



January - March 2026
22nd Edition

Tenants' Forum Newsletter

Forewords



Welcome to the 22nd Edition of the Tenants' Forum (TF) newsletter.

In this quarter Hull Housing volunteers were very busy improving the Housing Service by carrying out litter picking, local area and block inspections, along with attending project and focus group meetings. The Tenant and Resident Associations (TARAs) have been busy in their communal gardens and carrying out activities in their respective communities.

The Housing Investment Team attended the TF twice this quarter and at one of the meetings the Chief Executive of Kingstown Works Limited (KWL), along with his team, attended to respond to questions from the floor and those submitted in advance.

The Multi Storey Living Project Group (MSL) reviewed the Service Level Agreement (SLA) for the Building Cleaning Service. Members of the MSL group suggested several recommendations which were incorporated into the SLA and the Chair of the MSL group is now a signatory along with officers. Well done to the MSL group.

The Tenant Participation Team (TPT), along with the Tenants' Forum Committee (TFC), are visiting community meeting points and attending community events to promote Tenant Involvement activities. If your community group, TARA or any organisation in your area is planning an event, you can let the TPT know so the TFC can put an information table there. We need more tenants and residents to get involved in this journey to improve the Housing Service in 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 TPT via 612010, email tenant.resident@hullcc.gov.uk, or text 07984 404576. The TPT will get in touch and will arrange an induction. The Housing Service covers out-of-pocket travel expenses for volunteers in line with the tenant expenses policy.

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

Tenants' Forum Newsletter



[https://www.hull.gov.uk/downloads/download/
493/tenants-forum-newsletter](https://www.hull.gov.uk/downloads/download/493/tenants-forum-newsletter)

Tenants' Forum Minutes



[https://www.hull.gov.uk/downloads/download/
498/tenant-forum-minutes](https://www.hull.gov.uk/downloads/download/498/tenant-forum-minutes)

Maureen Bristow
Chair – Hull Tenants' Forum

The Tenants' Forum



**7th January 2026
Executive Director Housing and Communities
and Housing Investment Team**

At our first TF of the year, we welcomed the Executive Director of Housing and Communities, alongside the Head of Service for Contracting and Investment, the Maintenance and Improvement Manager, and the Performance Manager.

Routine Tenancy Inspections

Since Routine Tenancy Visits (RTV's) resumed in 2022, the housing team has completed 13,737 inspections, covering around 62% of council properties.

During the 2025/26 financial year up to the end of December, a further 4,115 inspections were carried out. The team aims to complete around 500 inspections each month, alongside other visits such as introductory tenancy checks.

These visits help to ensure that tenants are receiving the right support and that properties are being maintained appropriately. They have also highlighted cases where residents may need additional support, including debt advice, hoarding support or help with substance misuse. As a result, additional resources are being considered to manage the follow-up work required.

Repairs

The Maintenance and Improvement Manager provided an overview of repairs performance. There has been a reduction in emergency and urgent five-day repairs, while teams continue to monitor and address overdue repairs.

Discussions are ongoing with KWL regarding repair cancellations, and a 60-day planned repairs category for new multi-trade orders has been introduced to help manage more complex work.

Since Awaab's Law came into effect, 1,318 reports of damp and mould have been recorded since 27th October 2025. The new legislation requires landlords to take quicker action to address damp and mould issues.

Looking ahead to 2026, the focus will be on reprioritising repairs to ensure resources are directed where they are most needed.



Void Performance

The Performance Manager shared an update on void performance, including routine void repairs, empty property relets and overall relet performance.

Senior leaders met with the Chief Executive of Hull City Council in November 2025 are due to meet February 2026 to review progress. Following the discussions, KWL have submitted a recovery plan aimed at improving turnaround times.

The plan includes targets to reduce the number of void properties to 160 by December 2025 and 120 by February 2026.

Additional resources have been introduced, including increased management oversight and subcontractors, with a strong focus on improving the quality of repairs. Joint surveys between Hull City Council and KWL are also taking place to help reduce callbacks and improve service standards.

Further improvements are planned for Spring 2026, when the Council will begin carrying out initial surveys and post-inspections to help streamline the process.

17th February 2026

The Tenants' Forum Workshop to Suggest Guest Speakers in 2027

This TF looked a little different from previous sessions. Instead of inviting a guest speaker, members were encouraged to take part in an open discussion to share who they would like to hear from and which topics they would like to see focused on at future Forums. All suggestions raised during the session were shared with the TFC.

The topics raised by the group were

- Street Scene- parking violations (Highways), potholes, hedges, blocked drains, rubbish and flytipping
- Waste Management
- Neighbourhood Policing – invite police representatives
- Citizens Advice- Legal advice, assistance with bills and heating
- Housing Facilities Officers
- Representative from CIVIC CCTV- Grasby park playing field
- KWL- empty properties and voids
- Street Lighting
- Community Managers- Neighbourhood Coordinators
- Customer Service Centres- Community Hubs
- NHS- dentists, doctor's appointments
- Cost of Living
- Council funding- How is the money divided up per area
- Anti-Social behaviour
- Benefits eg Universal Credit
- Leader of Hull City Council



**19th March 2026 – Extra Forum
KWL Team and Housing Investment Team**

An extra Forum was organised with the Head of Service (Contracting and Investment) and Maintenance and Improvements Manager from Housing Investment Team, along with the Chief Executive and Chief Operating Officer from KWL.

The TFC asked members of the TF to submit their questions in advance via the TPT. The officers grouped all the questions into the following four categories and provided responses: -

- Voids
- Repairs
- People
- Operational Services.



The officers also responded to the questions raised from the floor and provided clear answers to all the questions.

**24th March 2026
Adult Social Care
Service Development Officer, Practice Lead Manager (Hospital Team) and
Adult Social Care Feedback & Complaint Officer**

The officers explained the roles and responsibilities of the Adult Social Care Team. They explained that they support people aged 18 and over who live within the Hull boundary.

Support Provided by the Team

- Advice and Information, including sign posting to other agencies.
- Packages of Care, including Direct Payments and 24-Hour Care
- Active Recovery Plans – Short term service maximum of 6 weeks to maximize independence
- Discharge to assess
- Full Care Act Assessment in line with the Care Act 2014.

Reasons for full Care Act Assessments on the Ward would include

- Questions about mental capacity
- Complex care needs
- Complex health needs
- Safeguarding concerns

The Team works with Doctors, Nurses, Physio Therapists / Occupational Therapists, Speech & Language team, Tissue Viability Team, Dieticians, Patient Discharge Assistant, Mental Health, Palliative Team, etc.

3-Year Priorities Plan

The Adult Social Care 3-year plan sets out how the Team, and the wider Local Authority in Hull, will support people now and in the future, ensuring compliance with the Care Act 2014.

1. **Promote health and wellbeing:** To help people to have control of their health and wellbeing.
2. **Prioritise investment in prevention and early help:** To focus on helping people when they need it as early as possible
3. **Support people to remain in control:** To support people to have control in planning their care and support so that they can live their life in the way that they want to.
4. **Support people to stay safe and well:** To ensure that the team works together with people at risk of harm and abuse to support their safety and wellbeing.
5. **Develop a joined-up experience of care and support:** To reshape the Adult Social Care market by working with providers to grow and develop their services
6. **Have a sustainable and skilled workforce:** To deliver high quality support to people with the right knowledge and skills



Help Shape Services Together

There are lots of ways people can get involved in Adult Social Care to help shape and develop services, or if they just want to share their thoughts and feedback.

The officers shared that they have launched a new group designed to put people's experiences at the centre of what they do.

The team would like to welcome even more voices into the group. If you would like to get involved, you can email directly at clare.gargon@hullcc.gov.uk or adultsdeliveringdifferently@hullcc.gov.uk

Other ways to get involved

- Learning Disability Partnership Board
- Carers Partnership Board
- Autism Partnership Board

Information about these different boards can be found on the Live Well Hull website www.livewellhull.org.uk/get-involved

Tenant and Resident Associations (TARA) Update

The TARAs carried out face to face meetings and are actively feeding issues from their members to the relevant service areas. The TARAs have also carried out local area walks, block inspections, and litter picks to improve their areas.

Committee members are 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, contact the TPT.

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:

- Christmas Raffle – raising £200 for the TARA
- Building Safety Intrusive Surveys
- Dogs in flats
- Overgrown shrubbery around electric box and front of block
- Proposals for an Easter Raffle for the block
- Bayswater Court, again, entering the Tenants' Garden Competition 2026



Dorchester Road and Midmere Avenue Association (DRAMA)

The DRAMA TARA met three times in this quarter with the Tenant Participation Officer (TPO), Councillors and Neighbourhood Co-ordinators attending alongside residents.

In January the Chair, Vice Chair and Treasurer were re-elected, and attendees discussed the recognition criteria as detailed in section 4.3.1 of the Tenant Compact and Involvement Strategy 2023-2027.

Matters, raised, discussed and actioned in this quarter were:

- Street Lighting
- Wheelie Bins being abandoned, contamination and collection
- Condition and markings of cycle paths
- Emergency Gate, bollards and access and egress onto Dorchester Road and Midmere Avenue
- Environmental and Anti-Social Behaviour
- Vehicles mounting pavements and damage caused to kerb stones and edges
- Scaffolding being left in situ after completion of works
- Hull Warm Homes Team, HEAT and the works and installation they carry out

Muswell Court TARA

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

- Mount Everest Climb – Wilberforce College raising £370 for the TARA
- 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

Due to Ramadan the Women's Voice (WV) TARA were very busy with their families and religious rituals, but they still carried out activities. They arranged seven cooking sessions where they cooked food from different cultures, with 20 – 25 ladies participating in each session. They also continued with art and craft sessions and arranged six sessions during January and March, around 19 ladies attended each session.



The TARA held an important training session on Equality, Diversity and Inclusion, delivered by the TPOs. The session was attended by 17 members, three ladies translated for other members in Arabic, Kurdish and Swahili. It was an interesting learning opportunity about the different equalities, diversity and inclusion issues some people face today. All participants took an active part in this training and shared their personal experiences as well.

In September 2025 the TARA received £1500 from the Department of Work and Pensions through the Forum CIO for Cost of Living scheme. During January – March the TARA have bought vouchers worth £20 for 60 women and vouchers worth £10 for 25 children. These vouchers helped the vulnerable families to buy warm clothes during the winter. All the families who received these vouchers were very grateful to WV and Forum CIO.

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



Lindsey Place / Arcon Drive - Proposed TARA

A meeting took place in January 2026 with Lindsey Place residents and the local ward Councillor, with the view of potentially setting up a new TARA for Lindsey Place and Arcon Drive. A further residents meeting took place in March, where the flyer advertising the potential TARA was approved for distribution in April to addresses in the area, as well as in local noticeboards and on social media.

Multi Storey Living Group Project Group

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

In the last three months the group have discussed the following with Officers:

- More low-rise inspections during the past year, equating to more issues being raised.
- Input into changes to block communication methods, such as MSL TV and new signage for high-rises facilitated by the Building Safety Team.
- Received updates on subjects such as Resident Engagement, Building Safety, High Risk Building Safety Policy and the Equality Impact Assessment.
- Fire Safety
- Building Safety webpage
- High-Rise living information on the web
- Bayswater and Muswell Resident Engagement Strategies
- To review the Building Cleaning Service Level Agreement



MSL – Task and Finish Group

A task and finish subgroup of MSL carried out a full scrutiny review of the Building Cleaning SLA for high, medium and low-rise flats. With tenant and officer involvement, the SLA has now been finalised. One of the recommendations of the SLA was that the Chair of the group has been invited to be a signatory, this has been implemented. The final document has been signed off by the Chair of the MSL, the Strategic Operations Manager and the Business Insight and Quality Manager on 31st March 2026.



Block Inspections for the Fourth Quarter of 2025/26

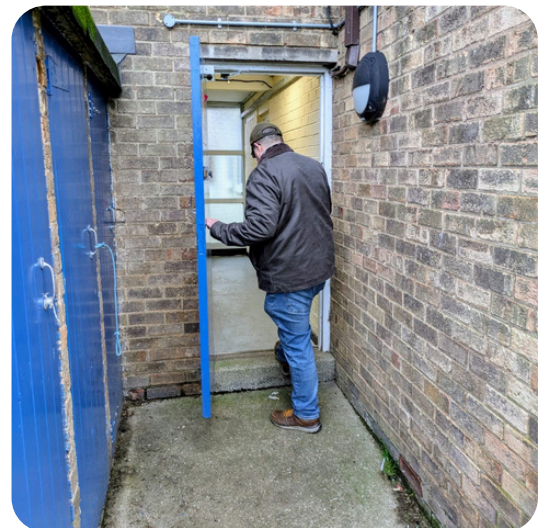
There are three block champions who carry out block inspections throughout the city with a TPO.

There are also 44 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 used by Building Cleaning Team and Senior Management for performance information and Power BI statistics.

High-Rise Block Inspections:

Total Number of Blocks Inspected with an Officer – 5
 Total Number of Blocks Inspected Unassisted - 8
 Total Service Requests Raised – 1
 Total Number of Block Champion Leaflets Delivered – 485



Medium-Rise Block Inspections:

Total Number of Blocks Inspected with an Officer - 0
 Total Number of Blocks Inspected Unassisted - 0
 Total Service Requests Raised - 0
 Total Number Of Block Champion Leaflets Delivered - 0

Low-Rise Block Inspections:

Total Number of Blocks Inspected with an Officer – 70
 Total Number of Blocks Inspected Unassisted- 11
 Total Service Requests Raised – 150
 Total Number of Block Champion Leaflets Delivered – 420



Block Inspections from April 2025 to March 2026

Total Number of Blocks Inspected with an Officer – 223
 Total Number of Blocks Inspected Unassisted- 39
 Total Service Requests Raised – 490
 Total Number of Block Champion Leaflets Delivered – 3088

Local area walks for the Fourth Quarter of 2025/26

Our local area inspection 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 regular campaigns on social media to increase the number of block and neighbourhood champions and are also visiting community centres and other external agencies to promote the Champion program.

Here is the January to March summary of what has happened:

Number of assisted Local Area Walks carried out = 8

Number of solo walks carried out = 13

Number of assisted service requests raised = 9

Number of solo service requests raised = 38



Local Area Walks from April 2025 to March 2026

Number of assisted Local Area Walks carried out = 61

Number of solo walks carried out = 74

Number of assisted service requests raised = 142



Litterpicking for the Fourth Quarter of 2025/26

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 = 311

Bags of litter collected during litterpicks in the city for this quarter = 216

Number of bags of litter to recycling for this quarter = 95

Total for the year April 2025- March 2026 is 1630 bags – 1141 normal bags of rubbish and 489 bags of recycling, tonnage is 8.15.



Hull
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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.



Interested?



01482 612 010



tenant.resident@hullcc.gov.uk



Repairs and Maintenance Project Group

The Repairs and Maintenance Project Group met in January to receive updates on performance, adaptations, Awaab's Law and developments within the Housing Investment Service.

The group were presented with a new performance report being used between Housing Investment and KWL. The group were then informed that on the topic of adaptations, there were 705 "Fast Track" orders and 233 "Major" orders live in the system. Reviews take place between officers on a weekly basis to identify and resolve any issues with adaptations.

Following the introduction of Awaab's Law at the end of October 2025, the group were informed that there were around 1500 reports of Damp and Mould in the system. Officers explained to the group how the reporting procedure works and the timeframes that the Council must follow when a report of damp and mould is made.



Customer Access Focus Group Update

The Customer Access Focus Group met in January to receive updates from the Customer Operations Manager and the Customer Journey Programme Manager.

Key points taken from the presentations are:

- Inbound calls continue to decrease, with December 2025 having the lowest number of inbound calls for some time. General Housing calls and HomeSearch calls follow this trend as well.
- The average wait time did rise above the 7-minute target during November and December, however this was attributed to spikes in demand.
- Overall satisfaction for the call centre is generally good. Breaking it down into Housing related calls, HomeSearch is consistently good, and Existing Repairs is mostly good.
- There has been a gradual decline in visitors to all Customer Service Centres, however the number of visitors to Community Hubs and the interaction time has been increasing.
- Online self-service usage has increased around 5-10% year on year, meaning more people are choosing to submit a service request online, freeing up the 300300-phone line for those who need to call.

The group held a lengthy discussion in March around the relocation of the Bransholme Customer Service Centre following feedback received from users. The Customer Operations Manager shared that the nearest Community Hubs to the Bransholme Health Centre is the Bransholme Library and the Alf Marshall Centre – both of which are a short distance from the old location.



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 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.

At the beginning of the year the 'Tenants Voice' page went live on the Hull CC news website. This platform is to show what tenants do in the community. To read our recent articles visit Hull CC News and click Tenants Voice.

The group continues to discuss content ideas to go on the website. With new articles going live on a regular basis. To read about what the tenants have been up to, visit the website on Hull CC News - <https://news.hull.gov.uk>



Designated Panel

At the start of the year, the Designated Panel met with the Customer Feedback Manager to look at the Quarter 2 Customer Feedback Insight Reports. They then met again in February to review and update their Terms of Reference.

Tenants' Scrutiny Panel

As part of the scrutinisation of service provision in Housing, the Panel has reviewed the communication methods of the Neighbourhood Nuisance Team. Working with officers of the Service Area, they reviewed the data and documents that evidenced that the service is providing up to date information to the public and other organisations alike. The scrutiny review has now been completed with recommendations being made and updates on those being reviewed quarterly at the Neighbourhood Management Project Group. One of the recommendations is that the Panel have endorsed the officers ASB Pledge application moving forward. The pledge will be signed in May by the Chair and Vice Chair of the Scrutiny Panel.

Consultation Sessions

Consultation Sessions

Housing Revenue Account (HRA)

Two sessions were held for the Housing Revenue Account Budget for 2026/27 meeting, with an attendance of 63 officers, volunteers, and Councillors both in person and via Teams. These sessions were held on two separate days to allow attendees to give their feedback on the proposed changes for the year ahead. One of the sessions was held in the afternoon and the other in the evening.



Regulator of Social Housing's consultation

TF Members were given the opportunity to meet with a Practice Management Officer to respond to the Regulator of Social Housing's consultation on proposed changes to the Transparency, Influence and Accountability Standard, Code of Guidance, and the introduction of a new Tenant Satisfaction Measure (TSM) on Electrical Safety. Members discussed, in length, the proposed changes that the Government were looking to introduce, and a response was then submitted on behalf of the Tenants' Forum.

Vulnerability and Information Strategy

A Practice Management Officer came to talk to members of the Tenants' Forum about the Vulnerability and Information Strategy and the council's plans for how it would store and use this information. Members found this meeting very helpful, and the officer said he would keep them updated on the process.



Community Outreach

Between January and March, the TPT went out into the community to engage with tenants and residents. This enabled people to share their views on the Housing Service and learn more about engagement opportunities. The Team have visited:

- Chat and Choose at Chiltern Primary School (speaking to over 85 parents and carers across the three sessions)
- Job Centre at Britannia House (speaking to 37 individuals)
- West Hull Rugby Club (speaking to 55 individuals)
- Boulevard Academy Parent Coffee Morning (speaking to 4 parents and carers)
- The Freedom Centre (speaking to 17 individuals)
- Autism Acceptance Event at The Guildhall (speaking to 25 individuals)
- Orchard Park Centre (speaking to 11 individuals)

In addition to the community outreach, a TPO attended three Zoom meetings of the LGBTQIA+ Forum, giving updates on Tenant Participation activities and to receive valuable information from the world of LGBTQIA+.



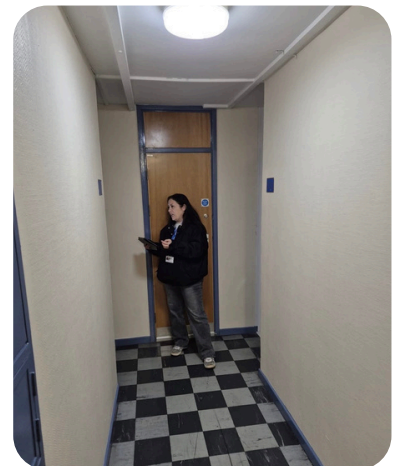
Resident Engagement Surveys

A TPO has been supporting the Resident Engagement Manager carry out door knocking and Pop-Ins on the Resident Engagement Strategies and how we communicate with residents in the flats.

Between September 2025 to March 2026, 1356, flats received a letter about completing the resident engagement survey in the following blocks:

- Bayswater Court
- Muswell Court
- Padstow House
- Gatwick House
- Great Thornton Street Blocks 1, 2 and 3
- Cambridge Street Blocks 1 and 2
- Melville and New Michael Street 3 blocks

Online responses = 147
Postal returns = 310
Drop in responses = 19
Total = 576





Hull
City Council

LET'S TALK HOUSING!

**Come and chat about your
council housing experience
and how we can improve it
for you.**



Training Arranged by the Tenant Participation Team

The Team have delivered the following sessions for active volunteers:

- Session on Repairs – Best Practice delivered by a TPAS consultant - delivered on 12th January to seven volunteers and six staff members. This session provided an excellent benchmarking tools to evaluate performance of Hull City Council as a landlord in context of current legislation and comparison with other organisations across the country.
- Equalities and Diversity – delivered to Women's Voice 16th January. Seventeen volunteers took advantage of this session and were able to advance their knowledge on issues such as discrimination, learn about protective characteristics and unconscious bias.
- Chairing Skills, Conduct at Meetings and GDPR - delivered on 5th March to 20 volunteers. This annual session was delivered to support our volunteers with the skills of professional, and effective decision-making and information handling during meetings such as TARA meetings or forums.

Equality and Diversity Training



Chairing Skills, Conduct at meeting and GDPR



Tpas Best Practice



Future Training

Looking ahead, the following sessions are planned in future

- Racism awareness scheduled for 6th August 2026
- Conflict management – to be confirmed
- Manchester Housing Conference - 24th June 2026

WHAT TO EXPECT AT OUR TENANTS' FORUMS

1



Guest Speakers—
Talking about a
subject relevant to
Housing Tenants

2



Updates from Tenants
and Residents
Associations (TARAs)

3



Updates from
Project Groups

4



Light
refreshments

5



Speak to our officers
about any housing
issues you may have

6



Meet other tenants
and residents for a
friendly chat.



Digital Communication Statistics

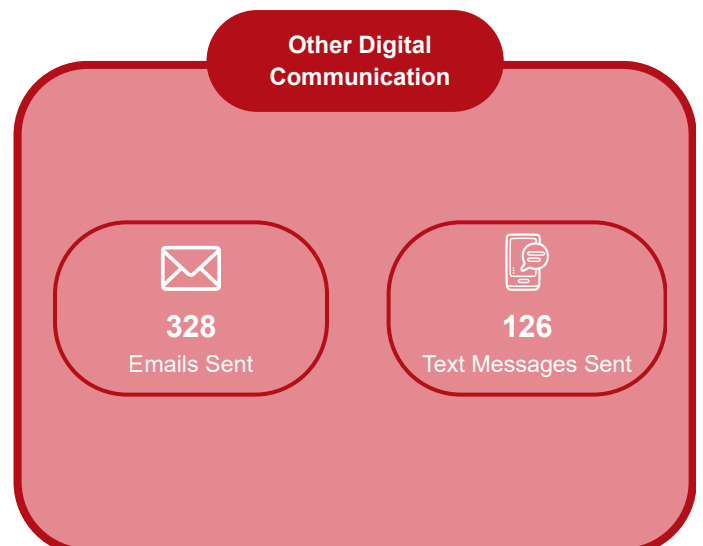
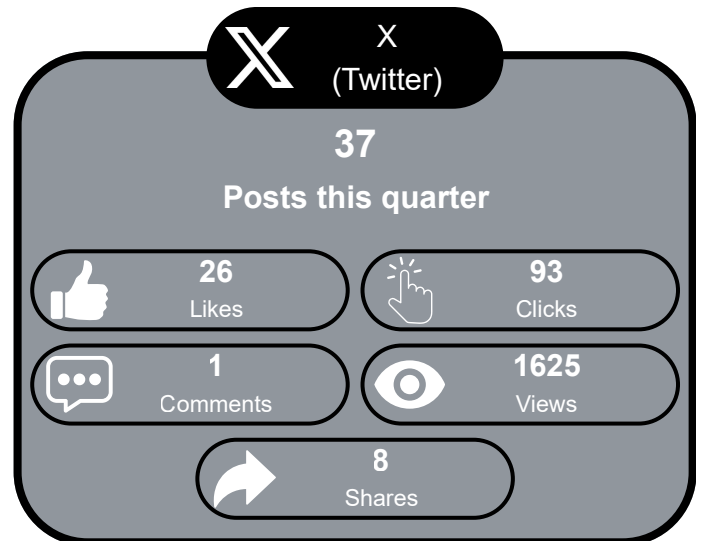
The TPT continue to use digital methods of engagement to reach out and engage with both “Active” volunteers and the wider tenant and resident population. Since the last edition of the Forum newsletter, the team have posted 59 times on Facebook, and posts have received 358 likes and 65,066 views. Over on X, the team have posted 37 times, receiving 26 likes and 1625 views. The TPT have continued to upload posts, “reels”, and stories to Instagram, posting 46 times since the last newsletter. Instagram posts and reels have received a combined number of 195 likes and 3254 views.

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

Facebook: Hull City Council Housing

X: @HCCTPT

Instagram: @HCCTPT





If you would like to participate in any of the focus groups or projects mentioned, or would like a copy of the presentation from any of the meetings, please contact the team.

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



Scan for more information on how you can get involved

FREEPOST RSJC-KKBE-ABXZ
HS—Tenant Participation Team
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

KWL- Kingston Works Limited

M&I- Maintenance and Improvements

MSL- Multi Storey Living

RSH - Regulator of Social Housing

RTV- Routine Tenancy Visits

SIB- Service Improvement Board

SLA- Service Level Agreement

TARA- Tenants and Residents Association

TF- Tenants' Forum

TFC- Tenants Forum Committee

TPO- Tenant Participation Officer

TPT- Tenant Participation Team

TSM- Tenant Satisfaction Measure

WV- Women's Voice

Useful Contact Numbers



Hull
City Council

01482 300 300



101
(Non-Emergency)

KCOM

01482 602 555



Hull & East Riding

0800 144 88 48

TV LICENSING

0300 555 0286



Not sure of your gas supplier?

0870 608 1524

Smell Gas?

0800 111 999



01482 801 320



Hull
City Council
Family Information Service

01482 318 318

Refuge

National Domestic Abuse Helpline

0808 2000 247



0300 500 0914



Mental Health Emergency
01482 335 790