



Tenants' Forum

Newsletter

Forewords

July — September 2024
Issue no — 16



Welcome to the 16th Edition of the Tenants' Forum (TF) newsletter.

First of all, I would like to congratulate the newly elected the Tenants' Forum Committee (TFC). I also would like to welcome Emily, newly recruited member of the Tenant Participation Team.

During July - September all the active volunteers carried out their activities to improve our city, the TFC met bi-monthly with the Assistant Director Neighbourhoods & Housing to raise issues and concerns raised by my fellow volunteers.

The Portfolio Holder, Assistant Director Neighbourhoods & Housing and I as the Chair of the TF received the Exemplar award by the Chief Executive of the Tenant Participatory Advisory Service (Tpas) at a ceremony at the Guildhall. The winners and participants of the garden competition received trophies and certificates by the Deputy Lord Mayor.

I am delighted share that we are now able to publish the quarterly TF newsletter and the TF notes on Hull City Council's website. You can view them by following the below link:

<https://www.hull.gov.uk/downloads/download/493/tenants-forum-newsletter>

<https://www.hull.gov.uk/downloads/download/498/tenant-forum-minutes>

I would like to thank all the volunteers who carried out litter picking, neighbourhood inspections and benchmarking. Those who attended project & focus group meetings to raise issues and concern. The Tenant and Resident Associations (TARAs) were very busy as well with their activities and in their communal gardens. Your enthusiasm, time and skills are bringing positive changes to the Housing Service and City overall.

If your neighbours or friends would like to join us in bringing positive changes in your area and the city overall, contact Tenant Participation Team (TPT) via 612010 or email tenant.resident@hullcc.gov.uk. The Tenant Participation Officers will get in touch and will arrange an induction.

Maureen Bristow

Chair – Hull Tenants' Forum

The Tenants' Forum (TF)



22nd July 2024

Six-monthly performance update:
Progress against the five objectives of Housing Business Plan 2021-2026

Performance Manager and Business Insight & Quality Manager delivered a presentation on Performance against Housing Business plan to the Tenants' Forum (TF).

1. Focussing on customer

2. Putting residents first and meeting their needs

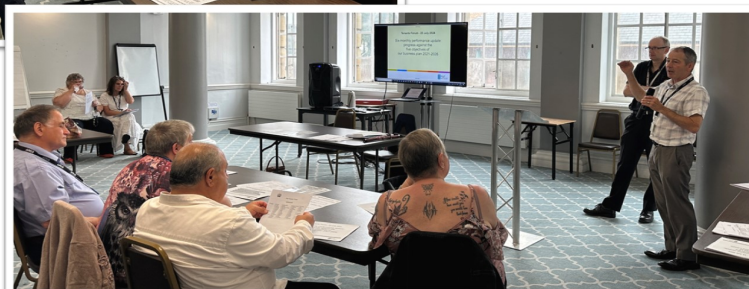
3. Safety, sustainability and climate change

4. Strengthening Hull's neighbourhoods and communities

5. Investing in modernisation and organisational development

1. Focussing on customer

- ♦ Wait times for customers ringing the Council on 300300 remains high but going right direction – 7 min target.
- ♦ myHousing app launched in January 2024 - will hopefully start to take pressure off 300300 users
- ♦ Review of repair priorities and repairs performance indicators with Tenants' Forum members.





2. Putting residents first and meeting their needs

- ◆ Hopefully homelessness crisis passed the peak.
- ◆ Major focus on improving voids performance
 - Led by Assistant Director Neighbourhoods and Housing – weekly challenge involving all responsible parties, including KWL
- ◆ Adaptations review continues.
- ◆ Over 500 Routine Tenancy Visits undertaken every month

3. Safety, sustainability and climate change

- ◆ Strengthening of Compliance Access Team – they will be dealing with all compliance access issues, not just gas servicing
- ◆ Focus on building safety and compliance
- ◆ Stock Condition Surveys – Penningtons
- ◆ Asset Planning Manager will be attending TF in August

4. Strengthening Hull's neighbourhoods and communities

- ◆ The standard of communal areas, especially in blocks of flats, continues to be a focus for officers.
- ◆ Our Service Level Agreement with Streetscene colleagues has recently been renewed.
- ◆ There has been quite a focus lately on the numbers of ant-social behaviour cases in Hull.

5. Investing in modernisation and organisational development

- ◆ The Housing Service (HS) is investing time and effort in technology to support better services – developing myHousing app with NEC, who are reviewing RepairFinder.
- ◆ How is HS spending money? – Officer to update “Performance News” pages on website.
- ◆ The Tenant Participation Team (TPT) secured Tpas Exemplar – again! – mutual respect.

Next update January 2025.

21st August 2024
Business Insight and Quality Manager

Business Insight and Quality Manager gave a brief update to the TF on performance and informed the TF that the new enhanced powers of the Regulator had come into effect from April 2024 and that all social landlords would receive an inspection every 4 years.

The officer mentioned that there are a couple of areas of concern with officers working to rectify these matters:

- Decent Homes – Figure higher than originally estimate, new computer system in place, captures more data, current figure of 14% not meeting the standard
- Anti-social Behaviour – not meeting the standards the Regulator expects



The Assistant Director – Neighbourhoods and Housing “Self-Referred” to the Regulator for Social Housing, explaining what plans are in place to rectify matters.



21st August 2024 Asset Planning Manager

The Asset Planning Manager (Neighbourhoods and Housing) delivered a presentation to the TF on stock condition and the future maintenance program.

- **Aim**

- ⇒ Understand investment requirements –
 - Improvements in thermal performance
 - ◆ Cladding/Windows
 - ◆ Low/zero carbon heating systems PAS2035
 - Ensure the blocks and homes are maintained at the Decent Homes Standard
 - Building Safety Act 2022 information requirements
- ⇒ Comprehensive assessment of future expenditure requirements, essential for budget planning.
- ⇒ Develop design and build contract – once areas/type of investment determined.

Great Thornton Street (GTS) and Cambridge Street – Surveys

- **Why/When/How**

- ⇒ Survey required to determine suitability for district heating scheme required for October this year. £60m contract.
- ⇒ Electromagnetic Survey, check all equipment on roof.
- ⇒ Decency assessment/new legislation e.g Building Safety Act 2022
- ⇒ Communications: Letters sent out to residents 26th July.
- “Coming to you” events on the 2nd and 7th August, included door knocking to speak to residents, answer queries and provide reassurance.

- ⇒ **On Site**

- Est. end August/beginning September. Mainly in communal areas, service cupboards and empty flats.
- Will be some disruption to a small number (approx. 4) of tenanted homes, not identified as yet.
- Approx 6 weeks onsite – includes making good any empty properties
- Respite facilities between block 1 & 2 GTS and block 1 Cambridge Street

- Housing Officers will be on site to provide assistance whilst the work is taking place.

⇒ **Queries**

- Speak to your Housing Tenancy Officer
- Email: Leaseholdteam@hullcc.gov.uk or housinginvestmentteam@hullcc.gov.uk
- More information online, or call 01482 300300

Muswell and Bayswater Court – Surveys

• **Why/When/How**

- ⇒ Decency assessment/zero carbon initiatives/new legislation e.g Building Safety Act 2022.
- ⇒ Muswell and Bayswater Courts are a Priority, in Phase 1. = Two Rounds of surveys
- ⇒ Specification 1 (cladding/windows/building safety) submitted to contractor for first round of surveys, expect to be onsite in the new year (Feb/March 25).
- ⇒ Specification 2 for tender (heating/energy efficiency/zero carbon) in progress, not submitted for tender as yet. No timescales at present time.
- ⇒ Separated due to different assessment disciplines required and availability of contractors – unlikely get one contractor can do it all.
- ⇒ Communication/consultation will take place via normal methods. E.g letters to residents/onsite information events/activities to meet tenant need.





Low Rise Stock Condition Surveys

- **Why/When/How**
 - ⇒ Assessment against decency standard/Housing Health and Safety Rating Scheme. Internal and external surveys.
 - Assess age and condition of key components e.g kitchens/doors/windows bathrooms/insulation
 - Assess property for Hazards e.g Damp & Mould,
 - Establish programmes of improvement works
 - ⇒ New system implementation – pilot surveys to test software
 - ⇒ Recruiting to three additional Stock Condition Surveyors (5 total), in post Aug/Sept
 - ⇒ Rolling out into areas Sept/October working alongside external contractor Pennington Choices. Aiming to complete in region of 4000 – 6000+ a year.
 - ⇒ Letters will be sent from Housing Investment and Pennington Choices, and calls made to make appointments. All surveyors will have identification, and additional information will be available on website.
 - ⇒ Will be establishing a 5 year rolling programme as a result of this roll out.

The officer responded to queries raised by the members present.

23rd September 2024

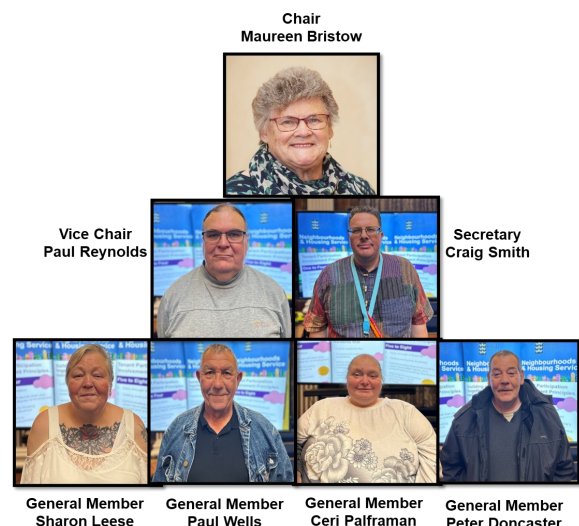
The Tenants' Forum Annual General Meeting

The Tenants' Forum Annual General Meeting took place on 23rd September 2024. The Chair and Vice Chair were elected unopposed, 3 candidates for the position of Secretary and 6 candidates for General Members. All members present elected following committee for 2024 – 25.

- Maureen Bristow – Chair
- Paul Reynolds – Vice Chair
- Craig Smith – Secretary

General Members

- Peter Doncaster
- Sharon Leese
- Ceri Palframan
- Paul Wells



Tenant and Resident Associations (TARAs)

The TARAs are carrying out face to face meetings and have been actively feeding issues from their members to the relevant service areas, carrying out local area walks and litter picking and block walks to improve the kerb appeal of their areas.

Committee members have been in regular contact with the Tenant Participation Team (TPT), who support them in finding a resolve to the issues/concern 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 to discuss this further.

Bayswater Court TARA

In July, the groups communal garden was judged for the Tenants' Garden Competition. Following this, the group learned that they had received the Exemplar Award again for their wonderful creations in their communal garden.

In August, the TARA hosted a Bank Holiday BBQ, which although the weather was not promising, was well attended with some fantastic community networking taking place. £122 was raised in donations.



Throughout this quarter the group have received a delegation from Healthwatch and are due to give training on Energy Efficiency to the wider Tenants' Forum in October.

Charterhouse Community TARA

In August the TARA held a Childrens Fun Day with drinks and food, seeing the community come together and produce some great multi-cultural food for all to enjoy. Many families attended and a great day was had by all.

The group are again working with the local secondary school who have taken on to improve the allotment so that pupils can gain skills and donate produce to people in the local area. Local Area Walks are also carried out and litterpicks.



Dorchester Road and Midmere Avenue Association

The group have met twice during this quarter and have discussed the following:

- ◆ Highways issues, parking
- ◆ Anti-social behaviour
- ◆ Streetscene including flytipping, grass cutting and other neighbourhood issues
- ◆ Ward budgets and Councillor updates



Great Thornton Street TARA

The Chair and members of GTS committee regularly attended Multi Storey Living Project Group, Customer Access Focus Group, Neighbourhood Management Group, and the TF to raise issues and keep residents up to date on the information received from these meetings via GTS Facebook and newsletter. GTS Chair also provided regular updates on the progress of GTS TARA at the TF.

GTS TARA held their Annual General meeting to elect the new committee and sign the constitution. All the members were unopposed and one of the General members expressed interest to take up the role of Treasurer. The Secretary stood down from her role due to personal reasons. One of the residents of GTS expressed interest to become a secretary and the committee members accepted her request.

With the financial support of Local Ward Councillors, GTS TARA arranged a trip to Skegness for the residents of the Thornton Estate. There were 187 resident who enjoyed the trip and provided very positive feedback at the end of trip.

Muswell Court TARA

In July the TARA received works on their garden paths, which is a vast improvement for the people using them. The secret garden is also being well used with all raised beds now full of wonderful plants.

In August, the group held their Summer Party for residents and families, which was well attended.

Oakington Garth TARA

The group are committed to serving the Oakington community in every possible way, and have continued to carry out local area walks, raising relevant issues from these walks. New security railing is proposed to certain alleyways to alleviate anti-social behaviour.

Publicity Project Group

The Publicity Project Group continue to work hard to develop and produce the quarterly Hull Housing News newsletter. The Autumn edition should land on doorsteps within the first few weeks of October, and it will also be posted on the Hull City Council website and on social media. Previous editions of the newsletter can also be found on the website – search for Hull Housing News for more information. We would also like to thank the previous Chair (Darren Milner) and Vice Chair (Chris Rogers) for their work with the group over the last few years.

**Autumn 2024
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If you would like to join the Publicity Project Group and work to produce some amazing articles, please get in touch with the TPT.



Customer Access Focus Group

The Customer Access Focus Group met in July and received presentations and updates from the Customer Operations Manager, Customer Journey Manager and the Business Planning Manager.

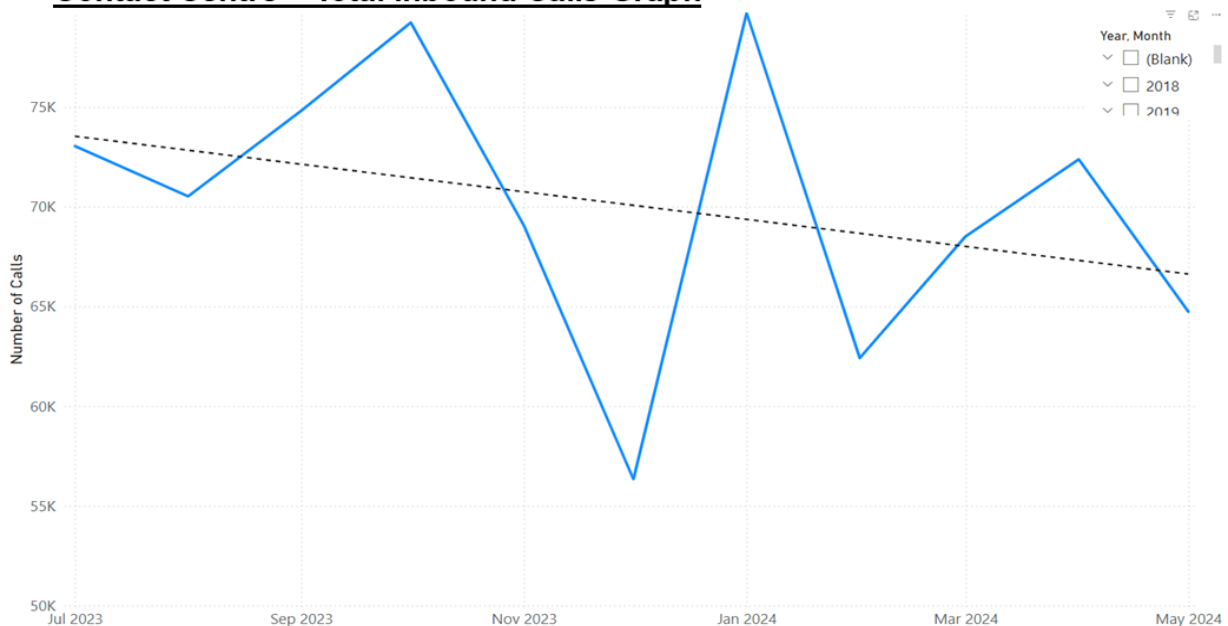
- The total number of inbound calls continue to decrease. Work is ongoing to

continue to decrease this number. June 2024 experienced the 2nd lowest number of calls in the last 5 years.

- Average waiting time has dropped significantly, with the lowest wait time being 9 minutes and 9 seconds.
- Overall customer satisfaction and experience is rated as good.
- There has been a slight decline in Customer Service Centre (CSC) footfall, Kenworthy House is no longer a CSC due to staff movement and needs changing.
- Community Hub footfall has increased, with Elmbridge Parade being the most popular hub, being open 3 days a week.



Contact Centre – Total Inbound Calls Graph

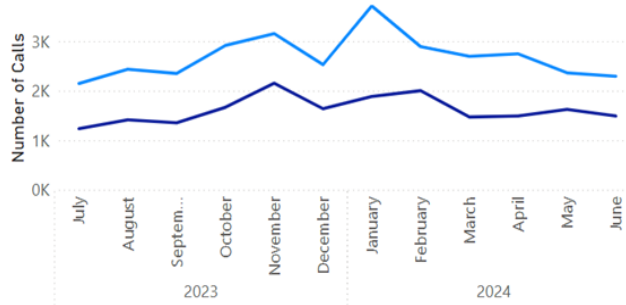




Contact Centre – Housing Calls

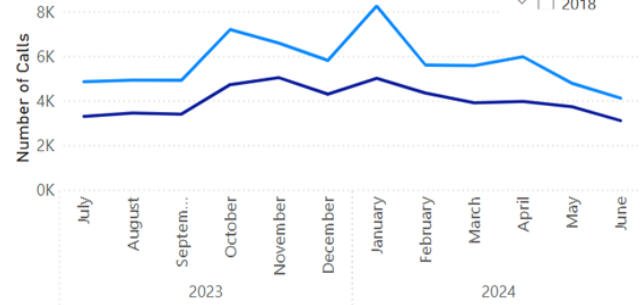
Existing Repairs

Offered Answered



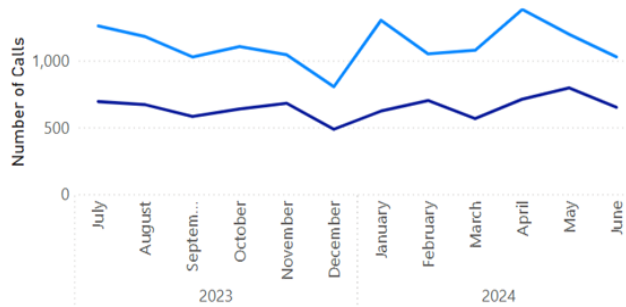
New Repairs

Offered Answered



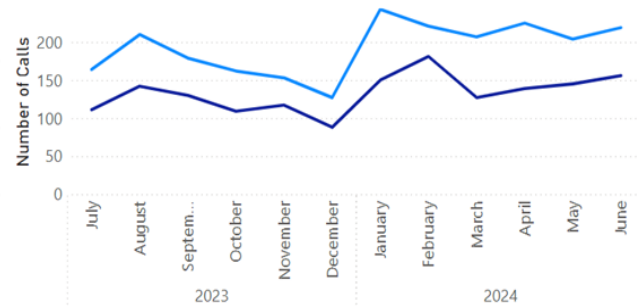
Housing General

Offered Answered

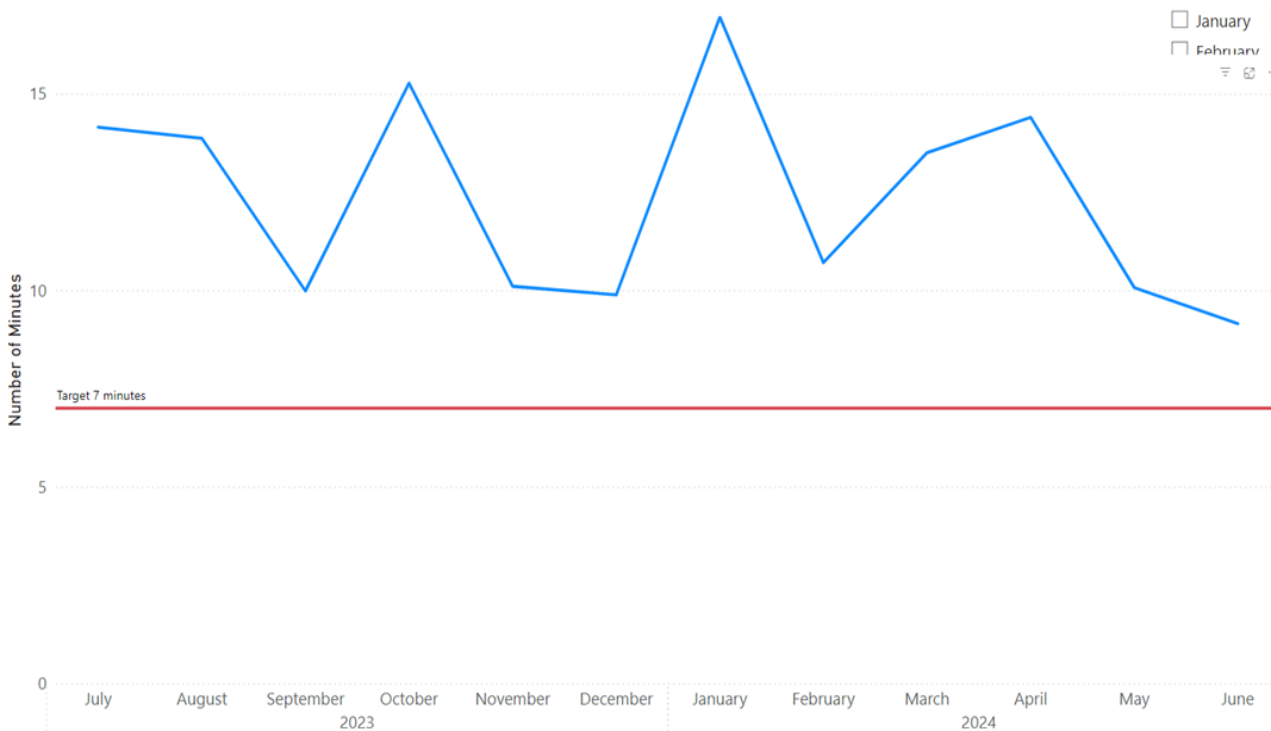


Homesearch

Offered Answered



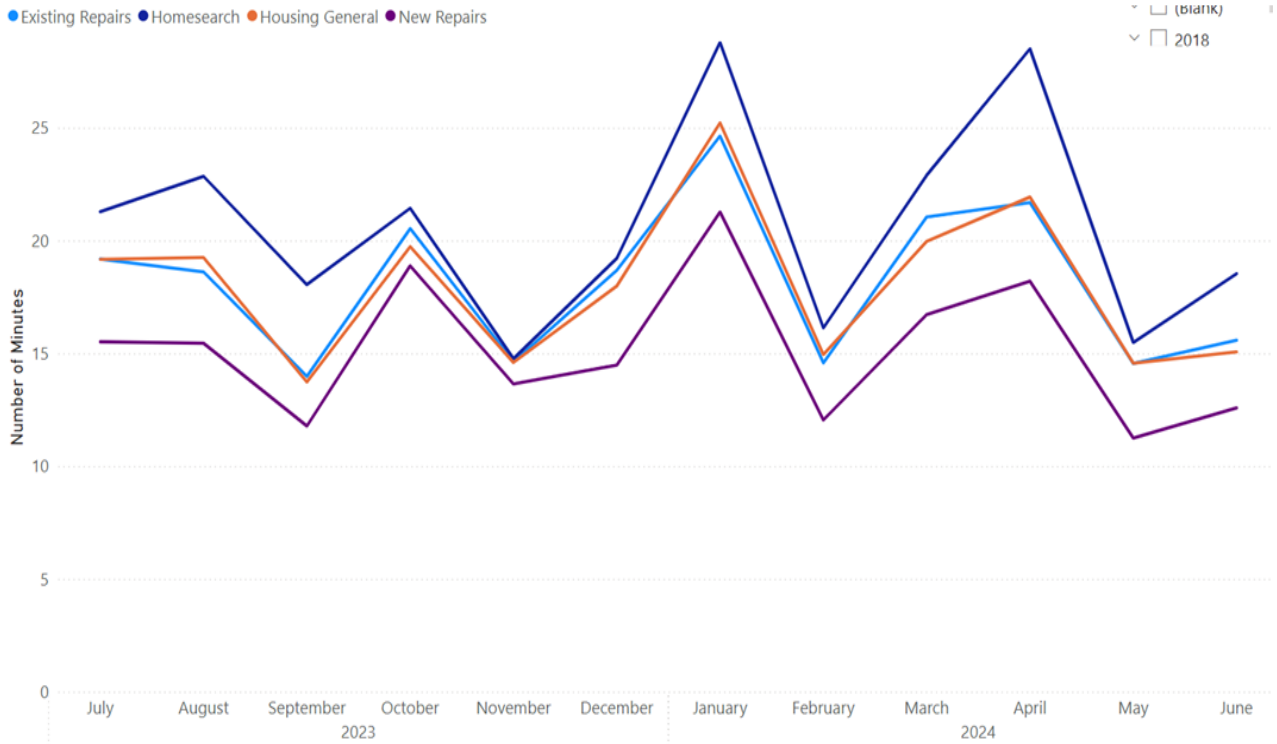
Contact Centre – Average Wait Time Graph



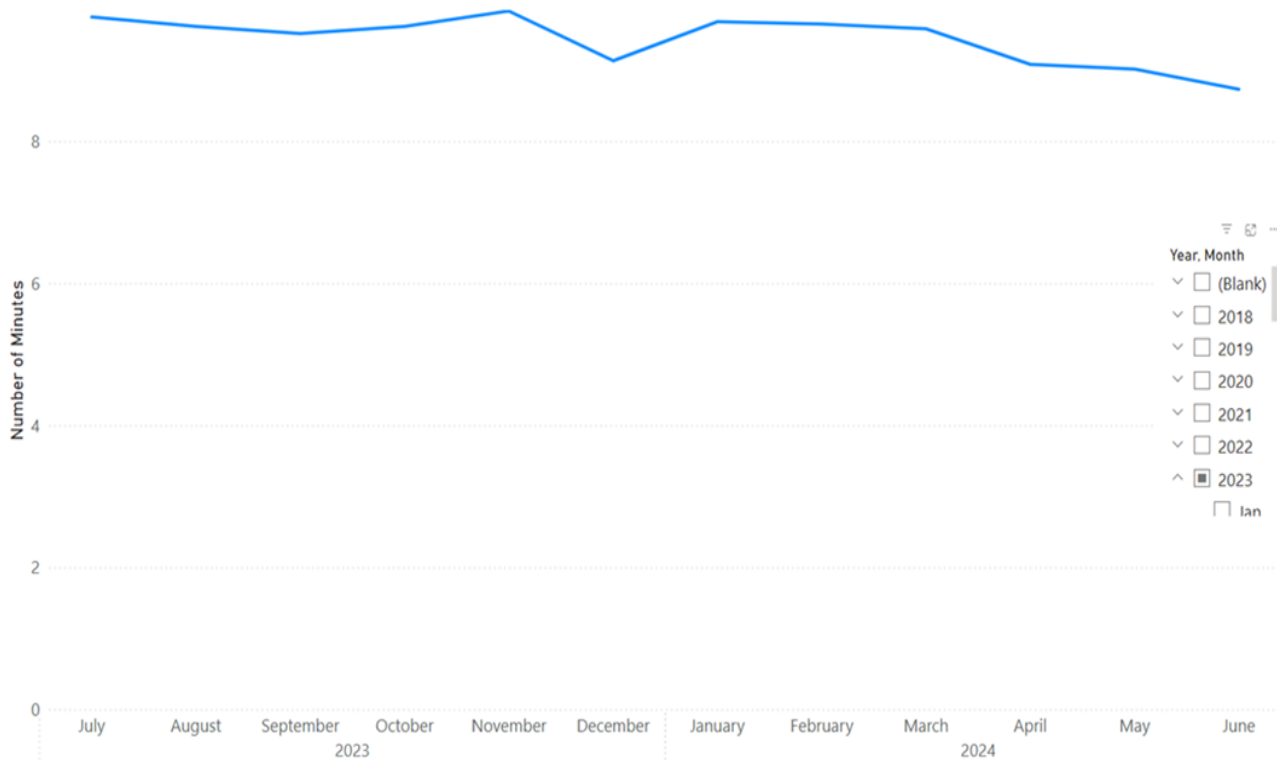
Customer Access Focus Group



Contact Centre – Average Wait Time (Housing Calls)



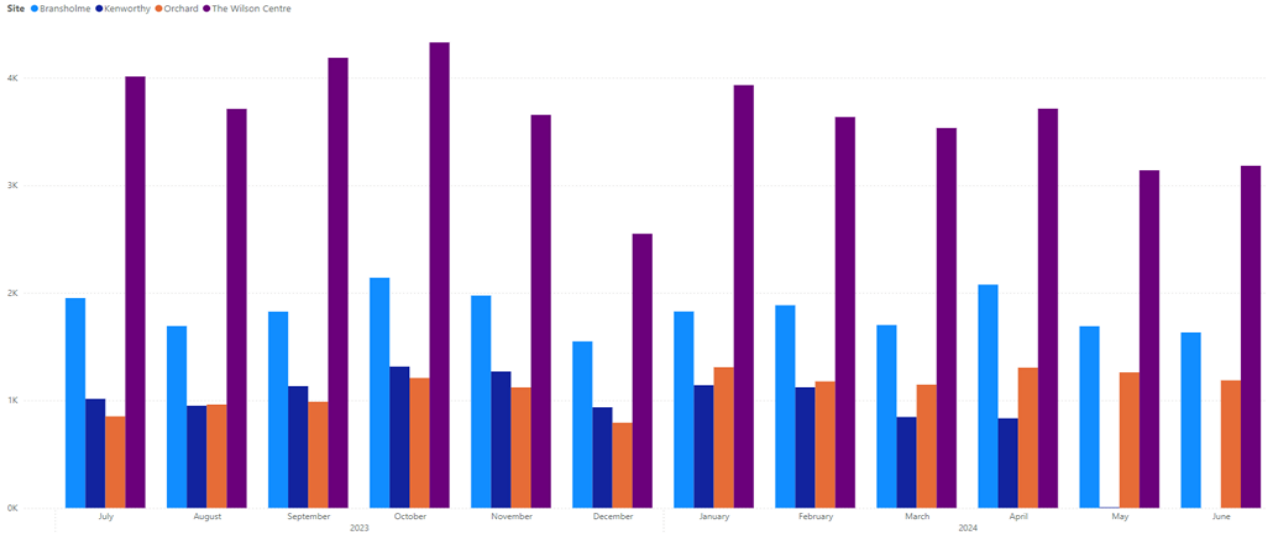
Contact Centre - Average Handling Time Graph



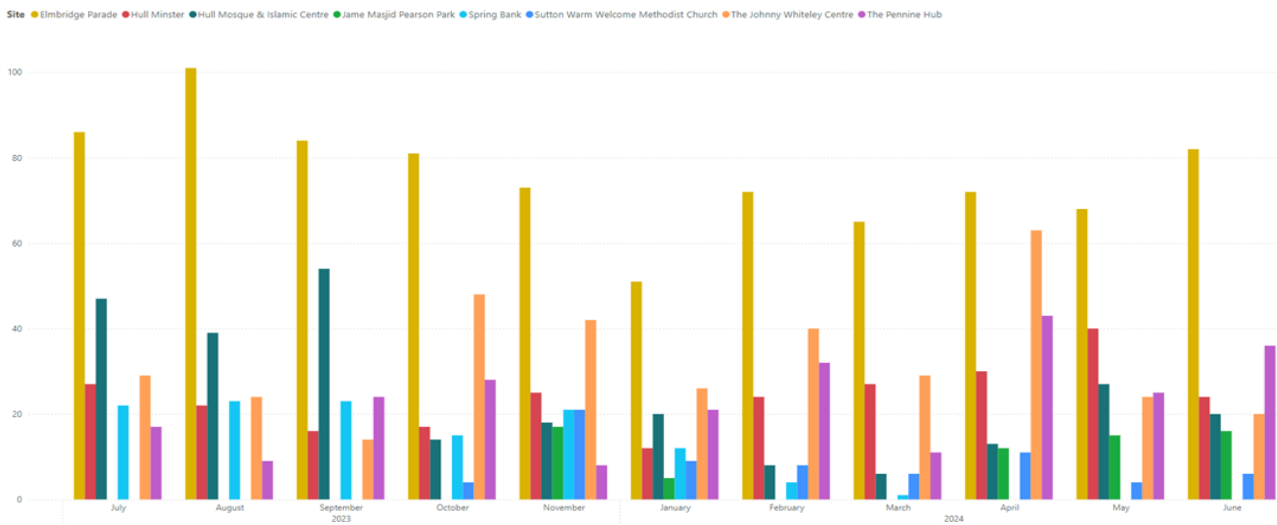
Customer Access Focus Group



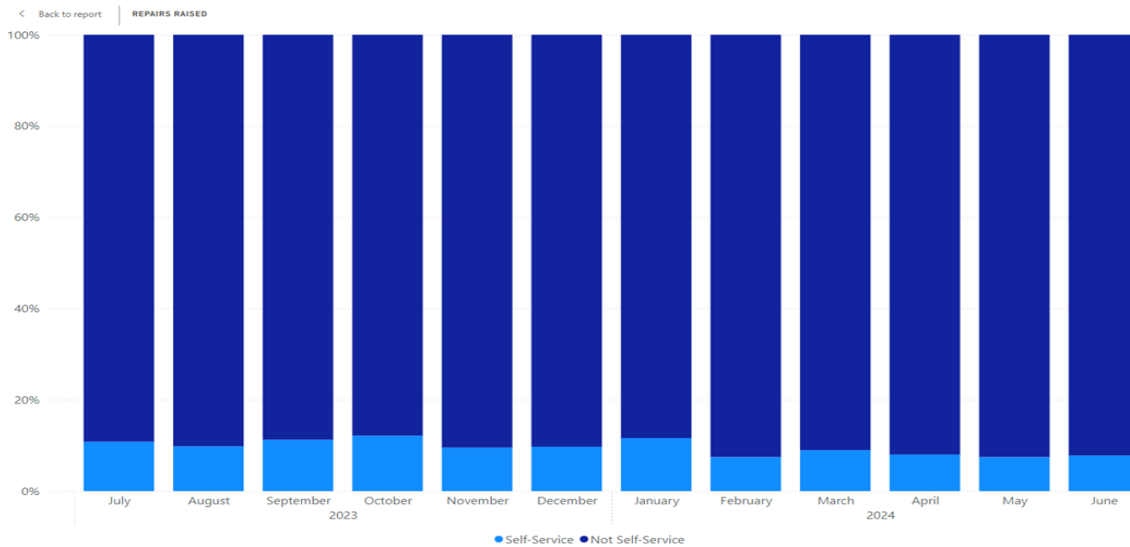
Customer Service Centres – Footfall Graph



Community Hubs – Footfall Graph



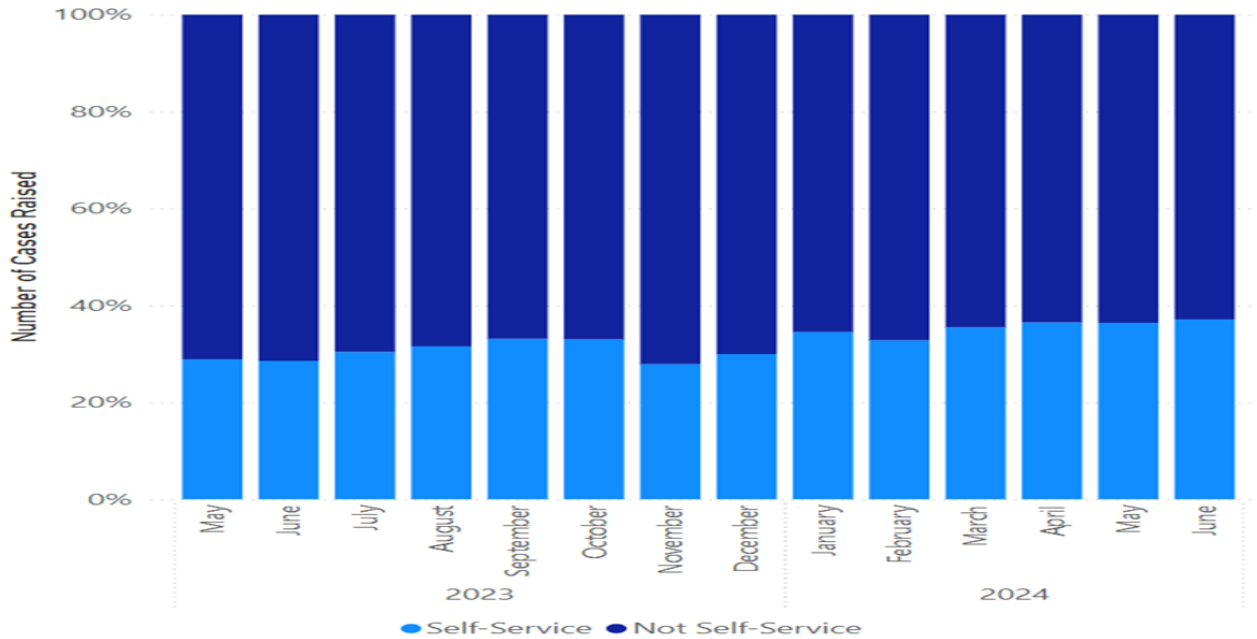
Online – Repairs and Cases Raised Graph



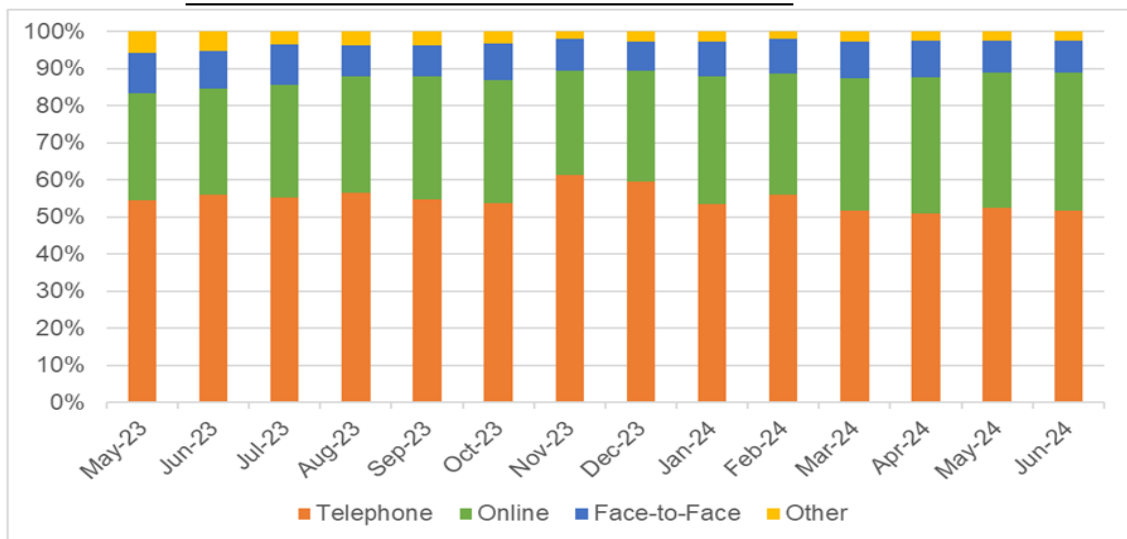


Customer Access Focus Group

govService Cases Raised



Online – Cases Breakdown



Multi Storey Living Project Group

This quarter the Multi Storey Living Group have continued to meet monthly to discuss issues and updates related to high and low-rise flats in the city.

In July the group received an update from Building Safety Manager and Programme Manager (Business Change) in relation Building Safety, also updates from Resident Engagement Strategy Manager, and its implications for the high-rise blocks. Members of the group discussed performance information

related to benchmarking.

In August the group received an update on performance from Business Insight and Quality Manager and Area Cleaning Manager, Building/Cleaning Services, and benchmarking updates from visits to blocks in the City.

September saw Strategic Development Manager Streetscene from Waste Management attend the meeting to discuss new regulations on recycling and how they might affect high and low-rise flats from 2026, also an update was received from Resident Engagement Strategy Manager.



Presently we have 21 block champions who met with TPOs to carry out Benchmarking inspections throughout the city. 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 this quarter with the support of TPOs volunteers have carried out 26 low-rise and high-rise inspections.

TPOs have also started a pilot in the Porter Street low-rise flats area to recruit Block Champions for each block. This will endeavour to give Housing Officers more information about the standards of the low-rise long term, and once the pilot is complete, then hopefully it will be rolled out to all parts of the City.

Neighbourhood Management Project Group

The group meets every 6 weeks. From July to September 2024 there has been 1 meeting of the group where Officers from Citysafe and the Police gave a presentation to the group on work they are doing in their respective service areas. This followed a Tenants' Forum workshop in March 2024, where group members highlighting that Anti-Social Behaviour and the Police needed to be invited to a future meeting to discuss concerns and address issues.

The group has also now finalised the Service Level Agreement with Citysafe and Streetscene.



Local Area Walks and Litterpicking

Our Local Area Walks programme in this quarter is still going from strength to strength with the intrepid volunteers out and about weekly and monthly, checking areas for a wide range of issues. The Local Area Champion programme has 125 participants, who are happily recording issues at their own pace and reporting them to Officers. The Tenant Participation Officers regularly put campaigns for Local Area Champions on X(formally Twitter) and on Facebook to gauge interest. Here is the July to September summary of what has happened:

Local Area walks this quarter

Number of assisted Local Area Walks carried out = 15

Number of solo walks carried out = 19

Service requests raised this quarter

Number of assisted service requests raised = 81

Number of solo service requests raised = 62

Gardens needing attention sent to HTM's = 31

Tidy garden letters sent out = 43

Litterpicking

Again, the momentum for this activity is growing with more people than ever wanting to carry out this activity. So far this year we have seen a massive increase in individuals and communities litterpicking in their areas. This has created some great community spirit and helped build some strong friendships along the way. The data collected is also being fed into the Council's climate change agenda.

Bags of litter collected during litterpicks in the city for this quarter = 644

Number of bags of litter to recycling for this quarter = 206

Total for the first 6 months of this financial year is 1166 bags combined, with 886 bags of rubbish and 280 bags of recycling, totalling 5.83 tons collectively.

Repairs and Maintenance Project Group

The Repairs and Maintenance Project Group met in July to take part in a workshop session to discuss performance in 3 key areas. These were Repairs/Maintenance, Gas/Compliance and Adaptations. The group split into 3 breakout

Repairs and Maintenance Project Group



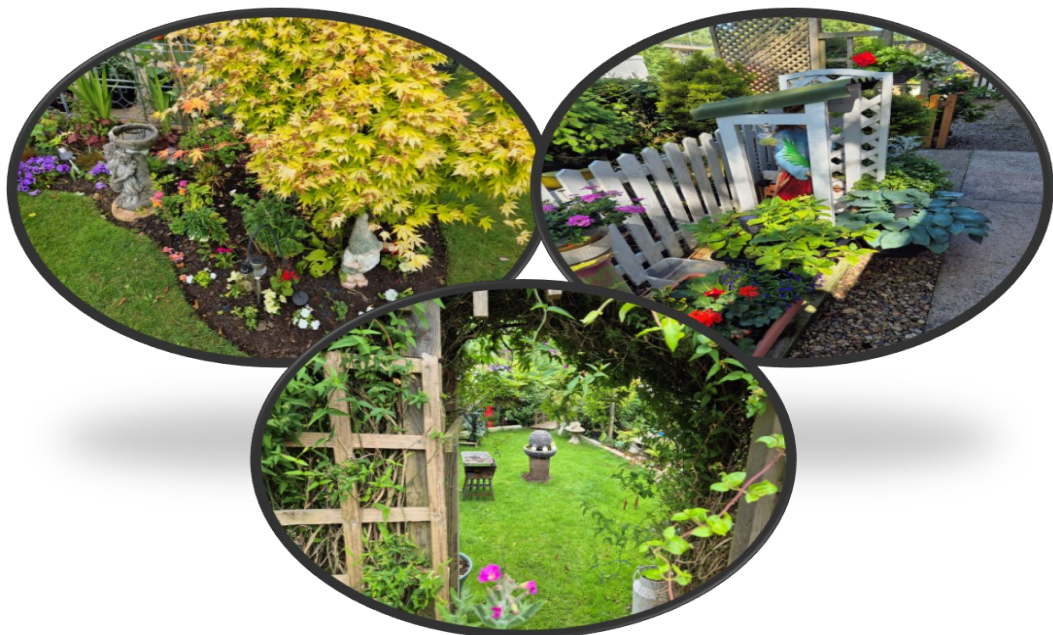
tables to discuss the above areas, answering questions for each relating to What is important, what needs to be measured, what are the current issues and what needs to change going forward. The session went very well, and some constructive feedback was given for the 3 key areas.



If you have an interest in Repairs or Maintenance and you'd like to take part in the group, please get in touch with the TPT.

Garden Competition 2024

The TPT launched the garden competition in March 2024 and received 23 entries from all over the city for individual and communal gardens. Two active volunteers judged the gardens and decided the winners. Winners and



Garden Competition 2024



participants of the garden competition received awards and certificates by Deputy Lord Mayor at the Exemplar event.

The winners of the garden competition are as follows:

| Name | Category |
|---------------------------|-------------------------|
| Park and East | |
| Bayswater Court TARA | Exemplar |
| Holderness Road | Best Comm Garden |
| Douglas Road | Best Ind Garden |
| Dalsetter Rise | Highly Commended |
| Douglas Road | Best Container Garden |
| Muswell Court TARA | Highly Commended |
| Amethyst Road | Best Eco Garden |
| West, R/Side, Wyke | |
| West Grove | Best Ind Garden |
| Catherine Street | Best Container Garden |
| Vincent Close | Outstanding - West |
| Dairycoates Avenue | Outstanding - R/Side |
| St Pancras Close | Outstanding - Riverside |
| Redbourne Street | Highly commended |
| Boulevard | Outstanding - Riverside |
| New George Street | Best Eco Garden |
| New George Street | Highly commended |
| St Georges Road | Highly commended |
| Darrismere Villas | Highly commended |
| Leicester Street | Outstanding - Wyke |
| Sculcoates Lane | Outstanding - Wyke |
| North and Foredyke | |
| Perran Close | Outstanding - Foredyke |
| Cladshaw | Best Comm Garden |
| Kingscott Close | Best Ind Garden |



Garden Competition 2024



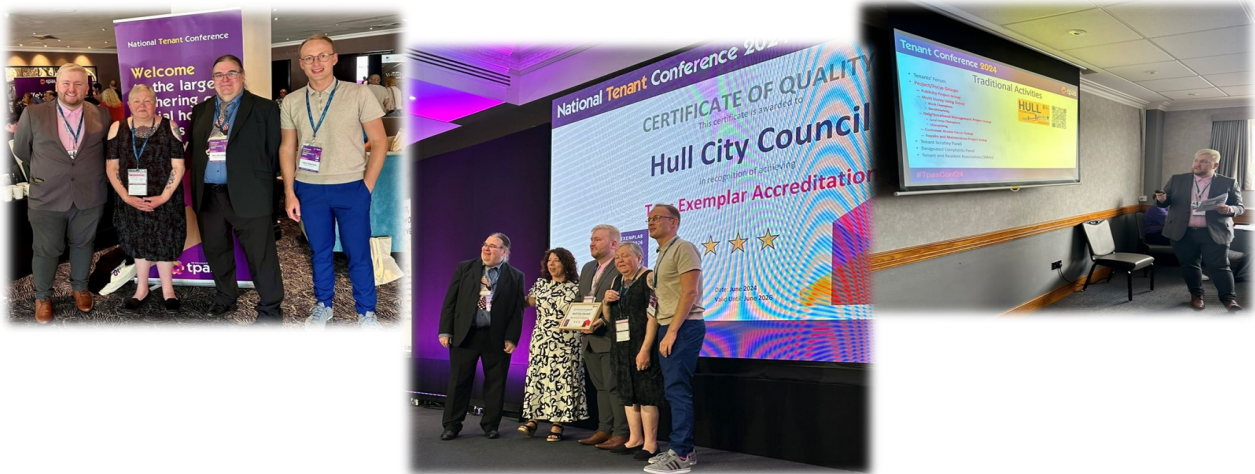
Tpas Exemplar Award event

The TPT arranged an event at the Guildhall to receive the Tpas Exemplar award. The TPT invited active volunteers, Housing Officers who completed the Exemplar survey, Assistant Director Neighbourhoods and Housing, Chief Executive Hull City Council, Portfolio holder Housing and Deputy Lord Mayor. The Portfolio Holder, Assistant Director Neighbourhoods and Housing and I (as a chair of the TF) received Exemplar award by Chief Executive of Tpas. During this event Deputy Lord Mayor presented awards and certificate to winners and participants of the garden competition. It was a very successful event and TPT received very positive feedback from volunteers and guests.



Tpas Conference

The TPT and active volunteers were invited to speak at the Tpas Annual Tenants Conference in Coventry about how engagement is delivered locally. The Tpas Annual Tenants Conference is an opportunity for staff and tenants to come together, learn from guest speakers and panellists, and to share and talk about best practice from individual organisations. Two TPOs attended the conference, along with two volunteers. Over 200 people attended the conference in total, with roughly 40 of those attending the Hull’s session. Feedback was very positive, and Tpas have said they would love to work with us in the future to share our best practice and top tips. The Chief Executive Tpas announce at the conference that HCC was successful obtained Exemplar third time and invited representatives from HCC to receive the Exemplar certificate.



A highlight video has been produced by Tpas following the conference – this can be accessed by going to: <https://youtu.be/3TbICbLoG1o>

Digital Engagement Communication Statistics

The TPT continue to use digital methods of engagement to reach out and engage with both “Active” volunteers and wider tenant and resident population.

Since the last edition of the Forum newsletter, the team have posted 65 times on Facebook, and posts have received over 310 likes and 50,000 views. Since April 2024 the team have tweeted 239 times, receiving over 670 likes and over 43,300 impressions (views). Whilst still in its infancy, the team are continuing to



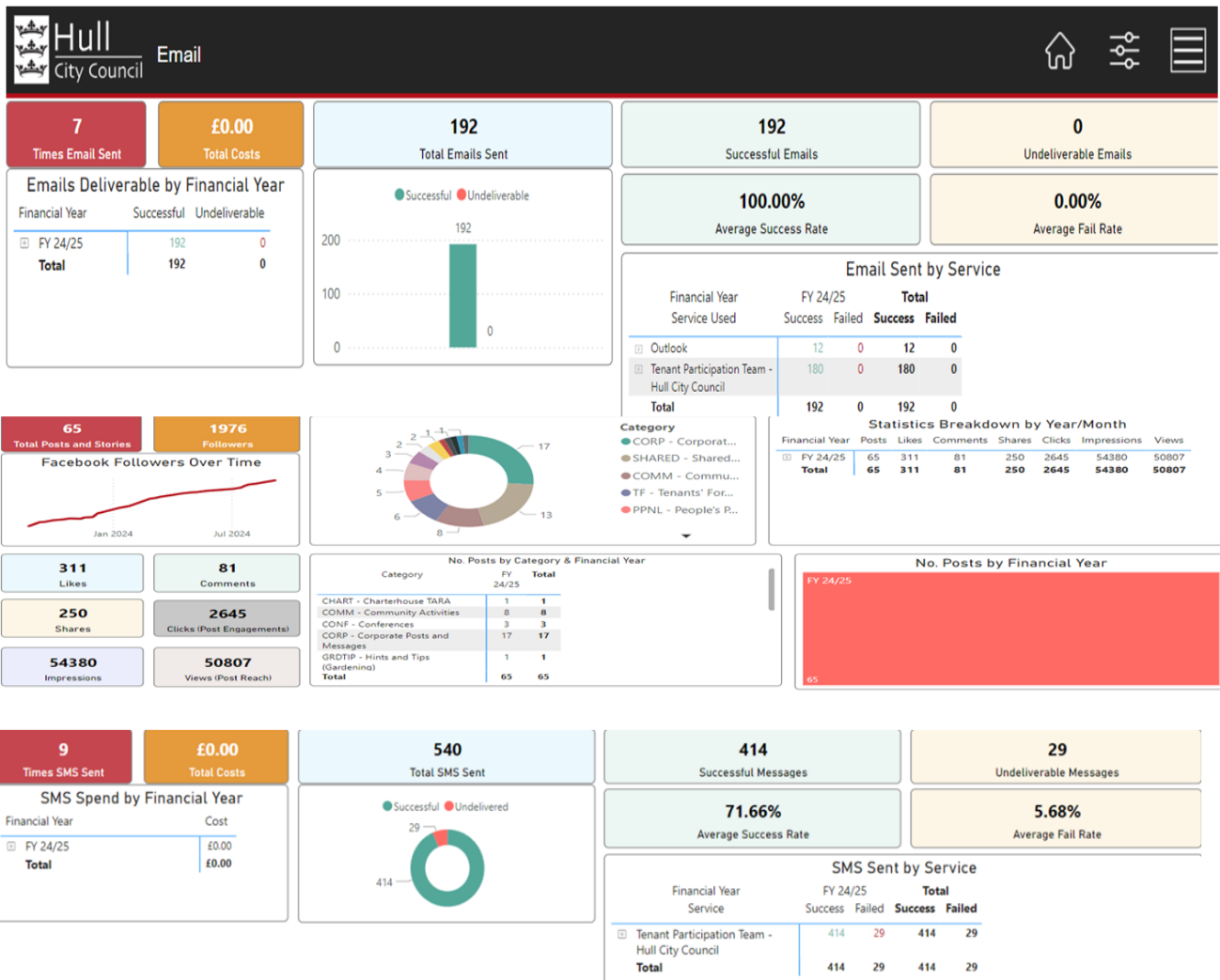
upload posts and stories to Instagram.

The team have also sent 540 text messages, reminding volunteers of meetings and inviting them to the TF. If you'd like to receive text messages from the TPT about upcoming meetings, please let a member of the team know.

As mentioned at the beginning of this newsletter, the TF Minutes are now available on the HCC's website, as are recent editions of the TF Newsletter. As time goes on, further editions will be published, allowing anyone to view what goes on within Tenant Involvement in Hull.

Finally, the TPT have recruited a second Digital TPO to further enhance the digital offer that the team currently have. This will allow the team to reach out and engage with more than just the volunteer base.

Digital Involvement Statistics



Housing Academy

The Housing Academy commenced on the 28th of August 2024. The Housing Academy comprises of 15 sessions with the final session scheduled for 11th of January 2025 where certificates of achievement will be presented.

So far following 4 sessions have been delivered:

1. Tenant Involvement - Now and in the Future
2. The Housing Service in Hull – Introduction to Housing
3. Becoming a Council Tenant and Managing Your Tenancy/Private Sector Housing Access
4. Overview of Housing Strategy



Tenants Trainings

The TPT arranged following training sessions during this quarter:

1. Equality and Diversity
2. Fraud Awareness
3. Charing and Committee Skills and Conduct at Meetings

Future trainings

The TPT have provisionally booked following training sessions:

01. Securing the future of Council Housing – Thursday 17th October
02. Energy Efficiency – Monday 21st October
03. Housing Finance – Monday 4th of November 2024
04. Consumer Standards – Monday 11th of November 2024

Events attended by Tenant Participation Team

The TPT attended the following events to promote Tenant Involvement and for networking with different organisations.

1. “Coming to you” Structural Survey events in Great Thornton Street and Cambridge Street
2. Play Day event at Alderman Kneeshaw
3. Australasia Houses Garden event
4. Peel Project Health Fare
5. Little Amal event in Pearson Park

**Coming to you event
Cambridge Street**



**Coming to you event
Great Thornton Street**



Little Amal Event





Comments on 15th Edition

I always read this and find some interesting things I didn't know! My favourite parts are what the TARAs have been up to, and I never fail to be impressed by just how much work our amazing local area champions do, both with litter-picking and local area patch-walking. They show their dedication to our city and making it the best it can be!

Head of Service (Business Development and Change)
Neighbourhoods and Housing

Useful Contact Numbers



Hull
City Council

01482 300 300



101
(Non-Emergency)

KCOM
Bigger than broadband

01482 602 555



TV LICENSING

0300 555 0286



Not sure of your
gas supplier?
0870 608 1524

Smell Gas?

0800 111 999



**Hull &
East Riding**

0800 144 88 48



Hull
City Council

Family Information Service

01482 318 318



National Domestic Abuse
Helpline

0808 2000 247



01482 801 320



0300 500 0914



Mental Health Emergency
01482 335 790

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 612010
Please leave a message



Hull Tenants Forum
Hull City Council Housing



tenant.resident@hullcc.gov.uk



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