



The Tenants' Forum

21st August 2024

The Guildhall

1pm to 3pm

	DISCUSSION	Action by
89	<u>Welcome and Introductions</u>	
89.1	<p>The relevant housekeeping rules and fire evacuation procedures were explained by the Chair, and she also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked.</p>	
90	<u>Business Insight and Quality Manager</u>	
90.1	<p>The Business Insight and Quality Manager gave a brief update to the Forum on performance.</p> <p>He stated 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.</p> <p>He went on to mention that as far as Hull City Council were concerned, there are a couple of areas of concern that Officers are working on:</p> <ul style="list-style-type: none"> • Decent Homes – Figure higher than originally estimated, 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 <p>Therefore, the Assistant Director for Neighbourhoods and Housing wrote to the Regulator to “Self-Refer”, explaining what plans are in place to rectify this.</p>	
90.2	<p>PR said that it had always been his view that the Decent Homes Standards were contentious, bearing in mind that Hull City Council had chosen to only carry out one element of the</p>	



The Tenants' Forum

<p>90.3</p>	<p>decent home's requirements in the first instance, meaning that if this failed, the home would be deemed not up to standard.</p> <p>JL stated that the present system was a 2 tier one and should revert to the original plan when the scheme first started. JL referred to the stock option appraisal in 2006 where West Hull was financially viable.</p> <p>The Officer was thanked for his presentation.</p>	
<p>91</p> <p>91.1</p> <p>91.2</p> <p>91.3</p>	<p><u>Asset Planning Manager – Neighbourhoods and Housing</u></p> <p>The Asset Planning Manager – Neighbourhoods and Housing gave a presentation to the Forum on stock condition and the future maintenance program. (presentation is available on request)</p> <p>The main points were:</p> <p>High Rise Surveys Update – Aims</p> <p>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.</p> <p>GTS and Cambridge Street – Surveys</p> <p>Why/When/How</p> <p>Survey required to determine suitability for district heating scheme required for October this year. £60m contract. Electromagnetic Survey (EMS), check all equipment on roof.</p>	



The Tenants' Forum

	<p>Decency assessment/new legislation e.g Building Safety Act 2022 Communication: Letters out to residents 26th July. Come to you events on the 2nd and 7th August, included door knocking to speak to residents, answer queries and provide reassurance. On site, estimated 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 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 works is taking place.</p>	
<p>91.4</p>	<p>Muswell and Bayswater Courts - Surveys</p> <p>Why/When/How</p> <p>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 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 needs.</p>	
<p>91.5</p>	<p>Low Rise Stock Condition – Surveys</p> <p>Why/When/How</p>	



The Tenants' Forum

	<p>Assessment against decency standard 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 programs of improvement works. New system implementation – pilot surveys to test software. Recruiting to three additional Stock Condition Surveyors (5 total). Rolling out into areas September/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 5year rolling program of inspection.</p>	
<p>91.6</p>	<p>CR stated that when she moved into Muswell Court, she was advised that there was a 5-year plan for the block to be refurbished, yet this had not happened.</p>	
	<p>The Officer replied that as in the presentation the said block would start to be surveyed from February/March 2025 to ascertain the issues and plan a way forward.</p>	
<p>91.7</p>	<p>At this point CR was about to ask another question to the Officer and started talking when the Chair interrupted and said that CR had not raised her hand and as other people were waiting it was rude to just continue. The Chair then called for Code of Conduct.</p>	
<p>91.8</p>	<p>JL asked if the windows would be changed from double to triple glazing?</p> <p>The Officer replied that depending on what the outcome of the surveys was and whether it was viable to change, then this could be an option.</p>	
<p>91.9</p>	<p>CR asked if tenants would have to decant to another property within the block whilst the surveys were being carried out?</p>	



The Tenants' Forum

<p>91.10</p> <p>91.11</p> <p>91.12</p>	<p>The Officer replied that there were already some voids within the block to be used for the surveying purpose, but if any more were needed, then the decanting option could be used.</p> <p>The Chair asked if the company, Pennington Choices, being used for the surveying was local, if not, why not?</p> <p>The Officer replied that all companies including local ones were invited to bid for the contract through the Council procurement process.</p> <p>JF said that in a previous role within her community in the “HAT” era on Northern Area, she had been a local community liaison, which had proved very helpful in quelling any issues between the tenant and contractor. Could this method be used again?</p> <p>The Officer replied that this was possibly an option to use in the said area.</p> <p>PR agreed with JF’s comments stating that someone local was a better option for being a liaison.</p> <p>The Officer was thanked for her presentation.</p>	
<p>92</p> <p>92.1</p> <p>92.2</p>	<p><u>Minutes and Matters Arising</u></p> <p>The minutes of the Tenants’ Forum for the 22nd July 2024 were checked, proposed and agreed.</p> <p>Proposed by CP Seconded by MB</p> <p>Minute 85.3 – JL asked why the Committee was in place as he had not voted for them to be in position?</p> <p>Officers firstly clarified that JL did not attend the Annual General Meeting (AGM), so would not have voted for the present Committee in question and was reminded that if he did want to use his vote, he should attend the AGM in future to cast it.</p>	



The Tenants' Forum

<p>92.3</p>	<p>Minute 85.5 – JL asked why had he not received a copy of the Committee minutes and others that the Committee attended?</p> <p>Officers responded that CR was the only member who requested a personal copy following a show of hands. In addition to this a copy is available at every Forum in the folder at the back of the room and this will continue for future meetings. JL was handed the folder. JL confirmed he is happy to view them at the TF meetings.</p>	
<p>92.4</p>	<p>JL asked for the notes of the TFC met with Councillor Ross. The Chair responded they had not meet with Councillor Ross.</p> <p>The following update about the actions raised in relation to the previous Forum were read out:</p>	
<p>92.5</p>	<p>86.5 - CR further asked if compensation was given, who paid for it, the Council or KWL?</p> <p>Response from External Relationship Manager Housing Investment Service - If we pay any gesture of goodwill following a complaint, Hull City Council are paying this. It is noted in the Customer Insight Report who the complaint is upheld against and what financial recompense has been made.</p>	
<p>92.6</p>	<p>86.12 - CR asked if the high-rise flats received an electrical check on their boilers or extractor fans, as she had not?</p> <p>Electrical safety checks are carried out every five years, Muswell Court was last done 16 Feb 2021 so due date is 16 Feb 2026.</p>	
<p>92.7</p>	<p>87.1 - CS asked if tenants decanted from Charles Brady Court whilst the refurbishment was taking place, would be able to go back, as 2 tenants had received letters stating that they would not, who temporary reside in Bayswater Court.</p> <p>Response from Head of Service Strategy, Market Intervention and Growth – The plans for Charles Brady Court are still in development and the final designs/refurbishment will be subject to formal decision by the Council's Cabinet later this</p>	



The Tenants' Forum

	<p>year. Last year the tenants of Charles Brady Court were moved out of the building – with the usual support and compensation provided to all displaced Council tenants – in order to facilitate significant remodelling/renovation following a period of low occupancy arising from historic ASB, crime and the building generally not being fit for purpose. Before any decisions are taken about the refurbishment of the building, all those decanted from Charles Brady Court will be revisited to find out how they feel about their decant properties and whether or not any would wish to return to the building.</p>	
<p>93</p>	<p><u>Vice Chair of the Tenants' Forum</u></p> <p>PR– Vice Chair of the Tenants' Forum updated the members on the issues that were raised and discussed at the Tenants' Forum Committee meeting. He confirmed, they received an update on the Voids following the performance data presented at the July meeting. The TFC chased outstanding actions and prepared the Tenants' Forum contents pack. They discussed future guest speakers, in line with those items raised at the March workshop and provided input into the Exemplar award ceremony.</p>	
<p>94</p> <p>94.1</p>	<p><u>Feedback from TARA's</u></p> <p><u>GTS TARA</u></p> <p>GTS TARA Committee members kept on working in the GTS communal gardens, carrying on litter picking to keep the area tidy. Members of GTS committee attended the Tenants' Forum, MSL and other tenant involvement activities.</p> <p>GTS Committee attended a “Coming to You event” where Housing Officers and contractors explained to the residents about the structural survey.</p> <p>GTS Committee attended Equalities and Diversity and Fraud Awareness trainings and have registered for the Housing Academy.</p> <p>Our Local Ward Councillors funded three coaches to take residents of Great Thornton Estate to Skegness and 187 residents joined us. We received very positive feedback from</p>	



The Tenants' Forum

<p>94.2</p>	<p>the participants, and they have recommended to do the same trip again next year.</p> <p>The GTS committee held their Annual General Meeting in July. Due to personal reasons SB has stood down from the GTS Committee but she has ensured her support for the future activities of GTS TARA. On behalf of the GTS Committee, SB was thanked for all her hard work and time she has given for the GTS TARA.</p> <p><u>Muswell Court TARA</u></p> <p>The Chair of the group informed the Forum that a trip to Beamish had been arranged, that a garden party was due to take place on 25th August, a new path and been put down and that the raised beds were being used.</p>	
<p>94.3</p>	<p><u>Hopewell Road and District TARA</u></p> <p>The Chair of the group informed the Forum that the TARA was not now in operation, however in the future if things changed it would be re-instated.</p>	
<p>95</p> <p>95.1</p>	<p><u>Feedback from Groups</u></p> <p><u>Customer Access Focus Group</u></p> <p>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.</p> <p>Key points taken from the presentations were:</p> <p>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.</p> <p>Overall customer satisfaction and experience is rated as good.</p>	



The Tenants' Forum

<p>95.2</p>	<p>There has been a slight decline in Customer Service Centre footfall, however Kenworthy House is no longer a CSC due to staff movements and needs changing. Community Hub footfall has increased, with Elmbridge Parade being the most popular hub, being open 3 days a week.</p> <p><u>Publicity Project Group</u></p> <p>The Publicity Project Group continued to work on producing the Hull Housing News newsletter. Since the last group update to you in May, we've discussed articles for both the Summer edition and the Autumn edition, and had also looked at posters that are currently on display at The Wilson Centre.</p> <p>In July the group elected their Chair and Vice Chair, however since that meeting, they had stepped down due to personal reasons. Therefore, MB and PR had taken on the role of Chair and Vice Chair respectfully. The former Chair and Vice Chair were thanked by all present.</p> <p><u>Repairs and Maintenance Project Group</u></p>	
<p>95.3</p>	<p>A couple of weeks ago the Repairs and Maintenance Project Group met to discuss performance in 3 key areas – Repairs/Maintenance, Gas/Compliance and Adaptations. The group split into 3 breakout 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.</p> <p>The breakout session went very well, and some constructive feedback was given for the 3 key areas.</p> <p>The next meeting would be held in early October, so if anyone wanted to attend would they please let the TP Team know.</p>	
<p>96</p>	<p><u>Any Other Business</u></p>	
<p>96.1</p>	<p>CN advised the Forum that the next meeting of the MSL Project Group would be held on 2nd September 2024 and the Neighbourhood Management Project Group would be held on 3rd September 2024.</p>	



The Tenants' Forum

96.2	TF advised the Forum that the Housing Ombudsman had issued a call for evidence on Repairs. This would be sent out via SMS text to all those on the data base. The survey was digital.	
96.3	LS advised the Forum that the Housing Academy would hold its first session on 28 th August.	
96.4	<p>The Chair mentioned the newly improved splash park facilities at Bude Road, and the lack of new parking for people to use following the installation of the park and football pitches.</p> <p>Officers advised that this issue had been passed to Head of Service (Area and Neighbourhood Management) and the relevant Neighbourhood Co-Ordinator for action.</p>	
96.5	CN informed the Forum that EB would be starting with the TP Team in September.	
97	<p><u>Close of Meeting</u></p> <p>The meeting closed at 3pm</p>	

<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £81</p> <p>Refreshments: £45</p> <p>Expenses: £7.20</p> <p>Taxis: £0</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><u>TOTAL COSTS £133.20</u></p> <p><u>Savings: by emailing, not using headed paper and no cost of room booking £112</u></p>	<p>Details of Meeting.</p> <p>No of Staff at meeting: 6</p> <p>No of guest speakers: 2</p> <p>Councillors at meeting: 1</p> <p>Forum Quorum: 12</p> <p>Tenant members: 17</p> <p>Resident members: 3</p> <p>None members: 0</p> <p>TOTAL No of Volunteers at Meeting: 20</p> <p>Duration of Meeting: 2 hrs</p> <p>Pre meeting: 12hrs</p> <p>During meeting: 40hrs</p> <p><u>TOTAL: 52 hrs</u></p>
---	--