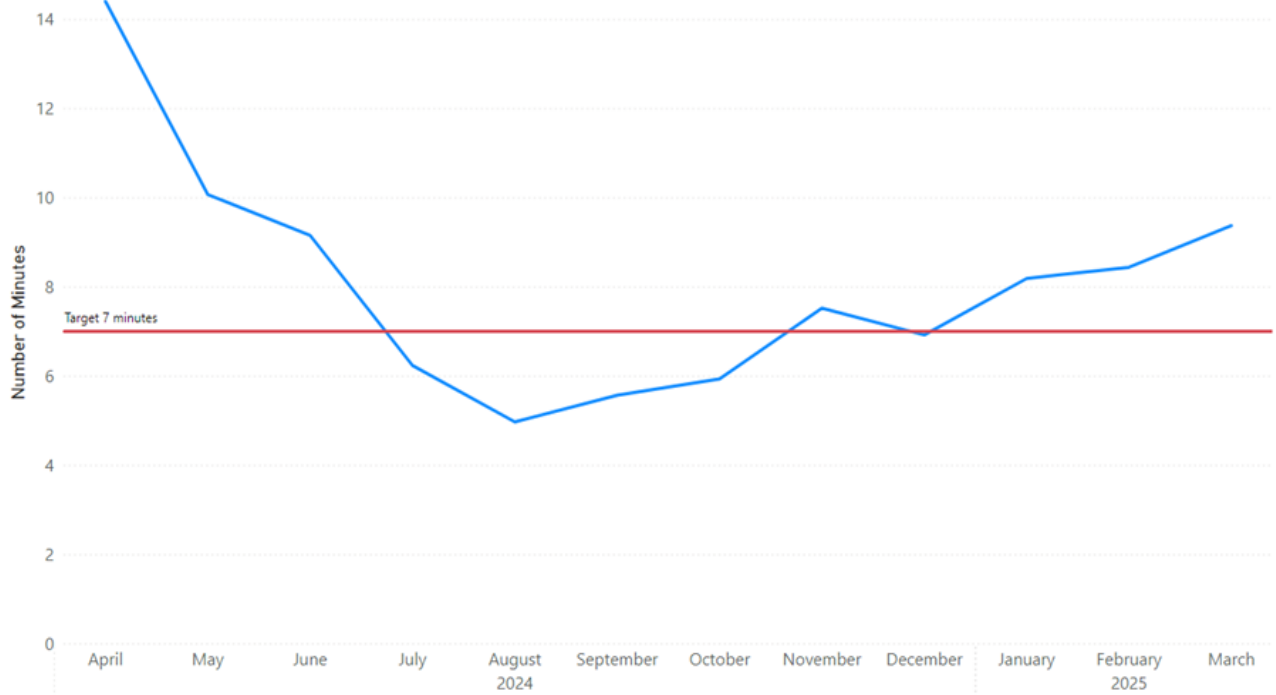
If you'd like to get involved with the group to look at the performance of the Call Centre, Customer Service Centres or the Community Hubs, please speak to a member of the Tenant Participation Team.





Average Wait Time (AWT)

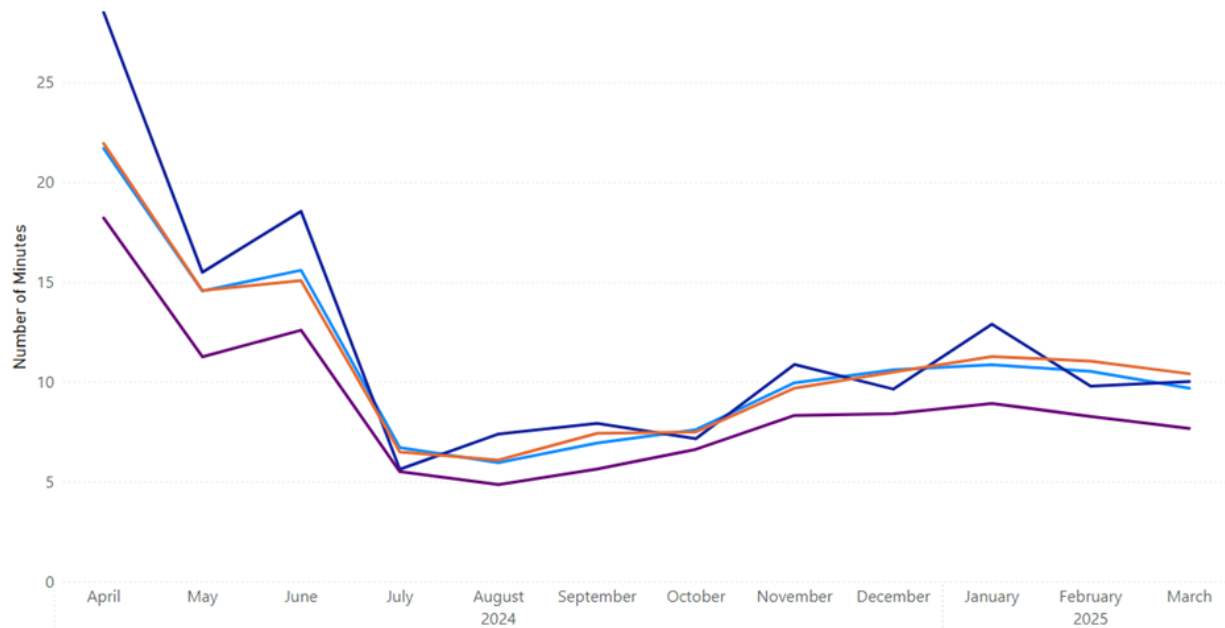
Average Wait Time



Average Wait Time – Housing

Average Wait Time (AWT) - Housing

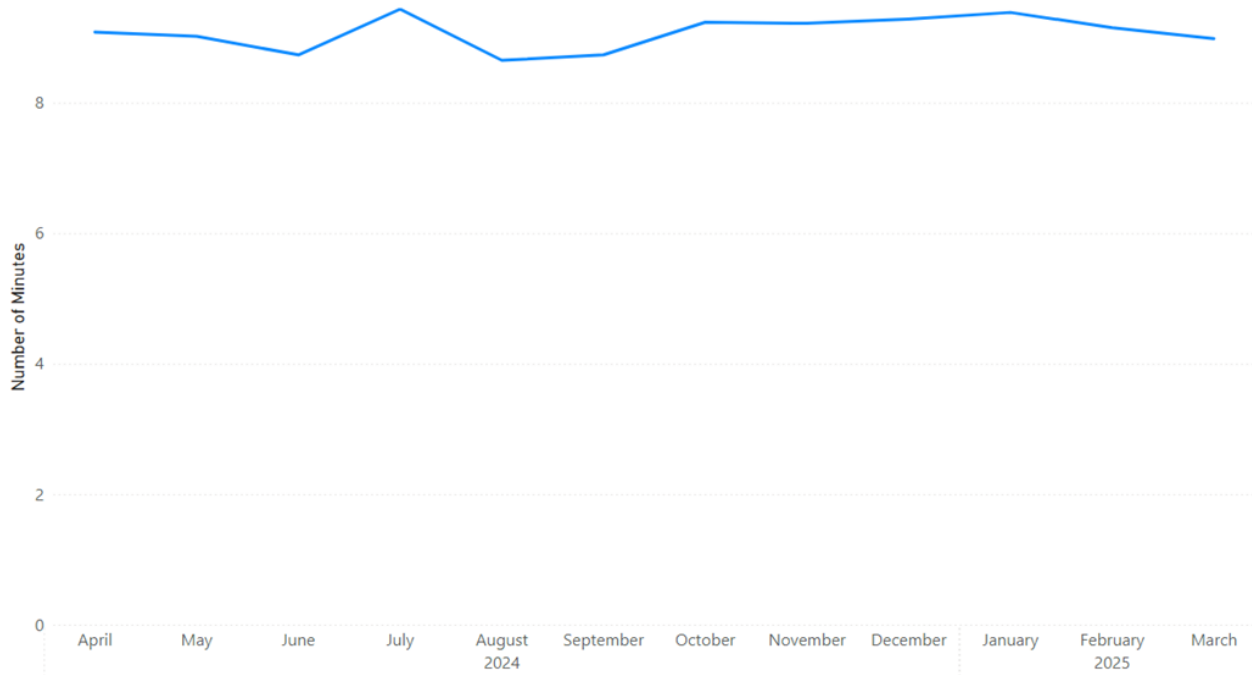
Existing Repairs ● Homeseach ● Housing General ● New Repairs





Average Handle Time

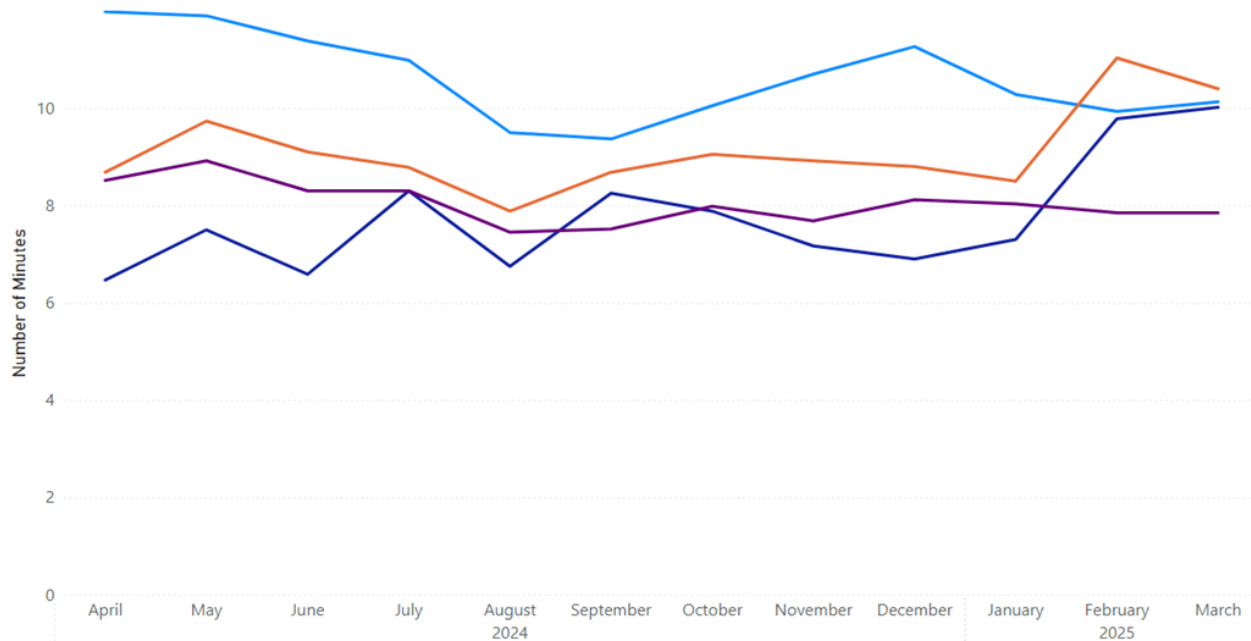
Average Handle Time (AHT)



Average Handle Time – Housing

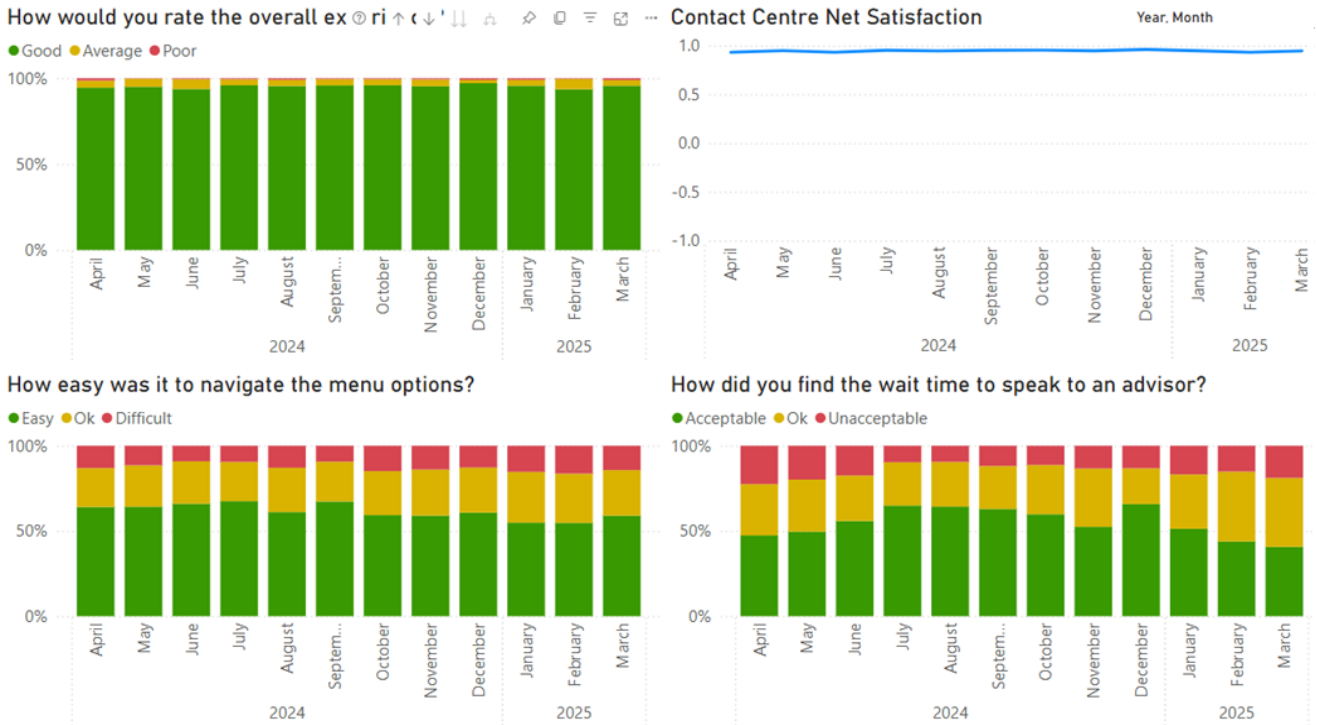
Average Handle Time (AHT) - Housing

Existing Repairs ● Homesearch ● Housing General ● New Repairs





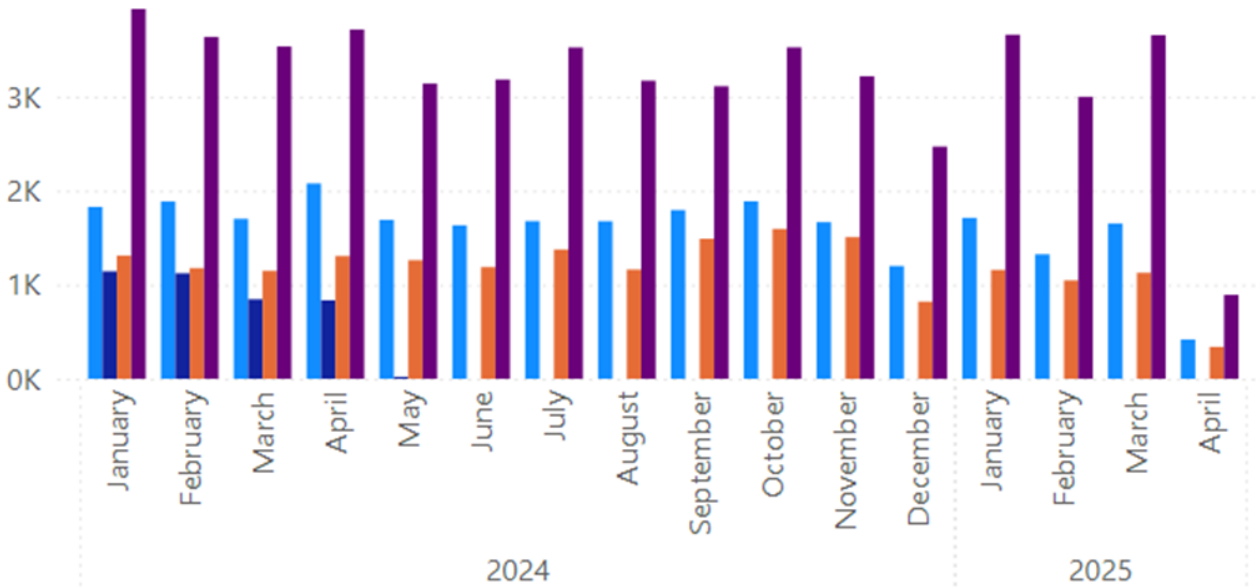
Overall Customer Satisfaction – Call Centre



Customer Service Centre Footfall

CSC Footfall

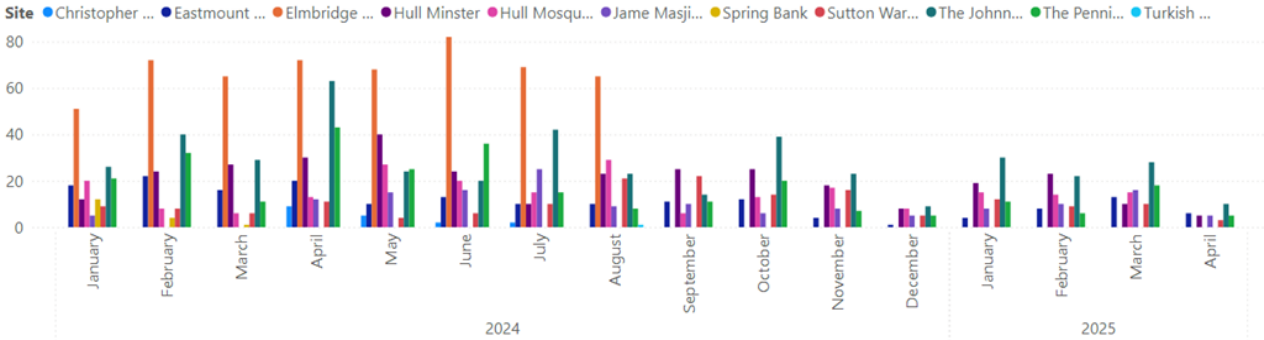
Site ● Bransholme ● Kenworthy ● Orchard ● The Wilson Centre





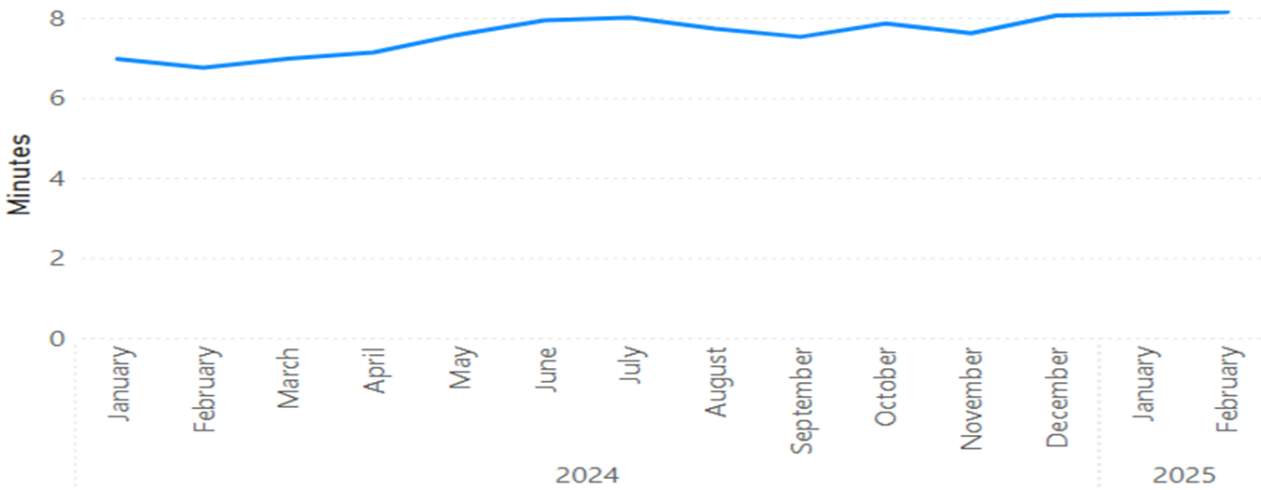
Community Hub Footfall

Community Hub Footfall



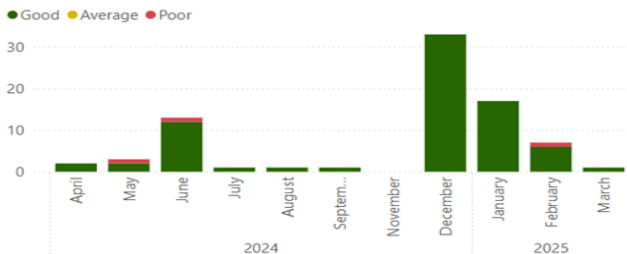
CSC & Community Hub Average Transaction Time

CSC & Hub Avg. Transaction Time

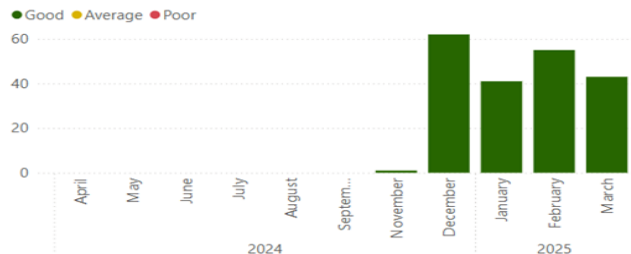


Customer Service Centre Satisfaction

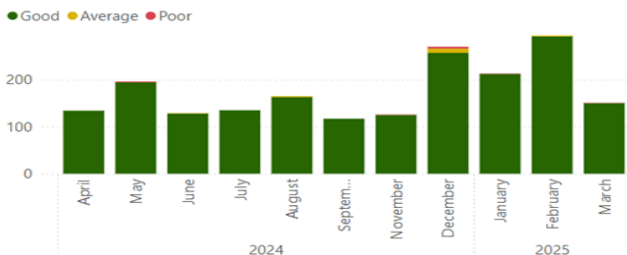
Bransholme Customer Feedback



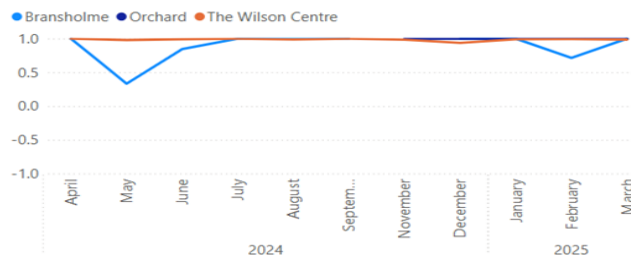
Orchard Customer Feedback



The Wilson Centre Customer Feedback



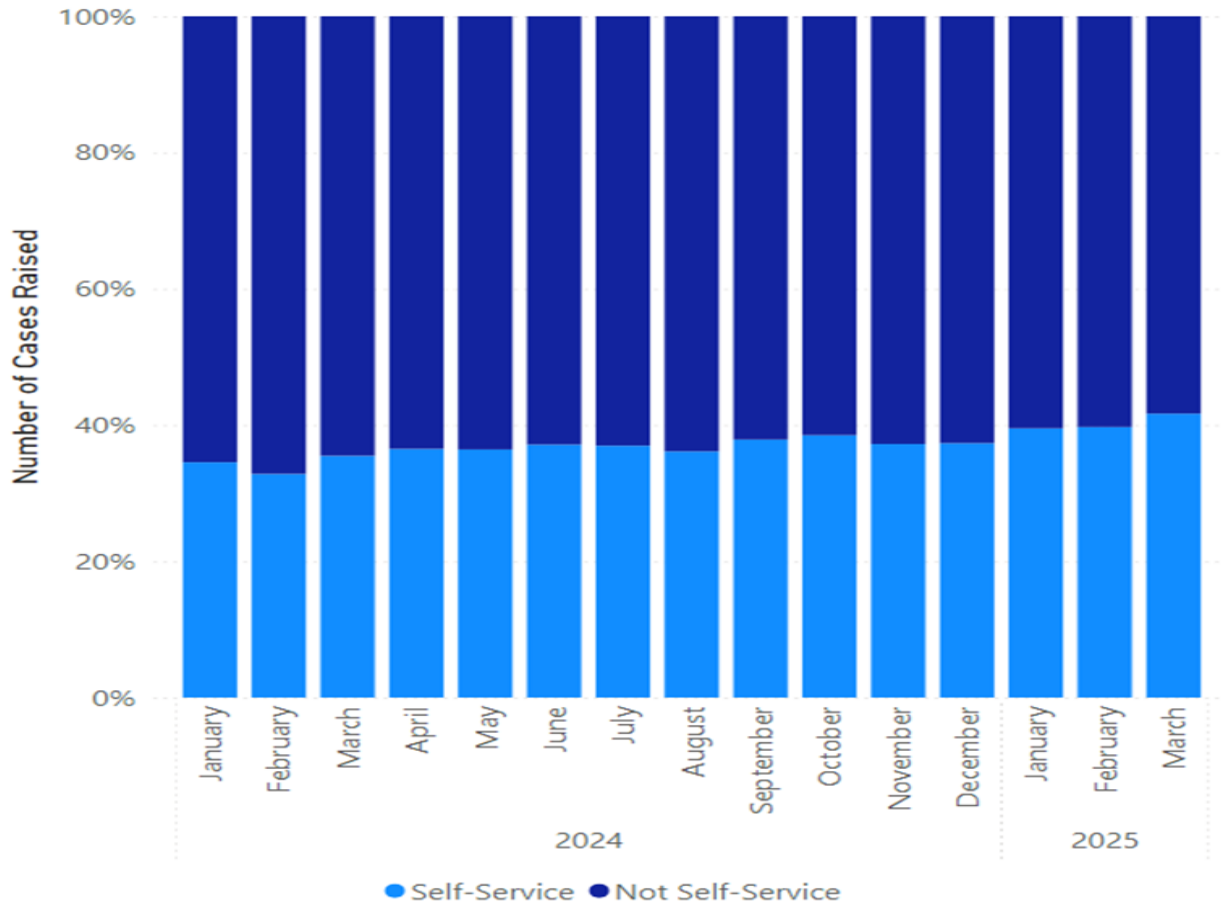
Face to Face Net Satisfaction





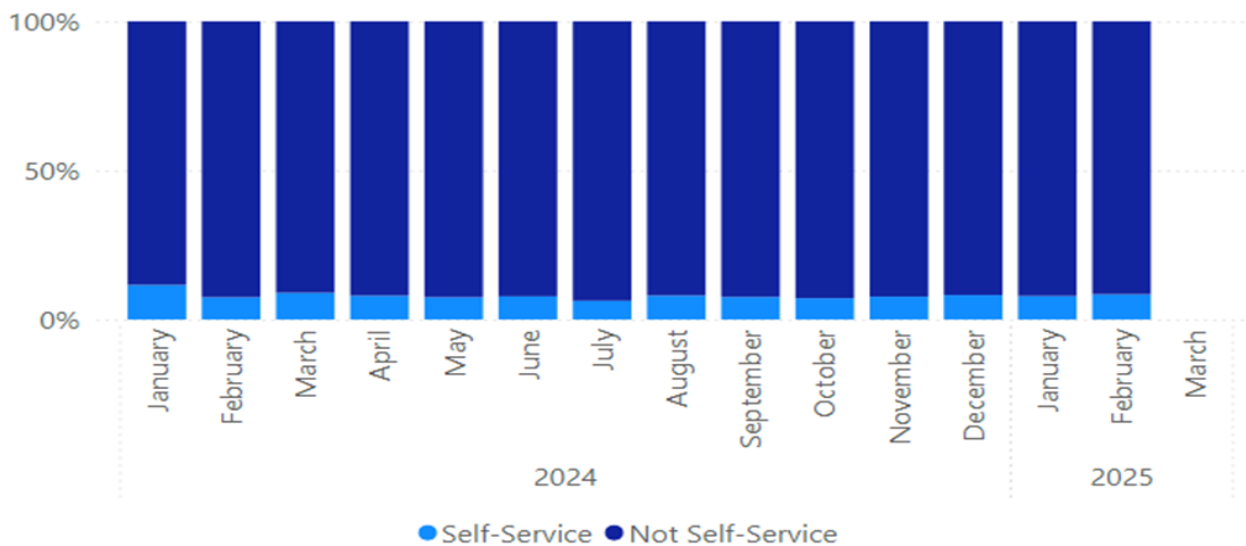
Online Cases Raised (via govService)

govService Cases Raised



Online Repairs Raised

Repairs Raised



Repairs and Maintenance Project Group

The Repairs and Maintenance Project Group met in May to receive updates on general repairs performance, as well as receive an update on Adaptations.

Since the last meeting of the group in March, the number of overdue repairs has improved. The Housing Service are working with KWL to identify what additional support may be needed with regards to Void Repair figures, and the group were informed about the new repairs priority categories that went live in June. The way tenants report repairs is staying the same, however the diagnosis tool will be updated to reflect the changes being made.

On the topic of Adaptations, regular meetings are being held between the Adaptations Team, KWL, and the Occupational Therapy Team to discuss completed surveys and to monitor progress.

If anyone is interested in joining the Repairs and Maintenance Project Group, please get in touch with the Tenant Participation Team.

The Publicity Project group

The Publicity Project Group continue to work hard to develop and produce the quarterly Hull Housing News newsletter. The Spring edition is now live, it has been posted to all homes and is available on the Hull City Council website and on social media. Previous editions of the newsletter can also be found on the website – search for Hull Housing News for more information.

In May we was sad to say goodbye to our Media and Marketing Officer who announced she would be retiring at the end of the month. On behalf of the group, it was a pleasure to work with her and she was a credit to the Hull Housing News. We look forward to working with the Media and Marketing Team to continue to produce future editions.



If you would like to take part in the Publicity Project Group meeting and have a say in what go in future editions, please contact the TPT.



Spring 2025 In this issue	
Hull to build 800 council homes	P 1
Chat with the Chair	P 2
Performance Focus	P 2
Ask Mark	P 3
Domestic abuse	P 4/5
Improving air quality	P 6
Right to manage	P 6
Hull and East Riding Combined Authority Mayoral election.	P 7
Money saving tips	P 7
You said ...we did	P 8
Forum dates	P 8

Web Review Session

Volunteers were invited to a focus group session in June to look at and review the Council's current Housing pages on the website. Officers from the Customer Experience Team presented what Hull City Council currently offer, and volunteers were asked to provide a list of what they like, what they don't like, and what could be improved for the future. In addition to this, volunteers were invited to browse websites of other housing organisations, again to see what they like, what they don't like, and what could be implemented on the Hull City Council website.

Web Review Session



“This Is my home campaign”

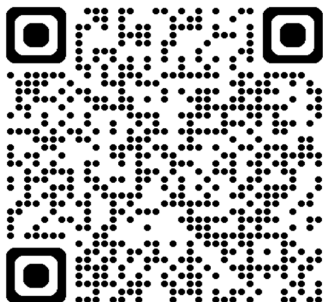
In line with the Stop Social Housing Stigma campaign, some of our members from the Tenants’ Forum Committee were involved in filming a short video reminding officers and operatives that when they enter our homes, they should be respectful, show identification and wear shoe coverings. This video has been shared with all Neighbourhood and

Housing Teams and KWL.

You can view the video by visiting

<https://www.instagram.com/reel/DL-HYmQNhVM>

or



by scanning the QR code





Volunteer Week from 2nd to 8th June 2025

Volunteer week is an annual UK wide campaign celebrating and recognising the contribution of volunteers. Throughout the week the Tenant Participation Team put a spotlight on some of the amazing work our volunteers get involved with to help make their community a better place on the social media sites.

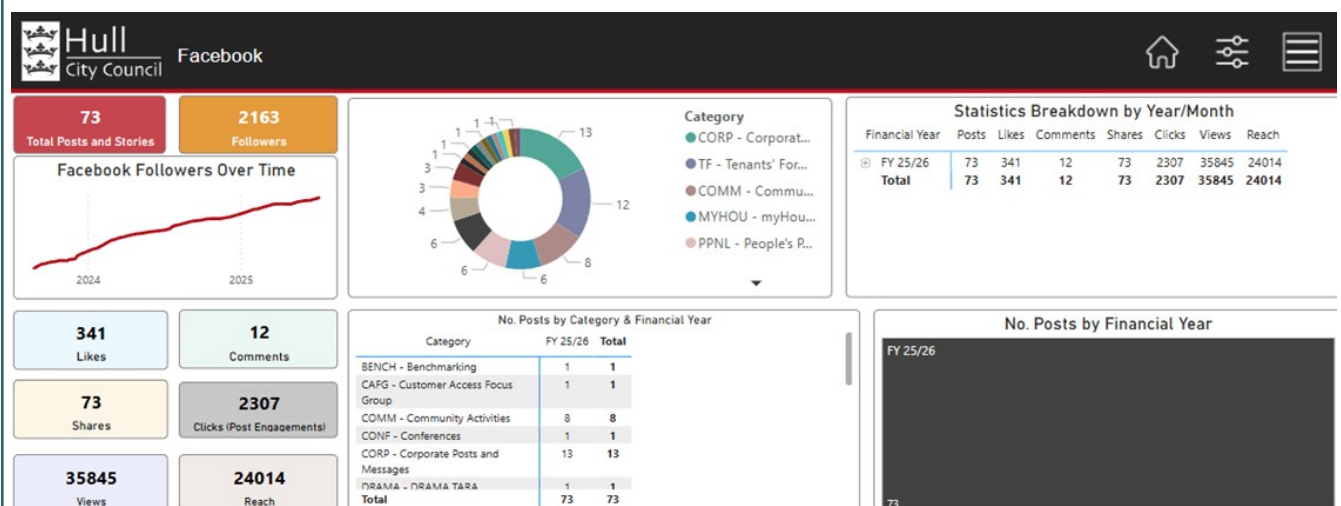
With the help of our Digital TPOs, some volunteers took part in a video to give advice to anyone thinking of becoming a volunteer.

You can watch the video on any of our social media platforms or by clicking here <https://www.instagram.com/p/DKheVicNEWL/>

Digital Communication Statistics

The Tenant Participation Team (TPT) continue to use digital methods of engagement to reach out and engage with both “Active” volunteers and the wider tenant and resident population.

Since the last edition of the Forum newsletter, the team have posted 73 times on Facebook, and posts have received 341 likes and 35845 views. Over on X, the team have posted 107 times, receiving 86 likes and 8540 views. The TPT have continued to upload posts, “reels”, and stories to Instagram, posting 35 times since the last newsletter. Instagram posts and reels have received a combined number of 128 likes and 1167 views.



Digital Communication Statistics



Hull City Council Instagram

35

Total Posts and Stories

69

Followers

Category
● TF - Tenants' For...
● RDSCE - Roadsho...
● CONF - Conferen...
● WVTARA - Wome...
● PROMO - Promot...

Financial Year	Posts	Likes	Comments	Shares	Saves	Views	Reach
FY 25/26	35	128	1	0	0	1167	818
Total	35	128	1	0	0	1167	818

No. Posts by Category & Financial Year

Category	FY 25/26	Total
BENCH - Benchmarking	1	1
CONF - Conferences	4	4
CORP - Corporate Posts and Messages	2	2
GTST - Great Thornton Street TARA	1	1
HHN - Hull Housing News	1	1
MSL - Multi-Storey Living Group	1	1
MUSW - Muswell TARA	2	2
Total	35	35

128	1
Likes	Comments
0	0
Shares	Saves
1167	818
Views	Reach

No. Posts by Financial Year

Financial Year	Posts
FY 25/26	35

Hull City Council X (formerly Twitter)

107

Total Posts and Stories

893

Followers

Category
● COMM - Commu...
● (Blank)
● CORP - Corporat...
● GRDTIP - Hints a...
● MYHOU - myHou...

Financial Year	Tweets	Likes	Replies	Retweets	Clicks	Impressions
FY 25/26	107	86	0	31	334	8540
Total	107	86	0	31	334	8540

No. Posts by Category & Financial Year

Category	FY 25/26	Total
COMM - Community Activities	42	42
CORP - Corporate Posts and Messages	6	6
GRDCOMP - Garden Competition	1	1
GRDTIP - Hints and Tips	6	6
Total	107	107

86	0
Likes	Replies
31	334
Retweets	Clicks (Post Engagements)
8540	4.98%
Impressions (Views)	Average Engagement Rate

No. Posts by Financial Year

Financial Year	Posts
FY 25/26	107

Hull City Council X (formerly Twitter)

107

Total Posts and Stories

893

Followers

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31	334
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8540	4.98%
Impressions (Views)	Average Engagement Rate

No. Posts by Financial Year

Financial Year	Posts
FY 25/26	107

You can follow the TPT on social media by visiting the below pages:

Facebook: **Hull City Council Housing**

X: **@HCCTPT**

Instagram: **@HCCTPT**

The Tenants' Forum Minutes are available on Hull City Council's website, as are recent editions of the Tenants' Forum Newsletter. As time goes on, further editions will be published, allowing anyone to view what goes on within Tenant Involvement in Hull.

myHousing App Drop-In session

One of the Digital TP Officers hosted a drop-in session at the Bransholme Customer Service Centre to assist with the promotion of the myHousing App. The app can be used to view and pay your rent, report repairs, provide feedback on services and bid for properties through HomeSearch. The team hopes to visit other customer service centres and community hubs over the coming year, so keep an eye out on social media for more information!



Tenant's Garden Competition 2025

Our green fingered tenants were pleased to hear that the annual Hull City Council's Tenants' Garden Competition, happened again this year with 32 entries.

As in previous years, entrants were invited to fill out an entry form online or request one by post. The closing date was Friday 30th May 2025, and the judging took place by three members of the TF and the facilitating Officer early

in July. Results will be available in our next edition. This popular competition has categories for the best individual garden, best communal garden, best eco garden and best container across the city.



'Simpler Recycling' Trials

Simpler Recycling is a government-led reform aimed at creating a consistent and unified recycling system across England. Its main purpose is to eliminate confusion caused by regional differences in recycling rules and to ensure that individuals—whether at home, work, or school—can recycle the same core set of materials.

By March 2026, all households (including flats) in Hull and the rest of England must be able to recycle the following materials:

- Paper and card
- Plastic (including films and flexibles by 2027)
- Glass
- Metal
- Food waste (weekly collection)
- Garden waste (where appropriate)

This move will align Hull with national environmental targets, including a goal of reaching a 65% recycling rate by 2035.

'Simpler Recycling' Trials



The Tenant Participation Team and Waste Management Team have been working closely on developing recycling trials with events taking part across the city:

1- Bayswater Court – 31 st May & 24 th June	2- Porter Street – 23 rd June, 15 th and 28 th July
3-Wellington House – 23 rd June	4-Lindsey Place – 25 th June
5-Denaby Court – 25 th June	6-Barnsley Buildings – 30 th June
7-Valiant Drive – 2 nd July	8- Great Thornton Street - 14 th , 19 th and 30 th July
9- Auckland House – 16 th July	10 - Valiant Drive – 21 st July
11- Muswell Court – 21 st July	12- Melbourne House – 28 th July
13- Albion Buildings – 28 th July	14- George Street 30 th July

Conferences attended by volunteers

Tpas North East Regional Members meet-up Dewsbury

In April, a group of volunteers attended the Tpas North East Regional Member meet-up in Dewsbury at the Connect Housing Offices. Housing organisations from across the region were in attendance, as was the Regulator of Social Housing. Attendees received updates from Tpas, the Regulator, and host organisation Connect Housing, and we were all given the opportunity to discuss our successes over the last few years in our own organisations. Everyone had a fantastic time, and Chair of the TF was nominated for a Tpas Engagement Heroes Award – recognising all her hard work and dedication over the last 20 years.



Tpas are encouraging organisations to share ways in which they can use their membership to its full potential, and one way you can do this is by signing up for an online account on their website. This online account will allow you to access all the latest policy and regulatory changes, as well as receive the fortnightly Tpas E-Zine newsletter. In addition to this, Tpas also have their own “social media” network called “Tpas Connect” – this is a dedicated place that allows you to chat with other tenants about all things tenant engagement. If you are interested in either of these, please speak to a member of the TPT for assistance in signing up.



Ocean Media Conference London

The Tenants’ Forum Vice Chair attended an Ocean Media Housing Conference in London. He delivered a presentation on Hull Tenant Involvement activities which was very well received by all the participants. There was then a discussion and networking on how to engage with “hard to reach” tenants, the Housing Academy and Stop Social Housing Stigma.

Housing 2025 event Manchester

In June, the TPT took a group of volunteers to the Housing 2025 event in Manchester. The Housing event enabled volunteers to network with industry professionals and hear from guest speakers from many stages across the venue. The Chair of the Tenants’ Forum was invited to take part in a panel discussion on “Modernising tenant engagement and increasing participation”. The Chair received comments of praise regarding the Tenants’ Forum from the

Conferences attended by volunteers

other panellists after the session.

A special thank you goes to the TPT for organising the transport, the tickets and keeping an eye on everyone.

Here are some of the comments on what our volunteers thought about it.

Listening to the each of the panels was really good and interesting. But I think some of the stalls were mainly focussed on managers and officers. There wasn't a lot of tenant or resident engagement on the stalls. But otherwise, it was really good and I would go again. It was great for networking and by talking to other people, you find out their ideas and then thinking, oh, I could do it that way as well and they were taking ideas from me as well.

It was good to see a number of our tenants getting to experience how the Housing Service works on a wider stage. For our tenants to see and learn from those involved in housing across the Country is invaluable. Whether it's talking to suppliers or hearing from and talking to those involved at the sharp end of delivering improved services to tenants there was a lot to be gained from the day.

I really enjoyed the day. There was a lot of contractors there, but it was nice to get an idea of what they were selling, especially with new doors and extractor fans. I was able to have a word with our building safety manger to give her some ideas of what might be able to use for the high-rise flats so that they can look at that. It was a very enjoyable day. Having a chat with a lot of people and getting educated.



Events attended by TPT to promote Engagement Opportunities

The TPT attended the following events to provide information and advice on how people can get involved with helping to shape and improve the Housing Service in Hull. The team, along with volunteers, spoke to a number of people

about getting involved and the benefits it can bring.

- TPO delivered a presentation at Forum CIO, Tuesday 24th June.
- St Johns Community Centre, 23rd May
- Forum CIO Assembly, 20th May
- Gower Park event, 28th May
- Festival of Community Languages, 28th May
- North Hull Community Centre family Funday, 30th May
- Cultural Get together at Maurice Rawling Centre, 14th June
- Refugee Week Celebration “Who am I – My Story” at Maurice Rawling Centre, 21st June



Tenant Involvement Visits to Community Centres and Other Organisations

TPO's are currently visiting community centres and other organisations in the city to promote Tenant Involvement activities. The places that TPOs have visited this quarter are:

- Alf Marshall Centre
- Balfour Street Community Centre
- Brunswick Urban Gardens (BUGS)
- East Hull Community Farm
- Edinburgh Street Community Centre
- Friends of Alderman Kneeshaw Park
- HU4 Community Space
- Lonsdale Community Centre

- Waudby Centre – Preston Road
- Edensands Allotments – Hawthorne Avenue

“Chat and Choose” at Chiltern Primary Schools

In this quarter the “Chat and Choose” scheme at Chiltern Primary School has been going great guns, with staff and partners reaching out to the local community to provide them with vital support and supplies.

During the 3 sessions some 140 people have attended where they can have a hot drink and use the foodbank provided by the school. Other agencies have also attended to give information and advice that is required. Some questions asked and information given has been:

- How to bid for properties?
- How to report anti-social behaviour?
- How to become a Local Area Champion?
- Who is the Housing Officer for the resident’s area?
- Reporting repairs to a tenanted property
- What Childcare is available?
- What activities are available during school holidays?
- How do people access local NHS services?



“Coffee Morning” at Boulevard Academy

During the 1st quarter of this year the TPO’s have been attending the coffee morning at The Boulevard Academy, which is similar in organisation to Chiltern Primary School. Residents can attend for the foodbank and have a coffee and chat with staff and outside agencies, including, housing, adult social care, childcare and mental health. TPO’s are booked in to attend once a month throughout the year. So far, we have spoken to 30 people about what the service provides.

Regional LGBTQIA Meetings

A TPO has attended 3 Zoom meetings of this group, to give an update on TP activities and received valuable information from the world of LGBTQIA. The following topics were discussed:

- Agency “round robin” discussion
- Implications of the transgender rulings in Scotland on the trans community
- How bullying and hate crimes are reported and dealt within the NHS, new processes and policies to better report such cases
- Reporting of any hate crime to the Police and how they deal with cases
- “Pride” across the region and reduction in funding for such events

List of Community Hubs

	Venue	Timing
Central	Hull Mosque and Islamic Centre 2 Berkeley Street, HU3 1PR	Open after Friday Prayer for 90 minutes.
	Hull Jame Masjid - Pearson Park Mosque 20 Pearson Park, HU5 2TD	Open after Friday Prayer for 90 minutes
	Welcome House 3 Wright Street, HU2 8HR	Open Friday 10am to 12pm
	Hull Minster , South Churchside, HU1 1RR	Open Thursday 11am to 1pm.
East	Eastmount Recreation Centre Waveney Road, HU8 9NB	Open Thursday 2pm to 4.30pm.
	St Hilda's Church Annandale Road, Greatfield, HU9 4JY	Open Tuesday 10am to 1pm Wednesday 10am to 2pm
	Ings Library Savoy Road, HU8 0TY	Open Tuesday 2pm to 4.30pm

List of Community Hubs



East	The Pennine - Bodmin Road Church The Pennine, Pennine Way, North Bransholme, HU7 5EF	Open Tuesday 9.30am to 12.30pm
	St Stephens Neighbourhood Centre and Kids Club 96 Annandale Road, HU9 4LA	Open Thursday 9am to 1pm.
	Sutton Warm Welcome Potterill Lane, Sutton, HU7 4TD	Open Monday 10.30am to 12pm Access to the side of Sutton Methodist Church.
West	Johnny Whiteley Centre Johnny Whiteley Park (West Hull ARLFC), North Road, HU4 6LQ	Alternate Wednesdays 9.15am to 12.30pm Alternate Thursdays 10am to 2pm
	Lonsdale Community Centre 8 Lonsdale Street, HU3 6PA	Open Tuesday 10am to 1pm.



This edition has made me feel guilty: the tenants are more informed than I am! I learnt some new stuff by reading some of the content of the presentations that I wasn't at!

I also find it very pleasing every addition to see the photos because it shows just how many different people are involved in tenant participation: both the wide variety of tenants that are involved in different activities, and the large number of officers from different parts of the service that get involved in working with tenants about what it is we can do to respond to what tenants want and need. Thank you to all involved!

Head of Service
(Business Development and Change)
Neighbourhoods and Housing

Very informative, loved reading through the newsletter

Volunteer
Ceri



Compliment from a resident

It's truly heartening to see how much the area has improved. It looks so much better than it did before, and you can really feel the difference. Things are gradually getting better, and it's clear that positive changes are taking place in our local community. It's uplifting to witness the progress, and it gives us a renewed sense of pride in where we live.

A big thank you to the Tenant Participation Team, Neighbourhoods and Housing, and Legal Services and Partnerships at Hull City Council for all the hard work and continued efforts. Your dedication is truly appreciated.

Volunteer
Fathiya

Your suggestions and 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



tenant.resident@hullcc.gov.uk

FREEPOST RSJC - KKBE – ABXZ

HS—Tenant Participation Team.

Kingston upon Hull City Council,

PO Box 15

Hull

HU1 2AB



@HCCTPT



@HCCTPT

Training Certificates Presentation



Tenants' Forum

Help to shape the future of
Hull's Housing Service



If you think that services could be improved, or you have suggestions on how we can combat problems in your area, why not come along to our next meeting?

21st August 2025

Guildhall — C1

10am — 1pm

Performance against the Housing Business Plan

If you are interested and want to find out more, please contact the Tenant Participation Team on 612010
Alternatively, email: tenant.resident@hullcc.gov.uk

Read the latest edition of the Tenants' Forum Newsletter and the minutes of the last Tenants' Forum at:

<https://www.hull.gov.uk/tenant-involvement/get-involved-tenant-participation>



WANTED! BLOCK AND NEIGHBOURHOOD CHAMPIONS



Help us to keep our neighbourhoods clean and tidy, by carrying out inspections of the communal areas of flats and the area where you live.

Together we can develop solutions which improve the look and feel of your block of flats and/or local streets.

You can give as much or as little of your time - whatever suits you.

We offer support and guidance throughout.



Working in Partnership



Interested?

01482 612 010

tenant.resident@hullcc.gov.uk





Your Invited to attend our

HULL TENANTS' FORUM DROP IN SESSION

Come along and tell us what issues are important
to you over a cup of coffee!



Wednesday 13th August 2025



10am-2pm



Room 82 Guildhall HU1 2AA

What can we
help you
with?



What are your
priorities ?



tenant.resident@hullcc.gov.uk

01482 612 010