



July - September 2025
Issue No – 20

Tenants' Forum Newsletter

Forewords



Welcome to the 20th Edition of the Tenants' Forum (TF) newsletter.

I would like to congratulate the newly elected Tenants' Forum Committee. Well done!
Your new Tenants' Forum Committee for the period 2025 – 2027 are:

- 1- Maureen Bristow – Chair
- 2- Craig Smith – Vice Chair
- 3- Paul Wells – Secretary
- 4- Peter Doncaster – General Member
- 5- Sharon Leese – General Member
- 6- Ceri Palframan – General Member
- 7- Betty Peck – General Member



The Tenants' Forum would like to thank Paul Reynolds for his support as the previous Vice Chair.

The active volunteers were very busy in this quarter, attending events, carrying out litter picking, neighbourhood and block inspections, and attending projects & focus group meetings. The Tenant and Resident Associations (TARAs) were very busy with summer events and in their communal gardens. The Great Thornton Street TARA secured £816.16 and Women's Voice TARA secured £1500 funding following successful grant applications to the Cost-of-Living Funding.

The Business Insight & Quality Manager and Performance Manager provided a six monthly update to the Tenants' Forum on Housing Performance against the Business Plan. This provided an opportunity for Forum members to raise questions. Members of the Tenants' Forum also responded to the the Governments National Decent Homes Consultation, feeding in their views.

You can view the quarterly TF newsletter and the TF notes on Hull City Council's website by following the below link:

<https://www.hull.gov.uk/downloads/download/493/tenants-forum-newsletter>

<https://www.hull.gov.uk/downloads/download/498/tenant-forum-minutes>

We need more tenants and residents to get involved in this journey to improve the Housing Service, your areas and communities. 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



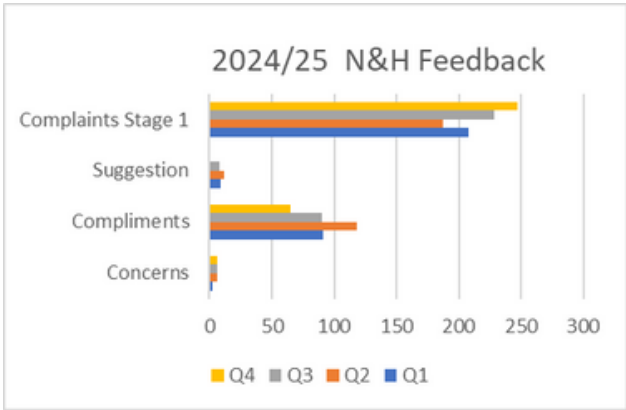
The Tenants' Forum

22nd July 2025 Customer Feedback Process

The Customer Feedback Manager delivered a presentation on how Hull City Council (HCC) deals with customer feedback.

There are different types of customer feedback that are dealt with through the Corporate Feedback Scheme and split between Repairs and Non-Repairs:

- Complaints
- Concerns
- Suggestions
- Compliments

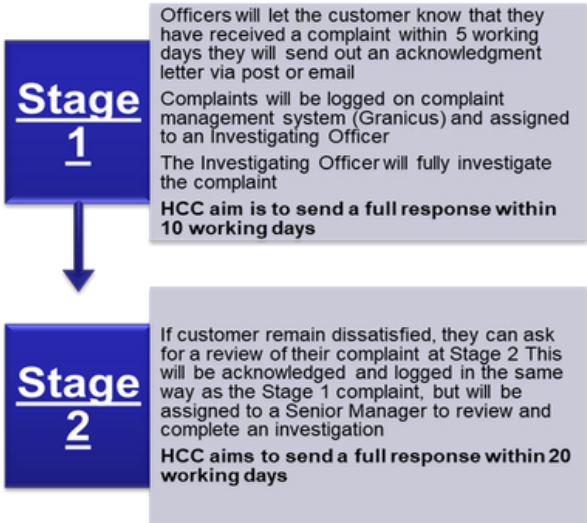


How to raise Customer Feedback

- Online, by completing and submitting the customer feedback form on the council's website <http://www.hull.gov.uk>
- By telephoning the Council's Contact Centre on 01482 300 300
- By visiting one of the Council's Customer Service Centres or Information Points
- By writing to: FREEPOST RSJC-KKBE-ABXZ, Customer Feedback Team, PO Box 15, HU1 2AB

Complaints

- Complaints are split into Repairs and Non-Repairs
- All Repairs Complaints are dealt with by the Housing Investment Team.
- All Non-Repairs Complaints are dealt with by the Customer Feedback Team
- For both, there are 2 Stages of the complaints process
- If this is the first time you are reporting an issue to Hull City Council (HCC), they may decide to treat this as a request for service or as a concern instead.
- If Hull City Council (HCC) need more time to investigate the complaint, they will write to the customer advising when they expect they can answer in full.
- When a customer receives a full response, if they are happy their complaint is resolved, or if HCC do not hear from customer within 28 days, HCC will close the complaint.





Complaints - Next steps

Once the HCC complaints process has finished, the following options are available for customers if they remain dissatisfied:

Contact the independent Designated Tenants Complaint panel
Or they can contact the relevant Ombudsman directly using the contact details below: -

<p><u>Housing Ombudsman Service</u></p> <p>PO Box 1484, Preston PR2 0ET Tel: Tel: 0300 111 3000 Email: info@housing-ombudsman.org.uk Website: https://www.housing-ombudsman.org.uk/</p>	<p><u>The Local Government & Social Care Ombudsman</u></p> <p>PO Box 4771, Coventry, CV4 0EH Tel: 0300 061 0614 Website: www.lgo.org.uk</p>
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Suggestions

- HCC welcome customers' suggestions as to how they can improve the services
- If customers complain about why HCC do things, not what they do, they will treat this as a suggestion and not a complaint.
- When customers make a suggestion, HCC will:
 - Make sure it reaches the right people to look at it
 - Tell you when it was sent to them
 - If applicable, they will provide customers with a response regarding any action they may take following the customer's suggestion.

Concerns

- HCC may decide to log a complaint as a concern, if the customer did not personally receive a service provided by the Council.
- If HCC decide to treat an issue as a concern, it will be responded to within 10 working days.
- A concern is a one stage process with no escalation option.
- If customers are not satisfied with the response or how HCC have chosen to handle issues customer will be directed to the Local Government & Social Care Ombudsman.

Compliments

- When HCC get a compliment, it is passed to the officer and their line manager.
- These are logged on council's systems
- These are shared in staff newsletters, with case studies, to enable all officers to learn from feedback.
- They have seen a significant rise in compliments being received of 33% between 2023/24 and 2024/25





Repairs Complaint Process External Relationship Manager

Receiving feedback

All repairs feedback logged with the Council goes to Housing Investment Service (HIS) for investigation and response.

- Questions are raised to contractors to assist with investigation.
- Liaison continues until HIS have the detail required to produce a reply.

Responding/Decision making

- HIS respond to the tenant, not the contractor.
- Final decision regarding upheld/partially upheld/not upheld is with HIS.

KWL Repairs Complaints 2024/25

- Stage 1 – 247 received (less than 1% when set against the volume of work delivered).
- 152 upheld/partially upheld for KWL (62%).
- Stage 2 - 33 cases escalated.
- 24 upheld/partially upheld (72%).

Common themes

Quality of Service

- Unhappy with quality.
- Response times/delays.
- Disagreement with assessment.

Communication

- Failure to communicate.



Learning from Feedback

HCC will continue to learn and improve

- Quarterly Customer Insight Reports identify themes and trends coming from all feedback and complaints.
- Meetings are held to discuss learnings and recommendations from Ombudsman Cases.
- Monthly meetings with KWL to identify and agree service improvements for Repairs feedback.
- Trackers to monitor outstanding remedial action and learning from complaints.
- Customer Satisfaction Surveys sent out after completion of the complaints process.



21st August 2025
Performance against Housing Business Plan
Business Insight & Quality Manager
and
Performance Manager

The Business Insight & Quality Manager and Performance Manager delivered the six monthly performance update on progress against the five objectives of Housing business plan 2021 – 26. The officers explained following performance: -

Focussing on customer experience

Wait time for residents to have their calls to 300300 answered (Year to June 2025- Housing calls only)

Calls Offered	20,644	Last year 107,313	
Calls Answered	85.4%	Last year 78.9%	
Average call wait time (in minute)	06:54	Last year 09:31	Nation Average (Housemark)-03:28

Repairs (Year to July 2025)

Emergency Repairs completed within target timescale	99.7%	Last year 97.0%	National Average (RSH)- 95.3%
Non-emergency Repairs completed within target timescale	69.1%	Last year 67.7%	National Average (RSH)-81.3%
Proportion of repairs raised as emergency	33.5%	Last year 40.6%	Lower is better
Satisfaction workers attended as arranged	95.6%	Last year 96.0%	
Satisfaction repairs done right first time	81.3%	Last year 79.1%	
Satisfaction with overall repairs service	82.4%	Last year 82.9%	National Average (Housemark)- 89.7%



Neighbourhoods and Housing customer feedback 2025/26 (as at end of Jun 25)

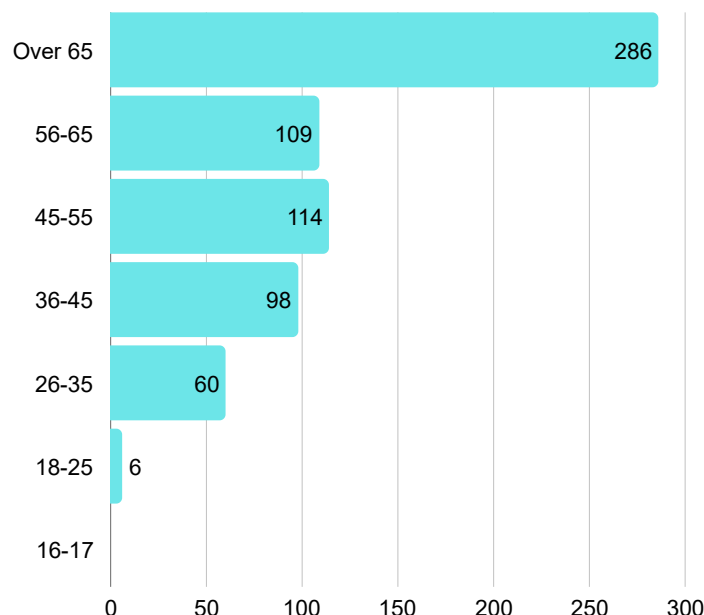
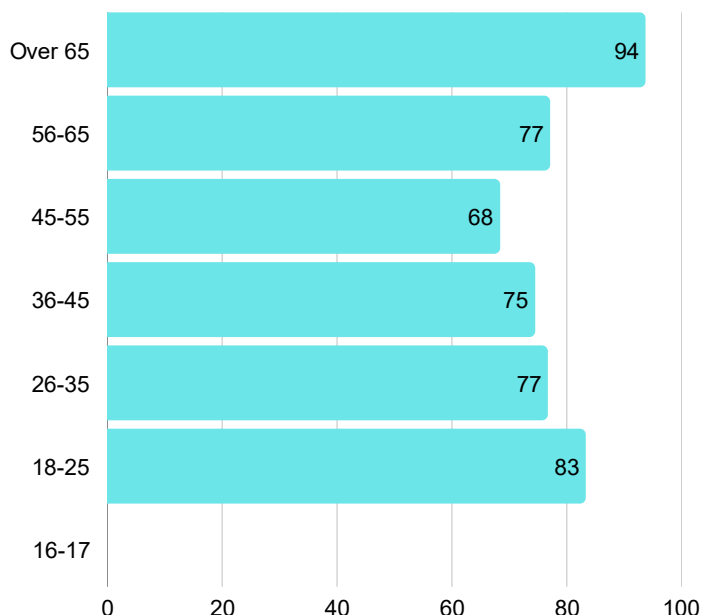
Complaints received (per 1,000 properties per month)	148 3.18	Last year 153 3.16	National Average (Housemark)- 4.89
Proportion of complaints upheld	38.4%	Last year 33.8%	
Proportion of complaints partially upheld	28.3%	Last year 23.8%	
Complaints answered in target (10 days stage 1; 20 stage 2)	93.9%	Last year 96.3%	National Average (Housemark)- 95.3%
Compliments received (per 1,000 properties per month)	65 0.94	Last year 364 1.32	
Satisfaction with the Housing Service's approach to handling complaints (2024/35 STAR survey)	31.7%	2023/24 38.6%	National Average (RSH)-34.5%

- Waiting times for customers ringing the Council on 300300 continue to improve against 7 minutes target – the Customer Access Project Group monitors performance every three months.
- Introduction of additional (urgent) repair priority in June 2025 is already improving customer experience
- Designated Complaints Panel now meeting quarterly with officers to make sure “complaints are still golden”.

Satisfaction with the overall repairs service – 82.4% (673 responses)

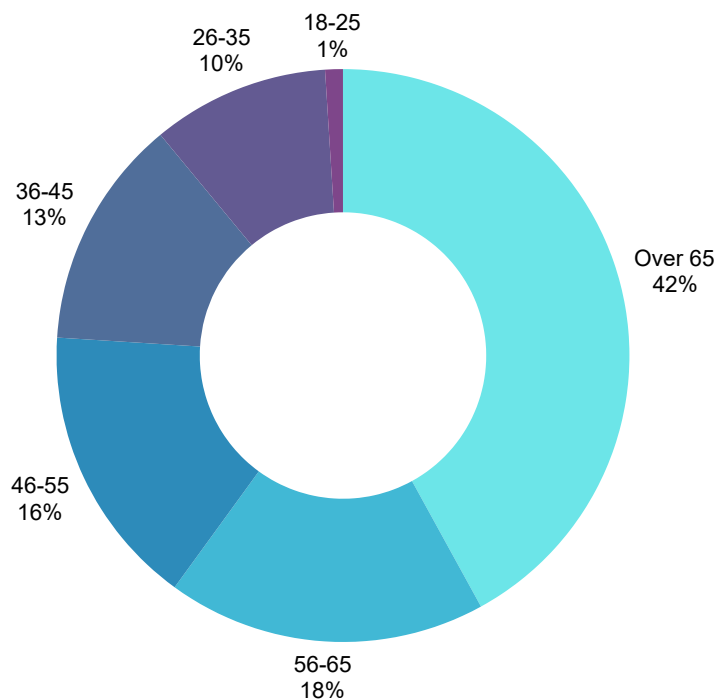
Overall Satisfaction with Repairs Service

Number of Respondents

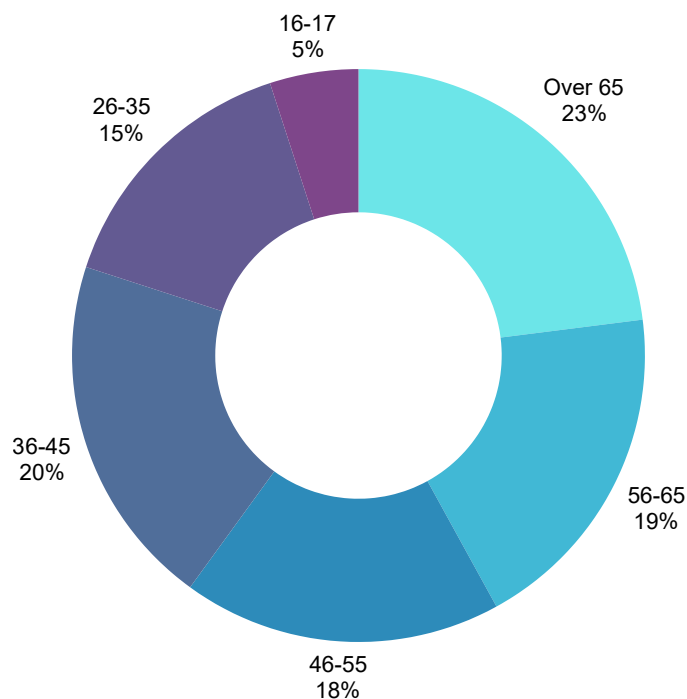




Respondents by Age



Tenant Profile: Age Range



Disabled	88.50%	96
Non-Disabled	81.30%	577
Female	84.00%	399
Male	80.10%	272
Other	50%	2
Non- White British	86%	69
White British	82%	604
Non-English Language	79%	115
English Language	83.00%	558



Putting residents first and meeting their needs

Homelessness duty cases currently supported in temporary accommodation	226	March 2025 226	
Latest Homesearch application processing backlog (including amendments)- days	62	March 2024 31	Target 14
Empty Properties intended for reletting (as % of stock)- at 14 August 2025	306 (1.34%)	March 2025 341 (1.49%)	National Average (Housemark)- 0.44%
Average Relet Time (calendar days)- at 14 August 2025	75.2	Last Year 73.1	National Average (Housemark)- 45.6
Routine Tenancy Visits Completed this year- at 14 August 2025	2,209	Last Year 6,306	
Major Adaptations Completed this year to 14 August	486	Last Year 367	
Major Adaptations Outstanding- at 14 August 2025	293		
Minor Adaptations Completed this year to 14 August	368	Last Year 989	
Minor Adaptations Outstanding- at 23 July 2025	28		

Homelessness crisis continues and demand for housing in the city remains very high

- HCC’s acquisitions programme is adding homes to Council stock – many then used for temporary accommodation.

Major focus on improving voids performance continues

- Led by Assistant Director Neighbourhood and Housing – “Golden Rules” covering all stages introduced in November 2024.

Adaptations review showing good improvement in performance – outstanding down, completions up.

Routine Tenancy Visits undertaken so far, this financial year ahead of target.





Safety, sustainability & climate change

Safety (as at 23 July 2025)

Proportion of homes with a valid gas safety certificate	100%	March 2025 100%	National Average (Housemark)- 99.93%
Proportion of properties with Electrical Installation Condition certificates up to five years old	98.47%	March 2025 98.35%	National Average (Housemark)- 99.65%
% Fire Safety checks completed	100%	March 2025 100%	National Average (RSH) -100%
% Asbestos Safety checks completed	100%	March 2025 100%	National Average (RSH) -100%
% Legionella Safety checks completed	100%	March 2025 100%	National Average (RSH) -100%
% Lift Safety checks completed	100%	March 2025 100%	National Average (RSH) -100%

Sustainability

Proportion of non-decent council homes (at the end of March 2025)	10.6%	March 2024 14.4%	National Average (RSH)- 0.6%
Stock Condition Surveys Completed - as at 14 August 2025	4,919		

Climate Change

Percentage of homes that have an EPC rating of A-C	42.5%
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- Safety performance across the “big six” improved – most 100%.
- Strengthening of the Compliance Access Team – they will be dealing with all compliance access issues, not just gas servicing.
- Stock Condition Surveys – already exceeded target for whole of this year – HCC know their stock better.
- Major focus on improving Decent Homes performance to get to 0% ASAP include recruiting second contractor, more investment.
- Another major focus is on building safety – 19 high rise blocks
- City-wide Resident Engagement Strategy now in place.



Strengthening Hull's neighbourhoods and communities

Tenant satisfaction with their neighbourhood as a place to live (2024/25 STAR survey)	73.7%	2023/24 68.6%	National Average (Housemark)- 80.3%
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as at end July 2025

Estate Walks undertaken with tenants 2025/26	69	Last Year 168	
Estate Walks: % unacceptable elements identified (lower is better)	0.9%	Last Year 1.3%	Target 26% (set with tenant reps)
Low-Rise Flats Communal Area Inspections: % unacceptable elements identified (lower is better)	8.6%	Last Year 13.9%	Target 38% (set with tenant reps)
Number of complaints relating to anti-social behaviour (per 1,000 properties per month) 2024/25	4.30	2023/24- 4.28%	National Average (Housemark)- 3.58
Satisfaction with ASB case handling (2024/25 STAR survey)	56.6%	2023/24- 52.3%	National Average (RSH)- 57.8%

- Satisfaction with neighbourhood has increased.
- The standard of communal areas, especially in blocks of low-rise flats, continues to be a focus for officers.
- Multi Storey Living Project Group to review the Service Level Agreement (SLA) with Building Cleaning before finalising for 2026/27.
- Grounds maintenance – working on access to cleaning schedule.
- Service Improvement Board (SIB) continues to oversee improvements in anti-social behaviour services in Hull.
- Tenant scrutiny review of Neighbourhood Nuisance SLA began July 2025.
- Hull City House-building programme continues.





Investing in modernisation and organisational development

Improvements in technology (as at 14 August 2025)

myHousing registered users	21,117
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Working in partnership with residents' groups

Satisfaction that we listen to views and act upon them (2024/25 STAR survey)	66.2%	2023/24 59.5%	National Average (RSH)- 60.4%
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Focus on ensuring a financially viable service (2025/26)

Rent Collection (including arrears b/f)	94.17%	Last Year 97.09%	National Average (Homemark)- 97.09%
Latest Current Tenant Arrears (as % of debit)	£4,020,503 3.47%	March 2025 £3,393,921 (2.96%)	National Average (Homemark)- 2.56%
Latest Former Tenant Arrears (FTAs) (as % of debit)	£1,886,979 1.63%	March 2025 £1,855,313 (1.62%)	National Average (Homemark)- 2.21%
FTA Payments in year	£160,237	Last Year £396,544	
FTA written off in year (as % of debit)	£149,123 (0.13%)	Last Year £455,225 (0.38%)	National Average (Homemark)- 0.34%

- HCC are investing time and effort in technology to support better services – developing a myHousing app.
- Former Tenants Arrears are proving harder to recover.
- Tenant involvement continues to underpin everything HCC do as a landlord.
- Tenants' Forum held very successful drop-in at Guildhall 13/8/25, recruiting handful of new members.



**The Tenants' Forum Drop-in-session
13th August 2025**

To provide an involvement opportunity for the wider residents and tenants, we arranged a drop-in session at the Guildhall. The purpose of this drop-in session was not only offering the involvement opportunities to improve service delivery of the Housing Service, but also help people build confidence and make new friends. Loneliness is devastating and can have a massive impact on both physical and mental health. We are aware that joining a group or attending meetings is not easy for some people that is why we took this step to arrange an informal session where people called in for an informal chat with the Tenants' Forum Committee and a drink, to find out more about what active volunteers do.



**The Tenants' Forum Annual General Meeting
24th September 2025**

Thank you to those who attended the Annual General Meeting on 24th September 2025. Various amendments were made to the Constitution in line with the recommendations from members as detailed in the meeting information pack sent to all members 21 days prior to the meeting.

Candidates addressing the Forum



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, 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 Tenant Participation Team a ring to discuss this further.

Bayswater Court TARA

The TARA has met twice this quarter with Councillors hosting two 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
- Summer BBQ



Dorchester Road and Midmere Avenue Association

The group have met twice during this quarter with Councillors present and have discussed the following:

- Highways issues and parking
- Dropped kerbs, bollards and accessibility
- Anti-social behaviour
- Streetscene including fly-tipping, grass cutting and other neighbourhood issues
- Ward budgets and Councillor updates
- Estate Walks with Councillors
- Empty voids and rodent problems

The group are scheduled to meet again in October 2025, where Hull Warm Homes will be attending.



Great Thornton Street Blocks 1, 2 & 3 TARA

The group have attended all Tenants' Forum meetings and any meetings relevant to the TARA so that they can keep abreast of issues affecting them and the people in their blocks.

In August the TARA along with other local groups enjoyed a day trip to Scarborough with funding being provided by local Ward Councillors.

In September the group were awarded £816 from the Cost-of-Living Fund to spend on people in the blocks on various items. Consultation is to take place with tenants and residents to gauge opinion on what they would like.

The group have also carried out block inspections and local area walks around their blocks.



Muswell Court TARA

The group have met twice in the last quarter with Councillors present, including formalising a new Chair and Vice Chair following the previous Committee Members moving to another area in the city. The decision was as follows:

Chair – P Smith
Vice Chair – M Smith

The group then discussed the following issues affecting them:

- Use of Laundry Room
- Building Safety Intrusive Surveys
- Parking and garages
- Community Garden – Afternoon Tea Party
- Activities for the group



Women's Voice of Thornton Estate TARA (WV)

The Women's Voice (WV) TARA committee met with a Tenant Participation Officer three times to plan activities and to arrange their Annual General Meeting. In this quarter the TARA arranged a cooking session and held a cardiovascular disease awareness session with the support of the Forum CIO. There were 25 ladies from six different nationalities who attended the session. To enable all the ladies to understand volunteers translated the session into Somalian, Arabic and Kurdish.



A Practice Manager, Neighbourhoods and Housing met with WV to introduce High Risk Building Safety Policy. She explained that it was important to consult with residents on the Policy whilst it is still at a formative stage. The Policy sets out HCC responsibilities and obligations, and information.



The TARA supported by the local Ward Councillors to arrange a trip to Scarborough for the local community, 65 members of the WV join the trip.



The WV are now resuming their activities after the holiday season. They are planning to hold their Annual General meeting in October, resuming their cooking sessions and will start their art & craft sessions as well. The WV TARA secured £1500 funding through Cost-of-Living Grant funded by the Department of Work and Pension (Household Support Fund) via HCC. The WV TARA will buy vouchers for 60 ladies and 25 children to buy warm clothes for this season.

The WV regularly attend the Tenants' Forum and other Tenant Involvement activities.

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

Proposed New Tenant and Residents Associations

During this quarter, the Tenant Participation Team arranged and attended an initial meeting of the proposed Springbank TARA, with seven people who had expressed an interest in setting a group up. Officers and a local Councillor, along with residents discussed the options for the group to proceed. Further bi-monthly meetings will be arranged.



Multi Storey Living Project Group

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

In July the group received an update on service provision for Building Cleaning. Officers spoke to the group about the work the team had been carrying out in all high-rise blocks and praised the volunteers for their inspections. Discussions were held regarding the Building Cleaning Service Level Agreement confirming the group will be part of the review process with extra meetings scheduled from October.

In August the group received an update on the provision of the MSL TV in pilot blocks and a presentation on the proposed High Risk Building Safety Policy for their agreement.

The MSL TV options were discussed by the group on the best way forward and on the proposed policy, members were asked for their input and comments. Following discussion the group agreed for Option 1 that was tabled to be moved forward as Option 2 meant that tenants would need to pay extra service charges to which the group were not in agreement with.

In September the group received an update on the work the High-Rise Team and Housing Facilities Officers (Caretakers) are carrying out in the blocks daily to ensure all tenants and residents are safe and that the blocks are in good working order.



Presently we have 31 block champions, 28 tenants and 3 residents, who carry out walks assisted with an Officer or unassisted at their own pace. This has resulted in some positive outcomes and has brought attention to areas of concern. In the period of July - Sept 2025, 47 low-rise block inspections and 20 high-rise block inspections were conducted with volunteers.

Neighbourhood Management Project Group

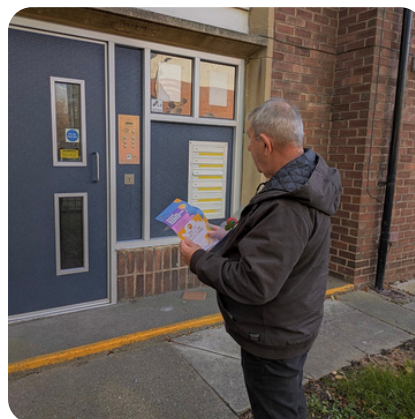
Local Area Walks and Litterpicking

Our Local Area Walks programme is still going strong with many volunteers out and about weekly and monthly, checking areas for a wide range of issues. The Local Area Champion programme has 83 participants, 60 tenants and 23 residents, who are happily recording issues at their own pace and reporting them to Officers. HCC regularly put campaigns for Local Area Champions on Instagram, X (formally Twitter) and on Facebook to gauge interest. A Tenant Participation Officer is also visiting community centres and other external agencies to promote the Champion programme.

Here is the July to September 25 summary of what has happened:

Local Area Walks this quarter

Number of assisted Local Area Walks carried out = 17
 Number of solo walks carried out = 17
 Number of assisted service requests raised = 21
 Number of solo service requests raised = 11
 Gardens needing attention sent to Housing Tenancy Manager's = 0
 Tidy garden letters sent out = 0



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 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.

Litterpicks this quarter

- Number of litterpicks carried out this quarter = 17
- Bags of litter collected during litterpicks in the city for this quarter = 361
- Number of bags of litter to recycling for this quarter = 159
- Total for this quarter is 520 bags combined, equating to 2.60 tons collectively.



Repairs and Maintenance Project Group

The Repairs and Maintenance Project Group met in September to receive performance updates and a presentation on Planned and Cyclical Works.

Summary points from the performance update are as follows:

- Overall, performance appears to be heading in the right direction.
- The number of overdue repairs and callbacks have come down since the July meeting.
- The group discussed the number of void properties across the city, going into detail about the reasons why properties are void and why some properties may take longer to turn around than others.



The group received an update from the Maintenance and Improvements Manager (M&I Manager), along with the Programme Manager, on the Planned and Cyclical Maintenance department of the Housing Investment Service. The M&I Manager explained that this area looks at the scheduled maintenance and improvement works for the entire Housing Stock, with some examples being given about the type of work being carried out by this team.

The group also received a brief update on Damp and Mould and how the Housing Service are performing, along with an update on Awaab's Law.

If you have an interest in Repairs and Maintenance and would like to join the group, please get in touch with a member of the Tenant Participation Team.

Customer Access Focus Group





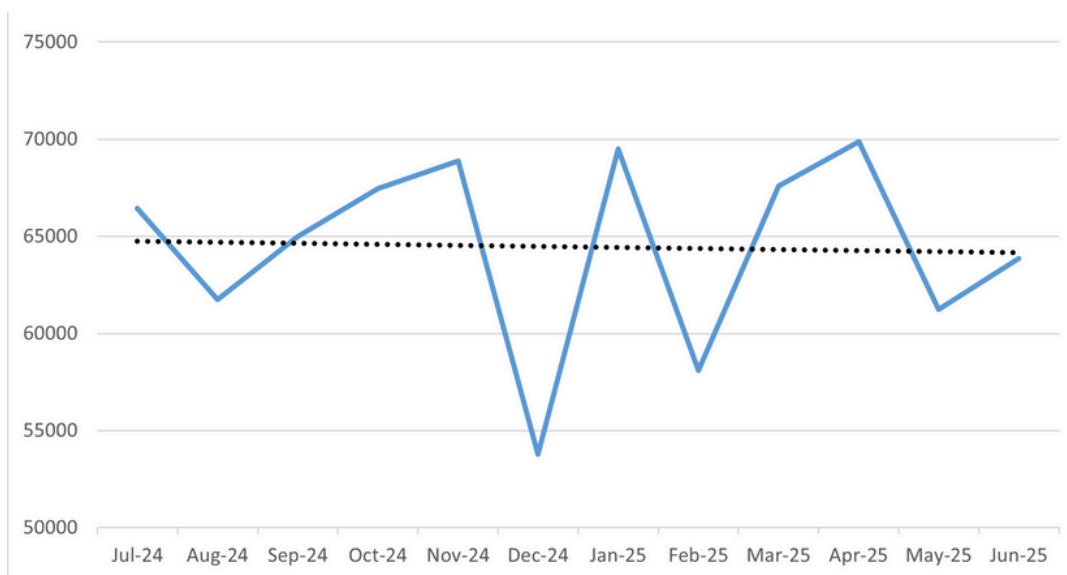
The Customer Access Focus Group met in July to receive presentations and updates from the Customer Operations Manager, Business Change Manager, and the Business Planning Manager. Key points taken from the presentations are:

- Despite a slight peak in June due to the bank holidays, the number of inbound calls is decreasing. Call abandonment is also low, meaning that more people are now waiting to speak to an advisor instead of putting the phone down.
- When looking at the average handle time for calls (which is how long you're speaking to an advisor), we queried why existing repair calls were taking longer than new repairs. It was explained that existing repair calls are often complex in nature and require additional work during the call (such as calling KWL for a status update).
- On the topic of repairs, in case you weren't aware, if you need to report a repair and you are unable to do it online, you are able to call the 300300 call centre at any time of the day, including evenings and weekends. The advice being given is to avoid a Monday morning as the waiting times may be longer than usual.
- The group were informed that footfall at Customer Service Centres is decreasing slightly, however Community Hub footfall is starting to increase. Some footfall is also shifting to other methods, such as online. Despite all of this, the transaction time with an advisor is gradually increasing, meaning that more queries are being dealt with in one go.
- The group also received a brief update on the MSL TV Channel, with a further update being presented to the MSL Group.

Did you know? If you need to ring 300300 but are waiting for more than five minutes for an advisor, you are now able to receive a call back when you are at the front of the queue? This will allow you to carry on with your day without having to stay on the line for an advisor. We are pleased that this feature has been introduced as we have been campaigning for it for a number of years.

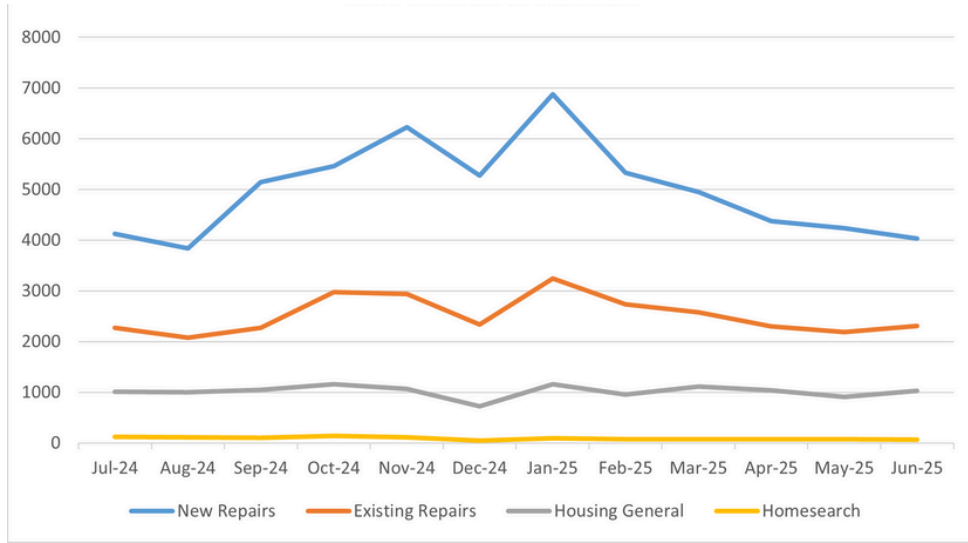
If you'd like to get involved with the group to look at the performance of the Call Centre, Customer Service Centres or the Community Hubs, please speak to a member of the Tenant Participation Team.

Total Inbound Calls

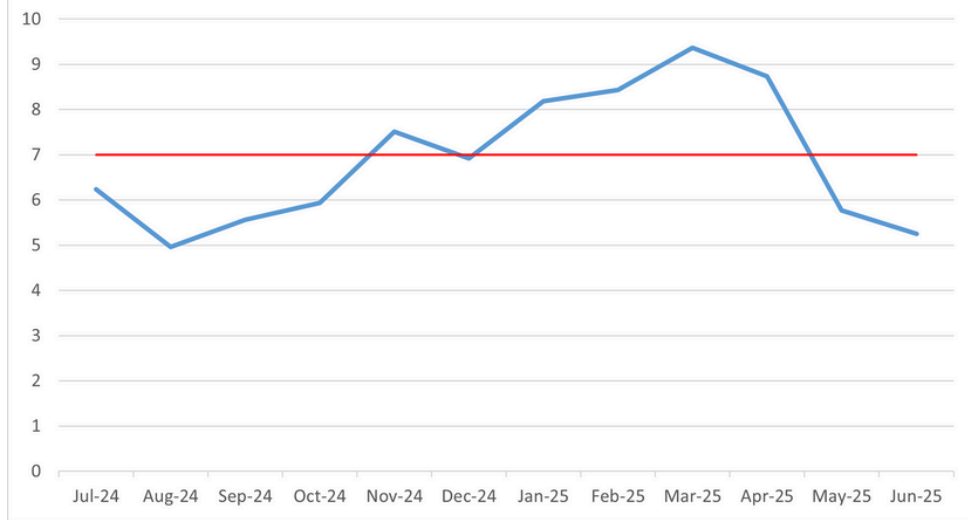




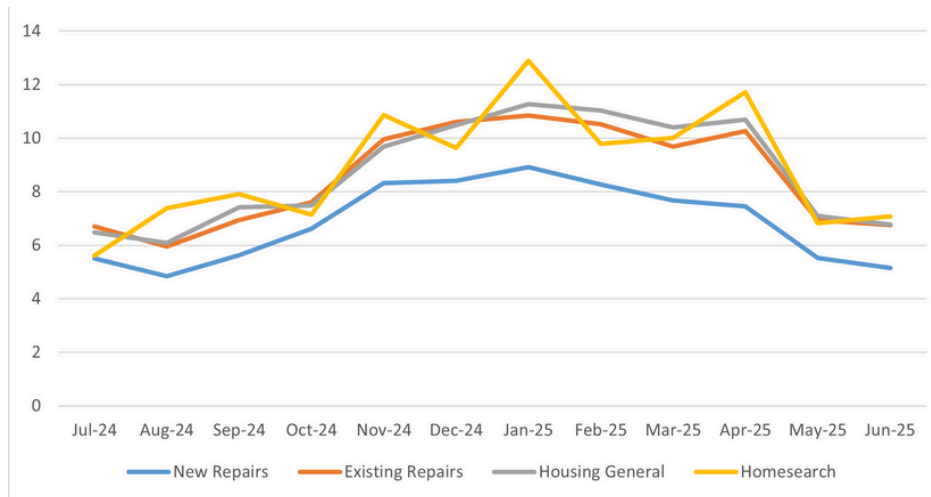
Total Outbound Calls - Housing



Average Wait Time (in minutes)

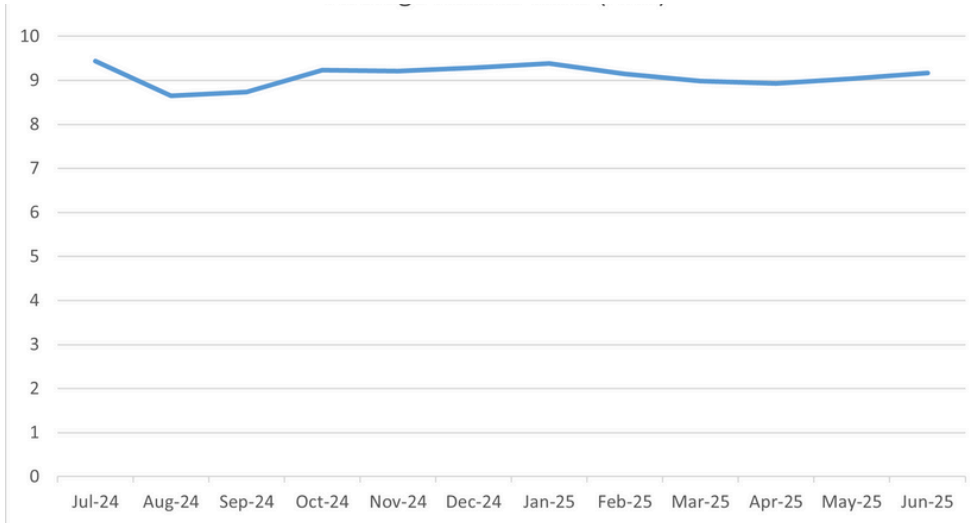


Average Wait Time - Housing (in minutes)

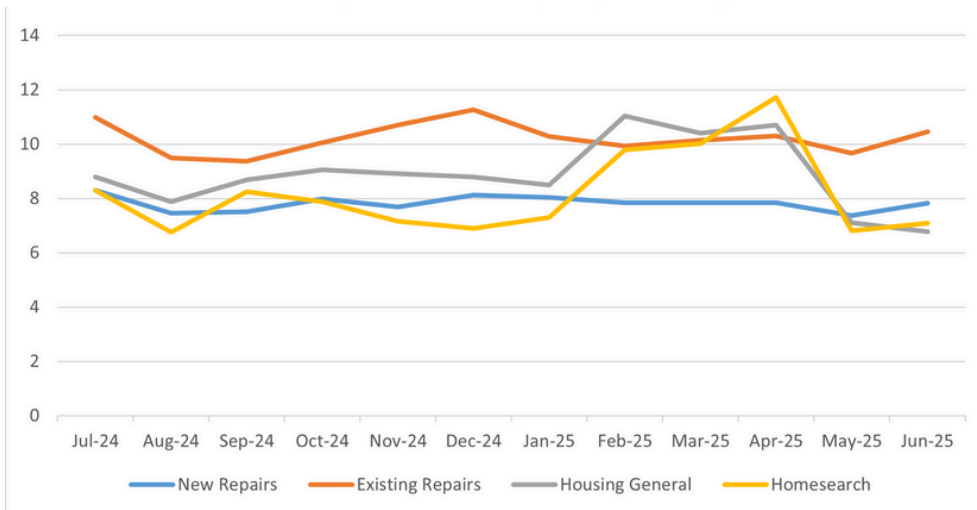




Average Handle Time (in minutes)

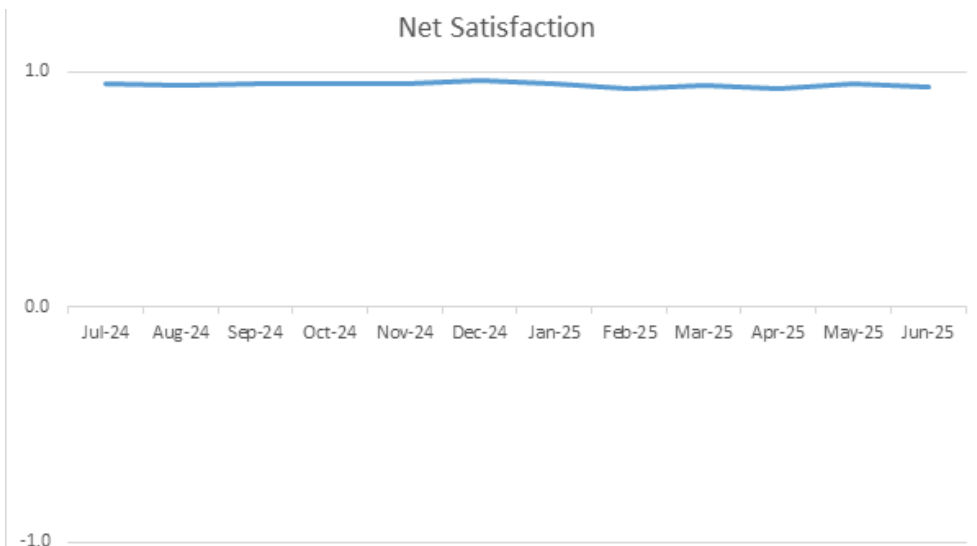


Average Handle Time - Housing (in minutes)



Overall Customer Satisfaction- Call Centre

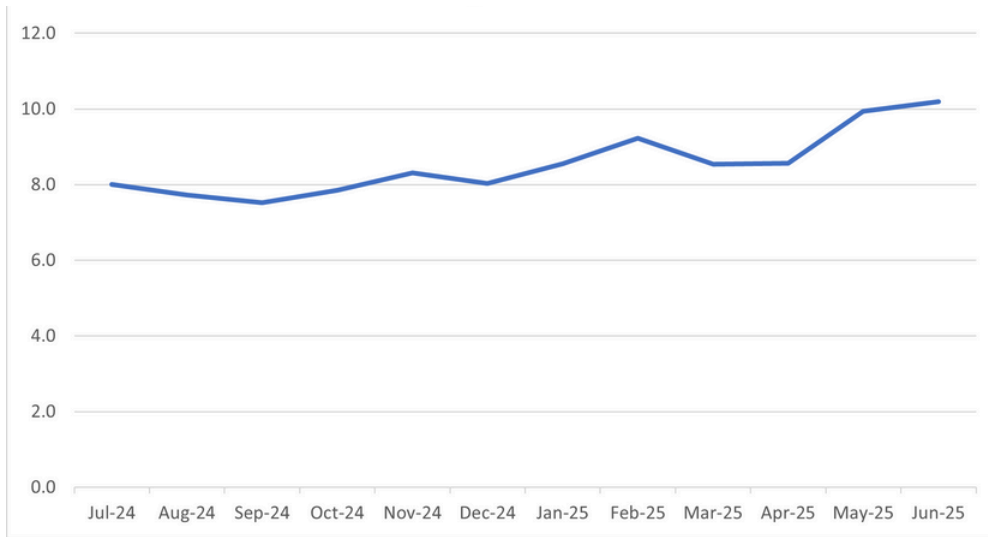
Net Satisfaction



1- Positive
0- Neutral
-1- Negative

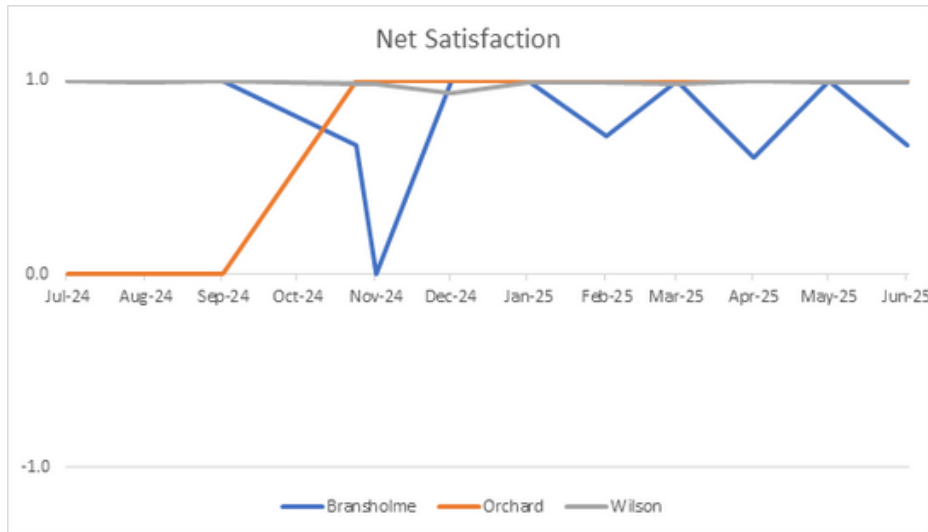


Customer Service Centres & Community Hub Average Transaction Time (in minutes)

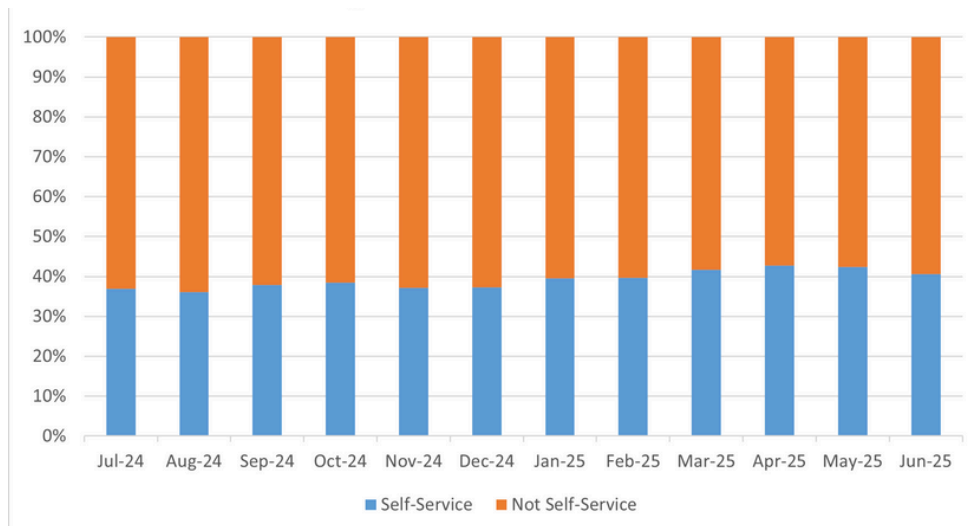


Overall Customer Satisfaction- Call Centre

1- Positive
0- Neutral
-1- Negative



Online Cases Raised (via govService)



The Local Community Hubs are informal places in your neighbourhood where you can see council's customer services staff and other organisations.. You can find these hubs by visiting <https://hull.gov.uk/customer-services/community-hubs>.

Publicity Project Group



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

In our August meeting the group held their annual election. S Leese was elected as Chair and M Bristow as Vice Chair.

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 Tenant Participation Team.



Trainings Arranged by Tenant Participation Team

Over the past six months, the Tenant Participation Team (TPT) has delivered a varied programme of training designed to build tenant confidence, knowledge, and engagement with housing services. In July 2025, the team hosted two important sessions: Data Protection Training and Equality & Diversity Training. These sessions helped us to understand key responsibilities around safeguarding information and promoting inclusivity within the communities. In addition, the team supported us at the Tpas Annual Conference in Coventry, where participants explored national best practice on tenant voice, repairs, antisocial behaviour, and housing policy.

Looking ahead, the TPT have several new sessions in development, including Racism Awareness, Cuckooing Awareness, and a Repairs Best Practice workshop with Tpas.



Equality and Diversity Training



Data Protection Training



If you would like to receive training on other matters related to the Housing Service, please let the Forum Committee know and we will make enquiries.

Government Decent Homes Consultation

The Ministry of Housing, Communities and Local Government (MHCLG) launched a consultation in July on “A reformed Decent Homes Standard for social and privately rented homes”. As this was a consultation that was open to all, a group of volunteers attended a session with a Practice Management Officer to run through the consultation, discuss the fine details of what was being proposed by the MHCLG, and to submit a response on behalf of Hull Tenants’ Forum. It was a fantastic session, and special thanks go to the officer for delivering a detailed and thorough presentation to the group!



Community Outreach

The Tenant Participation Team began a new community outreach initiative to strengthen links with residents across Hull. The team are visiting community centres, libraries, and public spaces to host informal drop-ins and information stalls. These sessions aim to reduce barriers to participation, making it easier for residents to engage without needing to attend formal meetings. This outreach builds on work already underway at community venues and supports wider engagement by raising awareness of tenant involvement opportunities. The overarching goal is to increase confidence, visibility, and inclusion, ensuring tenant voices reflect the diversity of Hull's neighbourhoods and influence housing decisions city-wide.

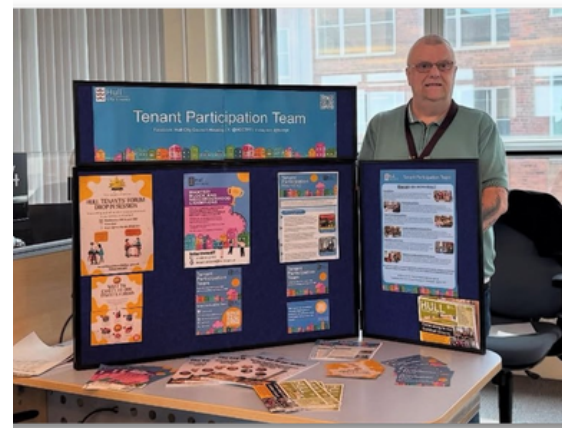
Ings Community Gala

The TPT and a volunteer attended the Ings Gala Event to promote tenant involvement, what opportunities are available, and to answer any housing queries that may come up. We had some great conversations with residents, with some signing up to become local area champions.



Other Tenant Engagement Activities this Quarter

- A Tenant Participation Officer attended three Zoom meetings with the LGBTQIA+ Forum to give an update on Tenant Participation activities and received valuable information from the world of LGBTQIA+.
- Tenant Participation Officers attended an initial session at Job Centre Plus at Britannia House to promote tenant engagement. Following the success, more monthly events are planned throughout the next 6 months.
- A Tenant Participation Officer attended the Armed Forces Community Forum, which aimed to bring together relevant organisations such as Housing, veterans' groups, veterans' homeless charities and veterans themselves to discuss and action current service provision across the city. Meetings are held on a bi-monthly basis, and the Tenant Participation Officer will be attending the next meeting on 3rd November 2025.
- A Tenant Participation Officer engaged with 45 members of the West Hull Rugby Club Pop In to give them information on tenant engagement opportunities in Hull and how they could get involved. Members were invited to get involved in engagement and three people signed up to become Local Area Champions. Dates for monthly Pop In visits have been booked in to attend until March 2026.



- A Tenant Participation Officer engaged with 30 members of the Hull FC Breakfast Club to give them a flavour of tenant engagement opportunities in Hull and how they can get involved. Two people signed up to become local area champions. Monthly visits have been arranged until March 2026
- A Tenant Participation Officer visited and made contact with 50 members of the West Hull Community Hub Pop In to give them a flavour of tenant engagement opportunities in Hull. One person signed up to become a local area champion. Further dates for visits have been arranged.



Simpler Recycling

Between May and July 2025, the Tenant Participation Team supported Hull's Simpler Recycling flats trial part of the national recycling reform programme. The trial involved 13 sites across the city, covering nearly 1,000 flats across a mix of low-, mid-, and high-rise blocks. The Tenant Participation Officer played a key role in site selection, coordinating with councillors and housing teams, and supported the delivery of new recycling systems, including reverse-lidded bins, food waste bins, and internal caddies with liners. They also provided hands-on support during door-to-door caddy and letter deliveries, ensuring residents understood how to use the new systems. The team helped deliver resident engagement events, promoted the trial through targeted communications to keep stakeholders informed. This work directly supports the city's wider rollout in 2026 and contributes toward long-term sustainability goals.

Look out for more information in the Housing News sheet as the recycling project in flats expands.





Digital Communication Statistics

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

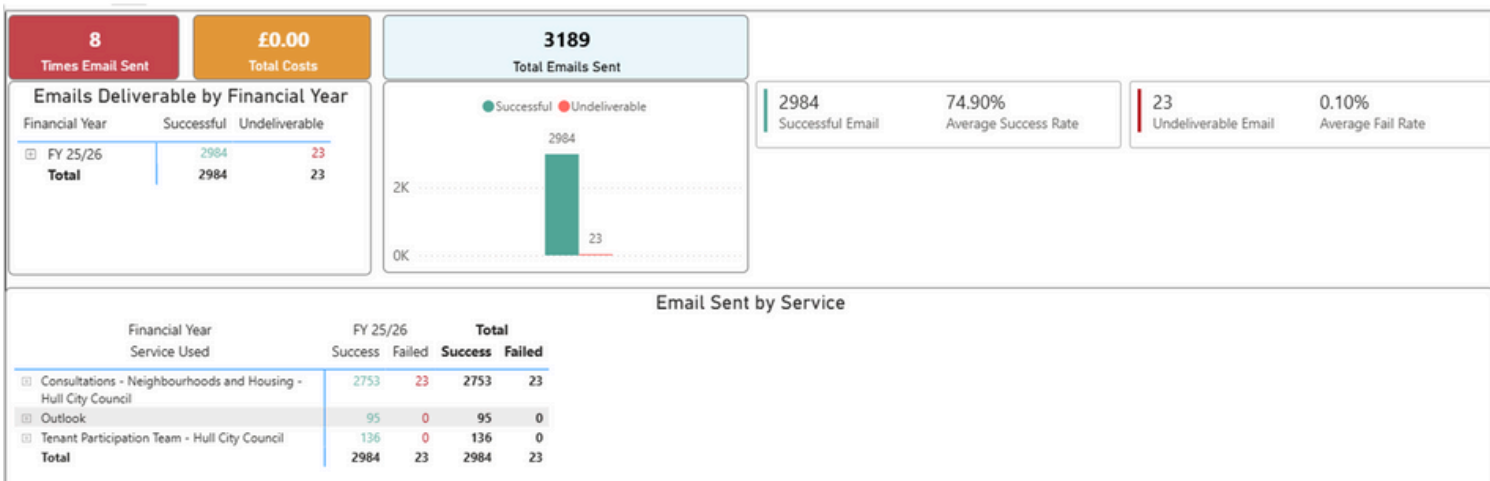
Since the last edition of the Forum newsletter, the team have posted 59 times on Facebook, and posts have received 308 likes and 36967 views. Over on X, the team have posted 71 times, receiving 49 likes and 3627 views. The TPT have continued to upload posts, “reels”, and stories to Instagram, posting 47 times since the last newsletter. Instagram posts and reels have received a combined number of 173 likes and 5871 views.

You can follow the Tenant Participation Team on Social Media by visiting the below pages:

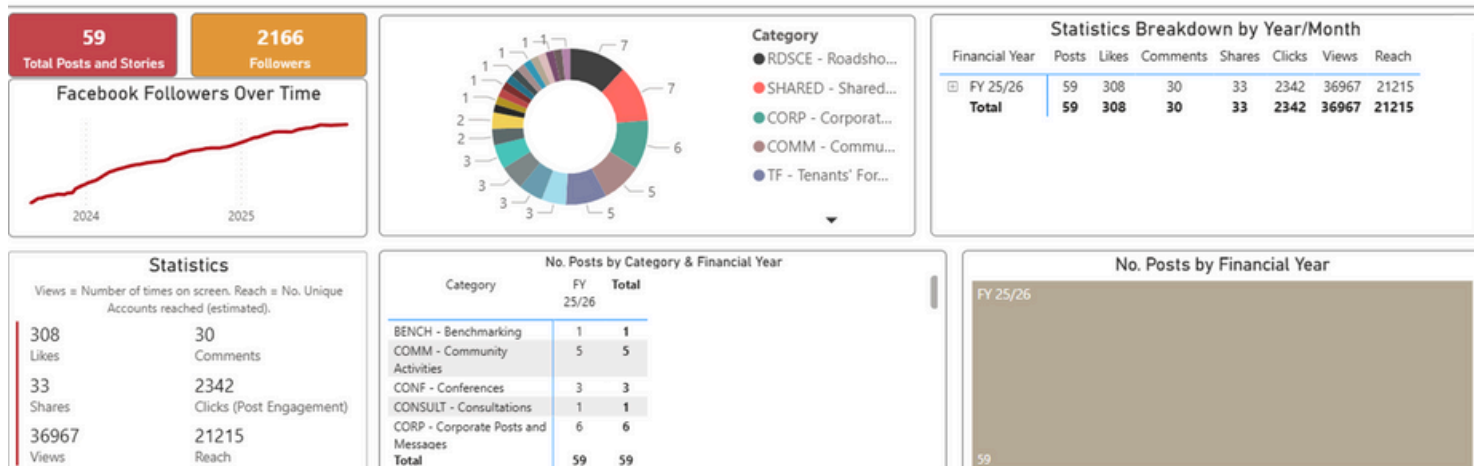
- Facebook: Hull City Council Housing
- X: @HCCTPT
- Instagram: @HCCTPT

Finally, the Tenants’ Forum minutes are available on the Hull City Council website, as are recent editions of the Tenants’ Forum Newsletter. In future, further editions will be published, allowing anyone to view what goes on within Tenant Involvement in Hull.

Emails

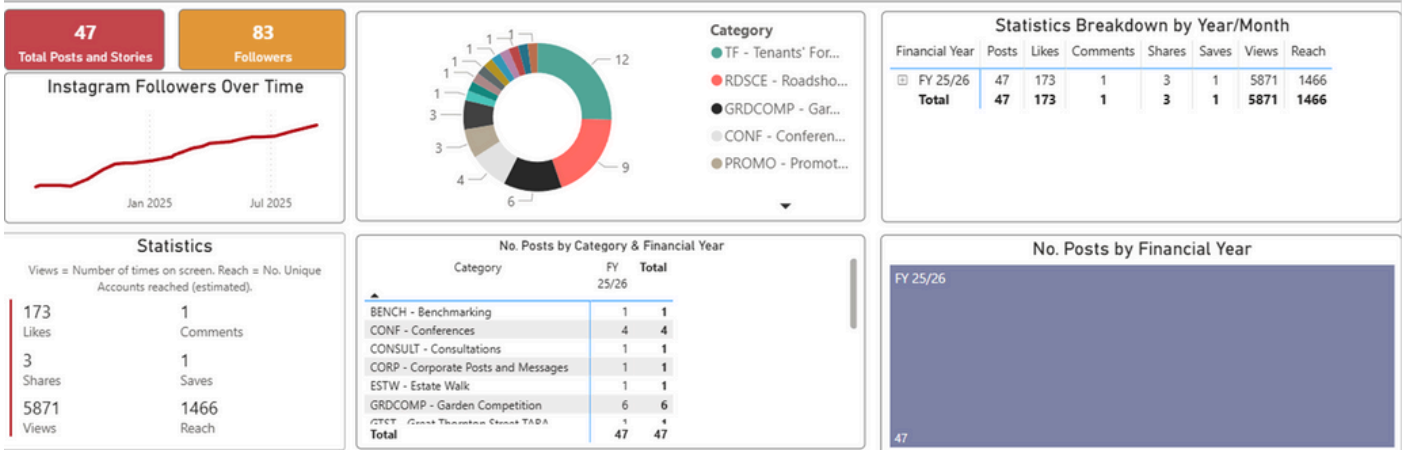


Facebook

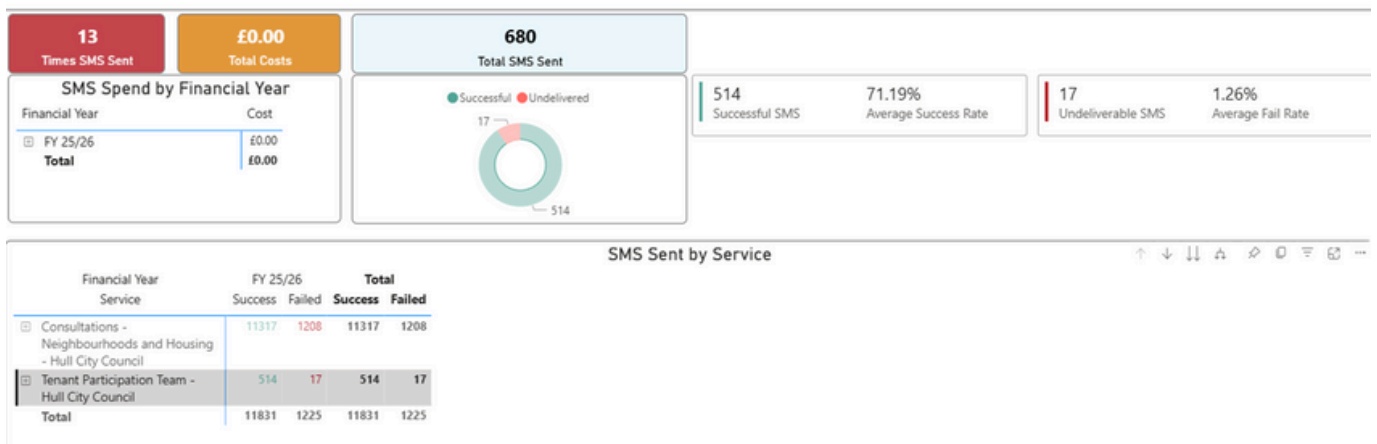




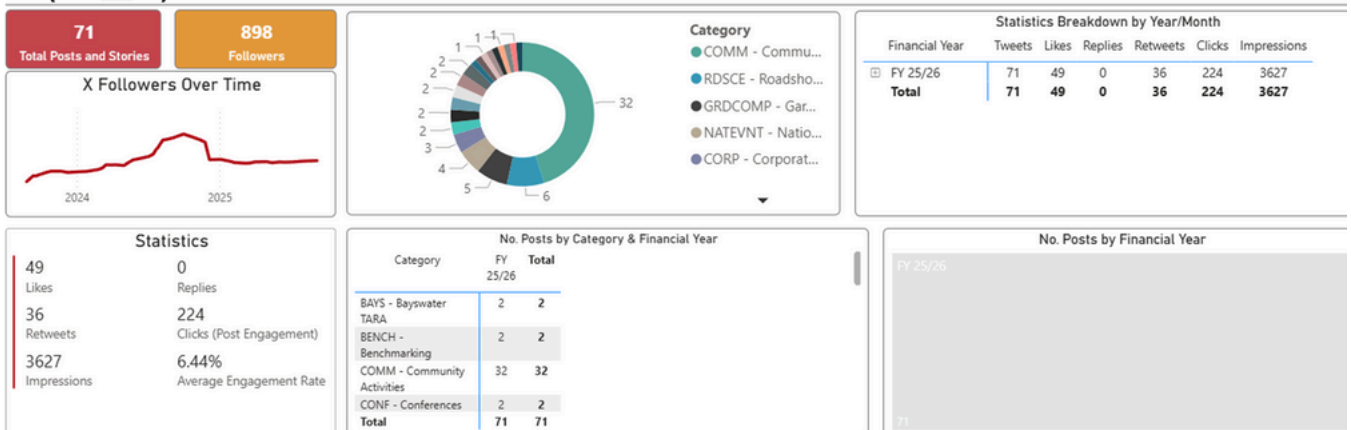
Instagram



Text Messages



X (Twitter)



Chat and Choose

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

During the two sessions some 90 people have attended where they can have a hot drink and use the foodbank provided by the school. Other agencies from across the spectrum 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?

**Comments on
19th Edition**

Wonderful reading and very informative well done

CP - (Volunteer)

Every time a copy of the Tenants' Forum Newsletter arrives, I put some time aside to read the whole thing, because I know I will always find things in it to make me smile! The things that struck me in this edition is just what a great job the tenants do in setting agendas so there's a huge variety of useful content for other tenants to engage with. I was particularly interested in the services on offer from Welfare Rights, and also the transparent discussions with the Building Safety Manager about what had been achieved so far and what is still in progress for high-rise blocks. I was really pleased to see from the photos just how many people were attending events (and quite jealous that I missed the Women's Voice event and didn't get try any of the amazing food and cultural activities!). I took the opportunity to rewatch the "This is my Home" video, which I think is great and really puts the message across well! It reminded me that for those who don't like to read the whole newsletter, there is also lots to access on Instagram, Facebook, etc, including shorter form and video content. Thanks for sharing!

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

Thanks so much for sharing this Margaret and please thank the Tenants Forum Committee - I am always amazed by the amount of work that is undertaken by the volunteers in Hull and the breadth of work that is achieved. From the photos it looks like the tenant forum meetings are going from strength to strength. I have shared the newsletter with our membership team also as I just wanted to congratulate you all on the amount of work undertaken and please do continue to send these newsletters through as it keeps me informed about the great work being undertaken

Gillian McLaren
Tpas National Consultancy Manager

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 612 010



tenant.resident@hullcc.gov.uk



Hull City Council Housing

Hull Tenants Forum



@HCCTPT



@HCCTPT

Interested?

01482 612 010

tenant.resident@hullcc.gov.uk



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

- | | |
|---|--|
| ASB- Anti Social Behaviour | MSL- Multi Storey Living |
| FTA- Former Tenancy Arrears | RSH - Regulator of Social Housing |
| HCC- Hull City Council | SIB- Service Improvement Board |
| HIS- Housing Investment Service | SLA- Service Level Agreement |
| MHCLG- Ministry of Housing, Communities and Local Government | TARA- Tenants and Residents Association |
| M&I- Maintenance and Improvements | TF- Tenants' Forum |
| | TPT- Tenant Participation Team |

Useful Contact Numbers

01482 300 300

**101
(Non-Emergency)**

01482 602 555

0800 144 88 48

0300 555 0286

Not sure of your gas supplier?
0870 608 1524

Smell Gas?
0800 111 999

01482 801 320

Family Information Service
01482 318 318

National Domestic Abuse Helpline
0808 2000 247

0300 500 0914

Mental Health Emergency
01482 335 790