

# Tenant Participation Round up



Welcome to our “May 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 May

Hull City Council were delighted to host the Tpas North East Regional Meeting in May. More than 80 members from across the North East came together at The Guildhall to hear about the latest policy changes from the Regulator of Social Housing, the work being undertaken by the Stop Social Housing Stigma Campaign, and the fantastic work carried out by the Multi-Storey Living Group and Women’s Voice Tenants And Residents Association (TARA).



Tpas North East Regional Meeting

At this month’s Forum, members welcomed the Operational Manager and Housing Tenancy Managers from the Area Housing Team, who provided an update on the role of Tenancy Officers and the support they provide to tenants.

Officers from the Practice Management Team attended the Customer Access Focus Group to consult with members on a new ‘Guide to Your Tenancy’, which is currently in development. The group commented on how detailed the guide is and confirmed it would be a useful resource for tenants when it goes live.



Tenants’ Forum

Members of the Independent Tenant Scrutiny Panel attended the Anti-Social Behaviour (ASB) Pledge acceptance session on behalf of the volunteers. They were joined by the Portfolio Holder, Heads of Service, and Managers.

[Click here to read more about the ASB Pledge.](#)

The Chair of the Multi-Storey Living Project Group met with the Head of Service (Area and Neighbourhood Management) to finalise and sign off the Streetscene and Citysafe Service Level Agreements, which had been updated by officers and the Chair.

A Tenant Participation Officer (TPO) joined the Chair of the Tenants' Forum, the Neighbourhood Coordinator, and residents on a local area walk around the Kingscott Close area, where they looked at local issues and admired the new underpass mural.

As the weather started to warm up, Muswell TARA welcomed the summer season by hosting a garden party. It was a lovely opportunity for neighbours to catch up with friends from across the community. They were also joined by the Vice Chair of the Bayswater Court TARA and a TPO, who enjoyed the sunny afternoon.

Two TPOs attended the Work Experience and Volunteering Event at Britannia House Job Centre. During the event, they promoted the many ways people can volunteer their time with the Housing Service, whether by attending meetings or simply reporting issues in their local area.

As part of the Let's Talk Housing Campaign, a volunteer was joined by members of the Tenant Participation Team at North Point Shopping Centre in Bransholme. They spoke to 25 people about the opportunities available and dealt with 5 housing enquiries. Scroll to the calendar at the end of this newsletter to find out where the team will be next month



Local area walk around the Kingscott Close area



Let's Talk Housing Campaign at North Point Shopping Centre

## MAY

### FACTS AND FIGURES



6 estate walks with officers and volunteers.



Litter picking volunteers collected 94 bags of rubbish in total with 25 of them being recyclable bags.



38 posts with over 15,550 views on our social media!



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

## UPCOMING EVENTS

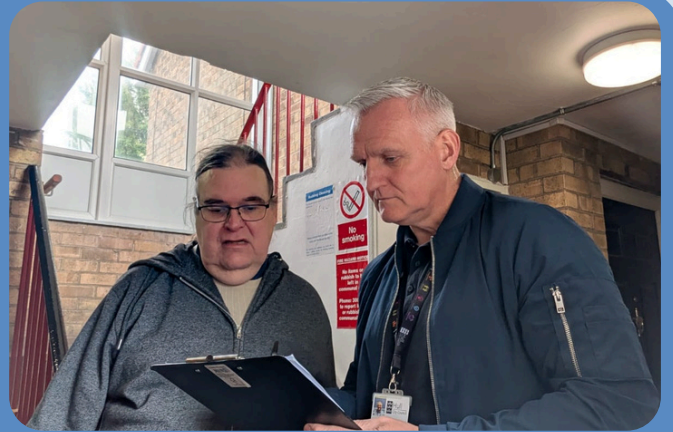
If you would like to attend any of these meetings or find out more information, please contact the Tenant Participation Team. Some meetings may be available to attend online via Microsoft Teams.

Please contact the team to check whether the meeting you wish to attend is accessible online.

### JUNE

- 12** Let's Talk Housing- St Philips Church  
10am > 12pm  
115 Amethyst Rd, Hull HU9 4JG
- 17** JCP Britannia House Wellbeing Event  
9am > 12pm  
Britannia House, 2 Ferensway, HU2 8NF
- 18** Repair and Maintenance Project Group  
10am > 12pm  
Room 3, Warehouse 9, HU1 1HJ
- 18** Publicity Project Group  
12:30pm > 2:30pm  
Room 3, Warehouse 9, HU1 1HJ
- 23** Tenants' Forum - Performance Updates  
10am > 1pm  
Room C1, Guildhall, HU1 2AA
- 23** Let's Talk Housing- Lonsdale Community Centre  
10am > 11:30am  
8 Lonsdale St, Hull HU3 6PA
- 23** Let's Talk Housing- St Stephens Neighbourhood Centre  
12:30pm > 2pm  
96 Annandale Rd, Hull HU9 4LA
- 29** Neighbour Management  
10am > 12pm  
Room 82, Guildhall, HU1 2AA

Please note that dates and times are subject to change.



One of our champions out on a block inspection

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