



October - December 2025
Issue No – 21

Tenants' Forum Newsletter

Forewords



Welcome to the 21st Edition of the Tenants' Forum (TF) newsletter.

On behalf of the Tenants' Forum Committee (TFC) I would like to wish you all happy new year and seasonal greetings.

I would like to share that Mark Nearney (Assistant Director Neighbourhood and Housing) has successfully secured the post of "Executive Director of Housing and Communities" Well done! Mark. On behalf of the TFC and all the active volunteers I would like to congratulate Mark and wish him the best in his new role.

The Tenants' Forum is now 21 years old and over the years we have worked very closely with the Housing Service to bring positive change and improvement. During this time, we have invited guest speakers from other Council Services and stakeholders to provide information as requested by you the members.

This year's TF Thank You Event was a great success, with nearly 100 people attending the event and providing very positive feedback. It was great to see the winners of the Garden Competition, with Gillian McLaren – Tpas National Consultation Manager presenting the trophies and certificates.

You can view TF newsletters and minutes of the TF by clicking on the following links:

<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 involve 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 Tenant Participation Team will get in touch and will arrange an induction.

Maureen Bristow
Chair – Hull Tenants' Forum

The Tenants' Forum

20th November 2025
Right to Buy and Right to Buy
Coordinator

The Right to Buy (RTB) Coordinator delivered a presentation on the RTB scheme. The Officer gave a brief introduction of the scheme.

The Officer explained the qualifying criteria:

- Current council secure tenant for at least three years
- Not consecutive and includes other public sector landlords e.g. Housing Association, Armed Forces.
- Property is the tenant and householder's main and principal home.
- Not in debt, including but not limited to:
- Suspended Possession Order
- Bankruptcy Order
- Debt Relief Order
- Ground 2 Criminal Nuisance Order

Properties Exemption:

- Sheltered Housing properties
- Designated for older people
- Substantially adapted houses
- Properties subject to a demolition order



Changes in RTB legislation:

- Government announced changes in the October 2024 budget, which came into effect on 21st November 2024, included:
- Discount capped per region
- Cost Floor Extended
- Retain 100% of the receipts from RTB sales indefinitely.
- From 30th October to 20th November 2024, the RTB Team received 429 applications.

Discount entitlement:

Further Government Changes to RTB as of 21st November 2024:

- All discounts capped at maximum of £24,000 in the Yorkshire & Humber Region
- Previous RTB purchases- discount deducted from the new entitlement.
- Discounts must be paid back if the property is sold within the first 5 years of ownership.

Application Process:

1. Check eligibility
2. Complete the RTB1 form (Government prescribed)
3. Council decision to accept or deny (as per legislation) within 8 weeks of application received.
4. Offer 'notice' sent detailing valuation, discount, estimated service charges and offer price within 12 weeks from acceptance.
5. Applicant has 12 further weeks to accept or reject the offer.
6. Appeal the offer price.
7. If accepted, investigated by audit & fraud
8. Complete the purchase

Pros and Cons of the Scheme:

Pros: Opportunity for tenants to achieve home ownership compared to buying from the open market

Cons: Homeownership involves significant added costs and responsibilities:

- Maintenance
- Repairs
- Service Charges (Leasehold Flats)
- The scheme reduces the overall stock of affordable Social Housing and significantly increases housing waiting Lists. In 1990 HCC had 56,000 stock which was reduced to 22,811 in 2025
- On average 5 to 12 properties sold in a week



The RTB Buy Back Scheme:

- Right of First Refusal – Introduced January 2005
- Within 10 years from purchase date, the property must be offered back to the Council
- Land Registry will not accept change of ownership without exemption removed
- Allows the Local Authority to repurchase housing stock back at market value.
- Consideration for any ex-council property bought through the RTB scheme.
- Large family homes 3 & 4 beds
- All flats
- Vacant possession
- Current market value offered
- Can appeal via district valuer.
- No estate agency fees – only legal conveyancing costs.

Further information on RTB via:
<https://www.gov.uk/right-to-buy-buying-your-council-home>
<https://www.hull.gov.uk>
Housing.RTB@hullcc.gov.uk

20th November 2025
Warm Homes
Energy Efficiency Advice Officer

An Officer delivered a presentation on the Warm Homes services and support offered to residents. The Warm Homes Team became part of Hull City Council (HCC) in 2018 but has been supporting the households across Hull since 2001.

Aims of Warm Homes Team:

- Working together for warm homes in Hull
- To reduce fuel poverty in the city
- To improve energy efficiency throughout the city

Services offered by Warm Homes Team are:

- Energy efficiency grants
- Heating grants, including low carbon heating
- Fuel poverty advice
- Energy efficiency advice
- Referrals to other council services
- Benefit advice and referrals
- Referrals to other services across the city and nationally



Current Schemes of Warm Homes Team

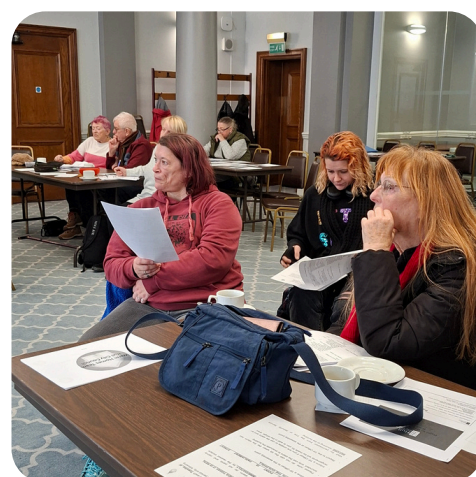
Insulation Grants

- Cavity Wall Insulation
- Loft Insulation (including loft top ups)

Homeowners:

Either

- Annual household income under £36,000
- In receipt of a qualifying benefit
- Have a long-term health condition



The Warm Homes Team also have a subsidised scheme for only £99* for applicants who are homeowners that don't meet the criteria for our fully funded insulation grants

Cavity Wall Insulation

Loft Insulation (including loft top ups)

*All subject to surveys, terms and conditions apply.



Heating Grants

Homeowners

- Lived in the property for over 12 months

Either:

- Annual household income under £36,000
- In receipt of a qualifying benefit
- Have a long-term health condition
- Boiler must be over 10 years of age, broken down or intermittent
- First time gas central heating system

Warm Homes Local Grant (WHLG)

£3.4million funding secured over three years from Department for Energy Security and Net Zero to deliver:

Energy Efficiency Improvements

Low Carbon Heating

Delivered in partnership with E.ON Green Funding Solutions

WHLG Criteria

Homeowner or Private Rented

Resident may be eligible if:

- Annual household income £36,000 or below
- In receipt of a qualifying benefit
- Qualifying postcode

Unfortunately, due to overdemand, applications will not be processed at this time. They will, however, be kept on a waiting list to be processed in 2 years.

Got an event coming up?

The Warm Homes Team will be happy to attend community events that would benefit an in-house presentation.



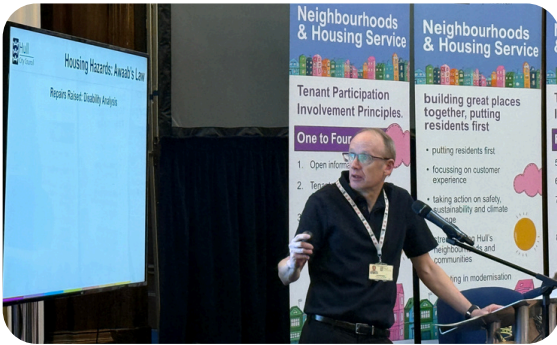
Our Contact Details

Email: warmhomesteam@hullcc.gov.uk

Website: www.hullwarmhomes.org.uk

2nd December 2025
The Tenants' Forum Thank you event

The Tenants' Forum Committee (TFC), in partnership with the Housing Service, held its annual Thank You Event for all active volunteers, with nearly 100 people attending. The Assistant Director for Neighbourhoods & Housing appreciated and thanked all the volunteers for their time, skills and enthusiasm to bring positive changes to improve the Housing Service. The Business Insight & Quality Manager and Performance Manager delivered a presentation on housing performance.



The Tpas National Consultancy Manager presented trophies and certificates to participants who won the garden competition. Training certificates were presented to volunteers who had attended various sessions by the Assistant Director. The block champions received certificates for their inspections.

Garden Competition winners



Training Certificate Presentation



Block Champions



Tpas National Consultancy Manager with one of the Garden Competition Judges

Tenant and Resident Associations provided updates of their activities during 2025.



To close the event the Hon Lok Senior Association performed Chinese dances. All attendees enjoyed the dances and at the end of the event there was a raffle prize draw. Prizes were donated by Tesco – St Stephens, Boyes, Aldi, Hollywood Bowl, members of the TFC and Hull Housing staff.

Hon Lok Senior Association



On behalf of the TFC and active volunteers, as the Chair of the TF, I would like to thank the officers for attending and supporting the event, TPAS for presenting the garden competition trophies and certificates, everyone that provide raffle prizes and finally a big thank you to Hon Lok Senior Association for their performance.



Tenant and Resident Associations (TARA) Update

The TARAs have been carrying out face to face meetings and have been actively feeding issues from their members to the relevant service areas. The TARAs have also been carrying out local area walks, block inspections, and litterpicks to improve their areas. Committee members have been in regular contact with the TPT, who support them in finding a resolution to any 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.

Bayswater Court TARA

The TARA have met twice this quarter with Councillors hosting two Pop Ins. Residents were invited to provide feedback about living in the block and received updates on:

Draft Resident Engagement Strategy presentation
Update on Building Safety Intrusive Surveys
Dogs in flats
Overgrown shrubbery around electric box and front of block
Christmas raffle 19.12.25
Bayswater winning an award at the Tenants' Garden Competition

You can see the activities of the Bayswater Court TARA on Facebook by searching for "Bayswater Court TARA", or by visiting <https://facebook.com/groups/bayswatertara>



Dorchester Road and Midmere Avenue Association (DRAMA)

The DRAMA TARA met twice in this quarter in October and November.

In October an Officer from Hull Warm Homes attended the meeting. She delivered a presentation to attendees about how to keep homes warm in winter and provided information about various grants that are available and that can be applied for.

At both meetings TARA members present raised and discussed other local issues with Councillors and a Tenant Participation Officer (TPO).

The next meeting is scheduled for 12th January 2026, the Neighbourhood Coordinator, Councillors and a TPO are due to attend.

Great Thornton Street Block 1, 2 and 3 (TARA) GTS

The group met once in this quarter with Councillors present and they discussed the following:

- Lighting in the communal garden
- Shrubby surrounding the perimeter of the blocks
- Rodent issues in the area
- Car park fob check, displaced vehicles in car park spaces
- Repairs
- MSL TV
- Funding from Forum CIO

The Great Thornton Street TARA can be found on Facebook by searching for "Great Thornton Street TARA" or by visiting <https://facebook.com/groups/gtstara>

Muswell Court TARA

The group have met twice in the last quarter with Councillors present. The group discussed the following:

- Draft Resident Engagement Strategy presentation
- Update on Building Safety Intrusive Surveys
- Parking and garages
- Community Garden
- Training and activities for the group

Women's Voice TARA

The Women's Voice (WV) TARA Committee arranged their Annual General Meeting to elect the new committee for 2025 – 26. The present Chair was elected unopposed and there were several candidates for the positions of Vice Chair, Treasurer, Secretary and four General Members.

During this quarter the WV TARA arranged five cooking and two art and craft sessions for their members where they cooked Syrian, Kurdish and Libyan food. Members of the WV TARA received training certificates at the Thank you event in December.



Annual General Meeting



Art and Craft Session



Cooking Session

The WV TARA will arrange a new year party for the community, Equalities and Diversity training and a general meeting with local Ward Councillors, Housing Officers, a Neighbourhood Nuisance Officer and Neighbourhood Coordinator in January 2026.

The members of the WV TARA regularly attend the TF to provide an update of their activities, attend trainings arranged by TPT, and support other Tenant Involvement activities.

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

Multi Storey Living Group 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 October officers from Building Cleaning gave a verbal update to the group. The following was discussed:

- The MSL group's input into service provision and the Service Level Agreement
- Officers working together to resolve issues that arose in the high-rise blocks
- Assistant Director Neighbourhoods and Housing visiting blocks with volunteers to get a true picture of the dwellings
- Disposing of human waste in blocks
- The future of MSL TVs in the blocks
- Update on intrusive surveys
- Maintenance of communal areas in the blocks

The group also received an update on the Recycling Pilot – High-Rise, the Officer facilitating the pilot gave a presentation to the group on how the scheme was working, the key points were:

- Flats trials
- Communication
- Recycling performance
- Composition of bins



In November Officers from Building Safety gave a verbal update to the group. The following issues were discussed:

- Structural surveys – no information available on when works would commence, for the blocks at Bayswater and Muswell, which will then be followed by the blocks at Padstow and Gatwick. This was due to contractors not been suitable for carrying out the work. A new pre-market engagement was put in place with a closing date of 14th November 2025, with five companies showing interest.
- Following structural surveys carried out at GTS and Cambridge Street, there still needs to be Geo-technical surveys on the ground floors.
- Service cupboards – fire-stopping was taking place with the Regulator insisting that hole filling should be taking place.

- Safety case reports – Bayswater and Muswell reports have been submitted, however, this could take up to 18 months for feedback. Officers currently drafting reports for Padstow and Gatwick.
- Fire risk assessments for high-rise blocks have all been completed along with the 90 low-rise blocks.
- Residents’ profiles and PEEP’s (Personal Emergency Evacuation Plan) – a new update was set to be put in place, and subsequent staff training would be undertaken.
- No decisions had yet been taken on fire detection systems for Bayswater and Muswell.
- Fire door replacement – work was to start on the replacement of doors in Muswell, Bayswater, Padstow and Gatwick. Following the work, consultation would be carried out with tenants of the blocks to gauge their opinions of the new doors.

In December Officers from Business Development gave a presentation on the current MSL TV pilot and potential communication channels moving forward. The following was discussed:

Social Innovation Fund

- How it works
- Who can apply
- Aims and achievements
- Applications and how they are assessed
- Concept ideas in collaboration with Connexin
- Samples of communal area displays

Presently there are five block champions who meet with a TPO to carry out block inspections throughout the city, we also have 32 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.

For the 3rd quarter of 2025, 70 low-rise block inspections were carried out by a TPO and volunteers with 150 Service Requests raised from visiting the 70 blocks in that period. Every flat in the 70 blocks visited also received a Block and Neighbourhood Champion and Tenant Participation promotional flyer.

On 19th November, the Assistant Director – Neighbourhood and Housing, joined the TPO and volunteers while they were carrying out their inspections in the low-rise blocks visited.

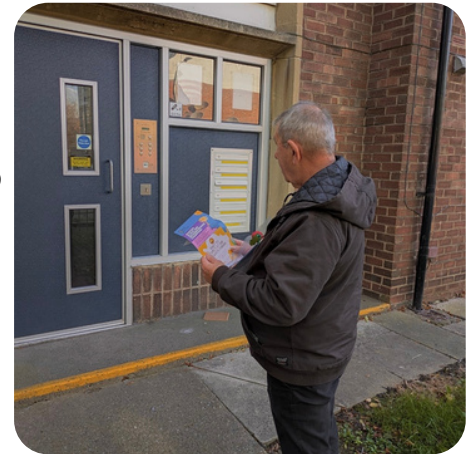
In the same quarter, five high-rise inspections took place with TPO’s and volunteers with one Service Request being raised.



Neighbourhood Management Project Group

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 107 participants, 77 tenants and 30 residents, who are happily recording issues at their own pace and reporting them to Officers. The TPOs launch regularly campaigns on X (formally Twitter), Facebook and Instagram to increase the number of block champions. The TPOs are also visiting community centres and other external agencies to promote the Champion program.



Here is the October to December 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 = 12

Service requests raised this quarter

Number of assisted service requests raised = 2

Number of solo service requests raised = 19

Gardens needing attention sent to Housing Teams = 0

Exceptional garden letters sent out = 0



Litterpicking

Again, the momentum for this activity is still very strong. So far this year we have seen an increase in individuals and communities litterpicking in their areas. This has created some great community spirit and helps build friendships along the way. The data collected is also being fed into the Council's climate change agenda.

Number of litterpicks carried out this quarter = 20

Bags of litter collected during litterpicks in the city for this quarter = 141

Number of bags of litter to recycling for this quarter = 52

Total for this quarter is 193 bags combined, equating to 0.97 tonnes collectively.

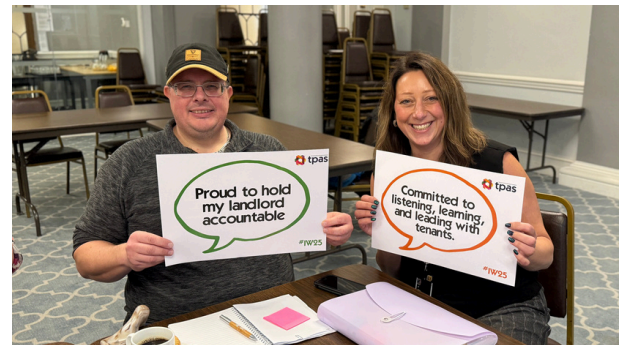
In October there was a collaboration between the Neighbourhood Co-ordinators, TPO, Police, Living with Water and Chiltern Primary School in carrying out a collective litterpick of the Massey Street playing fields, with over 40 parents and children taking part, collecting over 50 bags of rubbish.

Repairs and Maintenance Project Group

The Repairs and Maintenance Project Group met in November to receive updates on performance, latest developments within the Housing Investment Service (HIS), and to receive the remainder of the presentation on Planned and Cyclical Works.

The group were presented with a new style performance report that is being developed in close partnership with the Housing Investment Team, the Assistant Director of Neighbourhoods and Housing, and officers from KWL.

The new report will allow for performance to be shared directly with KWL, allowing for any issues to be picked up earlier and rectified before it causes issues. Whilst the report contains lots of information, no targets have been set yet, and the Performance Manager would like tenants to be involved in the process to define what the Key Performance Indicators (KPIs) should be and what targets should be set at.



The Maintenance and Improvements Manager (M&I Manager) for the Planned and Cyclical Works team returned to the group to deliver the remainder of his presentation, as unfortunately the September meeting ran out of time. The M&I Manager shared with the group some examples of the work that his team oversee, and shared some performance figures for the 25/26 Financial Year:

Number of Kitchen Installations forecasted– 800

Number of Bathroom Installations forecasted– 640

Extractor Fan Installations forecasted – 16,000 (might be more than one per property).

Number of Bin Storage Sites surveyed: 183

The group received an update on the repair priorities following the changes earlier in the year, along with information on the Council's response to Awaab's Law.

Elections took place for the role of Chair and Vice Chair, with the Chair being re-elected for the next year. The group would like to thank the outgoing Vice Chair for his time over the last year.

Finally, as the meeting took place during the Tpas Involvement Week celebrations, members of the group were invited to share why they are proud to get involved.





Customer Access Focus Group Update

The Customer Access Focus Group met in October to receive presentations and updates from the Customer Operations Manager, Customer Journey Programme Manager and a Digital Tenant Participation Officer.

Key points taken from the presentations are:

- The total number of inbound calls to 300 300 continue to gradually decrease. There has been a year on year decrease of around 5 to 10%, which is extremely positive.
- The new telephony system went live in July, and this introduces the ability to receive a callback instead of waiting on hold.
- Out of the 24,000 calls that were answered in September, 4500 calls were callback-elected) which equates to around 20%. For Housing specific calls, 24% of New Repair Calls, and 55% of Existing Repair Calls, were initiated via callbacks, and the only other Council department to reach levels like this is Council Tax. This is extremely positive to see, and it is something that we have been requesting for several years.
- The average waiting time continues to decrease, currently sitting around 6 minutes from pressing the option on the phone system to speaking to an advisor.
- The satisfaction figure is at an all-time high of 96%, which means that most callers are happy with the service they've received.
- The group were presented with information showing the average number of visitors per hour to both Customer Service Centres and Community Hubs. This continues to evidence that visitors to the Customer Service Centres are decreasing, but Community Hub attendance appears to be increasing. This decrease and increase follows similar information presented at the previous meeting.
- Satisfaction remains largely positive across the board at Customer Service Centres.
- In September 2025, 44% of all cases were raised online. This means that the number of people using self-service options is gradually increasing, resulting in less calls to 300 300, freeing up the phone line for customers who are unable to get online and need to speak to an advisor.

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 TPT.

Between October and December 2025, the TPT continued to broaden its engagement work, strengthen partnerships, and enhance resident involvement

Publicity Project Group

The Publicity Project Group continue to work hard to develop and produce the quarterly Hull Housing News newsletter. The Winter 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 this issue, we invited readers to complete a short survey to tell us what content they would like to see featured in future editions of the newsletter, helping us shape topics that truly reflect tenants' interests and priorities.

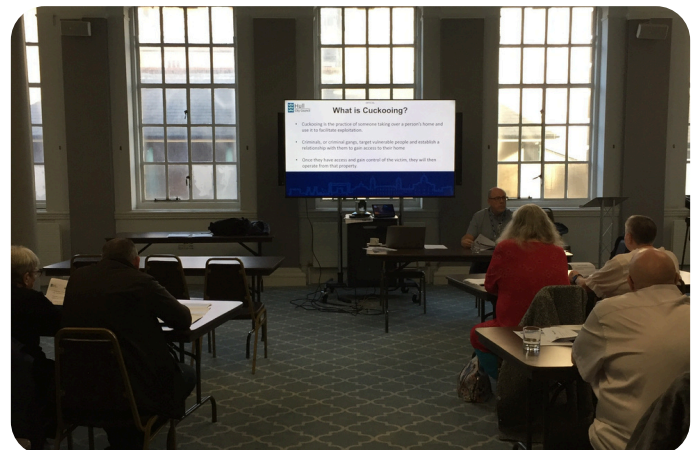
If you would like to take part in the Publicity Project Group meeting and have a say in what go in future editions, please contact the Tenant Participation Team.



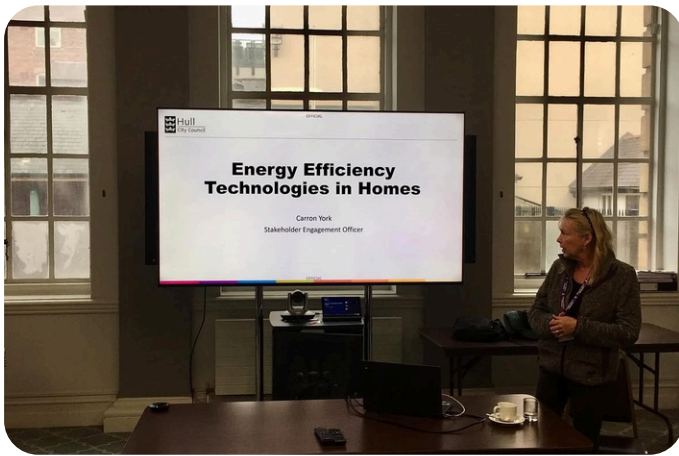
Training Arranged by the Tenant Participation Team

Volunteer development continued to be a major priority. During November and December, the TPT arranged the following sessions for active volunteers.

Cuckooing Awareness



Energy Efficiency and Warm Homes



An update on Awaab's Law



Future trainings

Looking ahead, the following additional trainings are planned in future

- Racism awareness
- Chairing a meeting and committee skills
- Conflict management.
- Session on Repairs – Best Practice, to be delivered by a TPAS consultant
- Equalities and Diversity Training for WV TARA

Community Outreach

“Chat and Choose” at Chiltern Primary School

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

During the three sessions, 110 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?



LGBTQIA+

A TPO attended two Zoom meetings of the LGBTQIA+ Forum to give an update on TP activities and to receive valuable information from the world of LGBTQIA+. The following topics were discussed:

Agency “round robin” discussion

Tenant Engagement opportunities and service updates, including the Council’s proposals to sign up to the LGBTQIA+ Housing “Pledge” and how it would link into this discussion group.

Adult Social Care rolling out the digital strategy to assist people who live in their own homes, older people and disabled. Pop Ins will be arranged in early 2026 to make people aware of the new strategy.

Hull Pride hosting the Pride England conference in Hull.

Pride in Hull 25 Year Anniversary Celebrations.

Meetings with the Chief Constable of the Police

Phoenix Trans Hull is hosting a Trans History 101 and looking to promote their service to all in Hull.

What is the definition of “Bullying”, workshops with schools and young people to be hosted to get their perspective on this issue moving forward.

University of Hull has new representatives for Trans and LGBTQIA, also Fresher’s weeks was a great success.

A key focus during this period by the TPT was supporting the LGBTQ+ Housing Pledge. The team collaborated closely with colleagues in Practice Management and external representatives from the Pledge to review existing policies, explore improvements in service inclusivity, and ensure that housing practices reflect the needs and lived experiences of LGBTQ+ tenants.

Wellbeing Event at JobCentrePlus

TPO's attended the JobCentrePlus Wellbeing Drop-In event at Britannia House to promote what they do and raise awareness of tenant engagement opportunities. 178 people attended with 50 being given information on tenant involvement and two residents signed up to be Area Champions.



Bulb planting at Australasia Houses

As part of the improvements to the communal areas of Australasia Houses, tulip bulbs were planted with Neighbourhood Co-ordinators, TPO's and children. The results of all the hard work will be seen in Spring 2026.



The Warren

The established partnership with The Warren also remained active. Together, the organisations continued to engage with young people, offering them opportunities to share their views on local housing and community services. The TPT is working on mystery-shopping exercises aimed at assessing the accessibility, quality, and responsiveness of council services from a young person's perspective.

Between October and December, the TPT visited the following community centres

- City of Hull Boxing Club
- Goodwin Development Trust
- Orchard Park Centre
- Panda People Ltd
- Hull Afro Caribbean Centre

These visits provided opportunities for tenants to discuss issues, feed in their views, and learn more about engagement opportunities.



Digital Communication Statistics

The 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 68 times on Facebook, and posts have received 338 likes and 59686 views. Over on X, the team have posted 71 times, receiving 54 likes and 2945 views. The TPT have continued to upload posts, “reels”, and stories to Instagram, posting 51 times since the last newsletter. Instagram posts and reels have received a combined number of 205 likes and 3568 views.

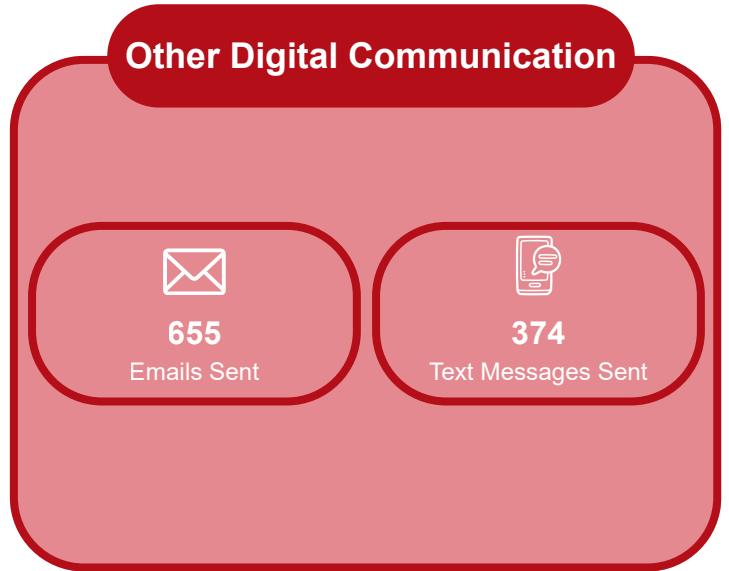
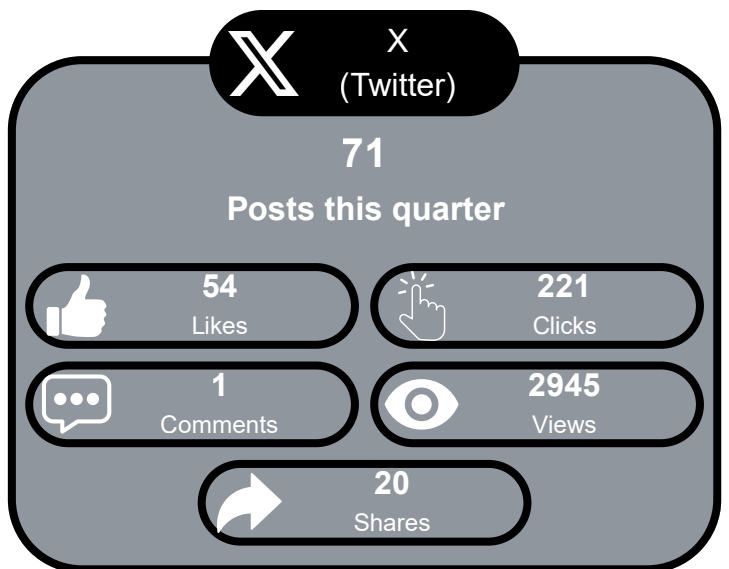
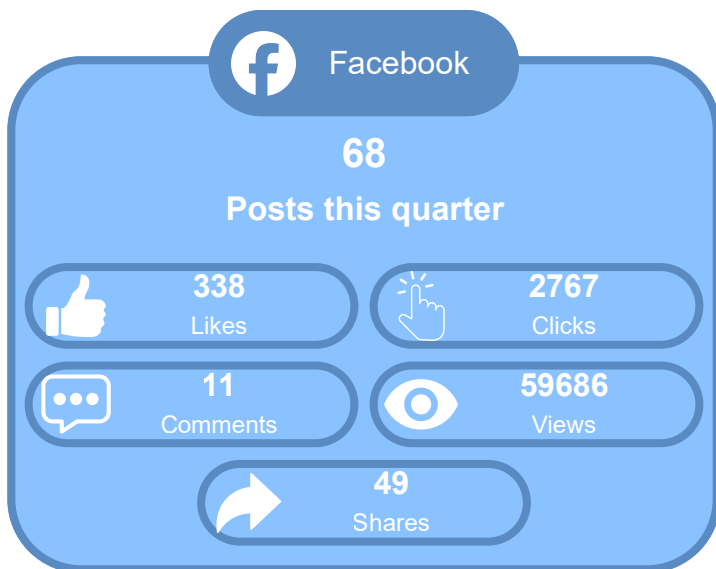
You can follow the TPT on social media by visiting the below pages:

Facebook: Hull City Council Housing

X: @HCCTPT

Instagram: @HCCTPT

Finally, the Tenants’ Forum (TF) minutes are available on the Hull City Council website, as are recent editions of the TF Newsletter.



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
FTA- Former Tenancy Arrears
HCC- Hull City Council
HIS- Housing Investment Service
MHCLG- Ministry of Housing, Communities and Local Government
M&I- Maintenance and Improvements

MSL- Multi Storey Living
RSH - Regulator of Social Housing
SIB- Service Improvement Board
SLA- Service Level Agreement
TARA- Tenants and Residents Association
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

01482 318 318

0808 2000 247

0300 500 0914

01482 335 790