

# Tenant Participation Round up



Welcome to our “March Round-Up” newsletter created by the Tenant Participation Team. In here you’ll find highlights of some of the activities that have taken place over the last month.

Don't forget to check out our upcoming events to see what is happening over the next few months!

## What we have been up to in March

This month, an extra Tenants’ Forum was held focusing on the repair service. The Forum welcomed the Head of Service (Contracting and Investment) and the Maintenance and Improvements Manager from Hull City Council’s Housing Investment Team, as well as the Chief Executive and Chief Operating Officer from KWL. Together, they presented the questions raised by the Forum and provided detailed responses.

The Chair of the Multi-Storey Living Group attended a meeting to sign the Service Level Agreement, following six months of discussions with the Building Cleaning Team and the Business Insight Quality Manager to review and refine the wording.

### **Click the link to read the full article**

Two Tenant Participation Officers were invited to attend a Student Council meeting with Hull College students to talk about the different ways young people can have a say in Council housing services. During the meeting, the officers explained the various ways students can get involved, and attendees were asked to complete a survey on how they would like to communicate their views.

Hull CVS delivered a session to members of the Tenants’ Forum on how to conduct effective and efficient meetings. In total, 20 members attended from across the city, including members of Women’s Voice TARA, who had interpreters present to support communication during the session.

**Click the link to read the full article.**



Tenants’ Forum- KWL and Housing Investment Team



Signing the Service Level Agreement

The Tenants' Forum welcomed a Service Development Officer, Practice Lead Manager, Hospital Team representative, and an Adult Social Care Feedback and Complaints Officer from the Adult Social Care Team, who informed members about the services they provide.

The Back to Ours Team contacted the Tenant Participation team to ask whether any members from TARAs would be interested in attending the daytime parade as part of the 'Our City' event. A member from Bayswater TARA and Great Thornton Street attended alongside a Tenant Participation Officer.

At the Tpas Collaborative Scrutiny meeting, officers and tenant representatives from Hull City Council, Vico Homes, Red Kite Housing, VIVID Homes and Tpas met to discuss and plan the next stages of a collective Scrutiny Panel. This would involve organisations scrutinising each other's services, including a one-day Scrutiny Bootcamp. The agreed topic for scrutiny was "learning from complaints".

The TP Team, along with a tenant volunteer, attended the Autism Acceptance event held at the Guildhall. This provided an opportunity to network with local organisations and residents, sharing information about upcoming engagement opportunities they could get involved in. The team found the event very useful and received valuable feedback from a Senior Sensory Social Worker, who suggested including a phone number on posters to make it easier for people, including members of the deaf community, to contact by text message.



Back to Ours 'Our City' daytime parade



Autism Acceptance Event

## MARCH

### FACTS AND FIGURES



3 estate walks with officers and volunteers.



Litter picking volunteers collected 128 bags of rubbish in total with 31 of them being recyclable bags.



41 posts with over 16,520 views on our social media!



29 low, medium, and high-rise blocks of flats inspected by volunteers, with 34 service requests being raised.

## UPCOMING EVENTS

.....  
If you would like to attend any of these meetings or need more information please contact the team.  
Please be aware dates and times are subject to change.  
.....

### APRIL

2

New Michael Street - Residents Engagement Survey  
10am > 12pm  
New Michael Street, Hull, HU1 2QW

2

Commonwealth Homes Community Room Repaint Consultation  
2pm > 4pm  
Hartoft Road, Hull, HU5 4LE

8

Community Planting Event  
10am > 1pm  
Australasia buildings, Thornton Estate, Hull

14

Cambridge Street Blocks 1 and 2 Resident Engagement Strategy Consultation pop in  
9:30am-12:30pm  
Laundry Room, Hull HU3 2EB

20

Central Library Community Engagement Event  
11am > 1pm  
Albion St, Hull HU1 3TF

23

Tenants' Forum  
10am > 12pm  
Room C1, Guildhall, HU1 2AA

28

Tenants and Residents Association Forum  
10am > 12pm  
Room 77, Guildhall, HU1 2AA

30

Hull and East Riding Modern Slavery Event  
10am > 3:30pm  
Ground Floor, Princes Quay, HU1 2PQ

Please be aware dates and times are subject to change.



One of our champions out on a block inspection

## FOLLOW US!



01482 612 010



[tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)



[Hull City Council Housing](#)



[@HCCTPT](#)



[@HCCTPT](#)



Scan here