

Tenant Participation Round up



Welcome to our "September 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 September

This month's Forum was a little different from previous meetings, as it was the Forum's Annual General Meeting. Last year, the Forum agreed that Tenants' Forum Committee elections would take place every two years.

The meeting included the Vice Chair reading a letter on behalf of the Chair, reflecting on the successful year the Forum had experienced. They made no amendments to the constitution for the forthcoming year.



Tenants' Forum

The Tenants' Scrutiny Panel participated in a collaborative scrutiny project on anti-social behaviour with three housing associations, Vico, Red Kite and Vivid Homes.

In September, Hull City Council and Vico held a "bootcamp"-style workshop with tenants, officers from both organisations and a TPAS Associate. The day was split into two parts, with both organisations giving presentations about their work in the morning. In the afternoon, round-table groups were formed to explore key themes and develop recommendations for moving forward.

Following the workshop, all four organisations collectively developed a framework to regularly monitor the outcomes of this work.



Collaborative Scrutiny visit

Our Digital Tenant Participation Officer attended the Young Carers Forum to speak to the group about any housing enquiries they had. The session also involved the young carers speaking to other organisations about the support available to them.



Members of the Tenants' Forum received an update on the Occupational Therapy (OT) Transformation Project from the Principal OT.

Members were informed about the work that had been undertaken, the reasons behind the transformation, what service users had been saying and how everyone could work together to help improve the OT service.



Inside Housing Magazine held a Tenant and Resident Engagement Conference in London. Our Digital Tenant Participation Officer and Marketing and Communications Officer attended to network with other organisations and took part in sessions throughout the day to learn more about engaging with tenants and residents.

Overall, they found the day to be very well organised and learnt lots of useful information and new ideas to share with the wider team.



The Neighbourhoods and Housing Service carried out an annual survey with a random selection of tenants to gather their views on the service and how it was performing.

The Tenant Participation Team assisted with the survey by visiting homes throughout September to gather tenants' views. Where requested, the team also sent postal copies of the survey.

The team would like to thank everyone who took part in the survey, either in person or by post. In total, the team contacted 910 tenants, completed 157 surveys, and dealt with 30 service requests.

[Find out the results of last year's Tenant Satisfaction Measures survey.](#)



Principal OT at the Tenants' Forum



Tenant and Resident Engagement Conference

SEPTEMBER FACTS AND FIGURES



10 estate walks with officers and volunteers.



Litter picking volunteers collected 262 bags of rubbish in total with 73 of them being recyclable bags.



34 posts with over 27,025 views on our social media!



7 low, medium, and high-rise blocks of flats inspected by volunteers, with 0 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.

OCTOBER

- 5** Multi-Storey Living Project Group
10am > 12pm
Room 3, Warehouse 9, HU1 1HJ
- 7** Let's Talk Housing - HU4 Community Cafe
10am > 12pm
18 Sibelius Rd, Hull HU4 7NH
- 8** Fire Safety Awareness Training - Multi Storey Living Group
2pm > 4pm
Room C1, Guildhall, HU1 2AA
- 13** Let's Talk Housing - Unity in Community
10am > 12pm
372 Greenwood Ave, Hull HU6 8AP
- 14** Customer Access Focus Group
10am > 12pm
Room C1, Guildhall, HU1 2AA
- 15** Repairs and Maintenance Project Group
10am > 12pm
Room C1, Guildhall, HU1 2AA
- 15** Publicity Project Group
12.30pm > 2.30pm
Room C1, Guildhall, HU1 2AA
- 22** Tenants' Forum -
10am > 1pm
Room C1, Guildhall, HU1 2AA
- 27** Festival of Community Languages
10am > 2.30pm
Waterhouse Lane, Hull HU1 2PQ

Please note that dates and times are subject to change.



Stall at the Young Carers Forum

STAY IN TOUCH!



01482 612 010



07984 404576



tenant.resident@hullcc.gov.uk



[Hull City Council Housing](https://www.hullcc.gov.uk/housing)



[@HCCTPT](https://www.instagram.com/hcctpt)



[@HCCTPT](https://www.twitter.com/hcctpt)



Scan here