



Tenants' Forum

Newsletter

Forewords

October—December 2024
Issue no — 17



Happy New Year and welcome to the 17th edition of the Tenants' Forum (TF) newsletter.

The Tenants' Forum is 20 years old, with our first meeting held in 2004. I was elected as the first Chair of the TF and the biggest surprise is that 20 years on, I am elected as Chair again.

The TF has seen many successes over the years with volunteers working in partnership with officers to improve the housing service. Some of the highlights include:

- ◆ Alterations to one-bedroom bungalows to form a sleep over room
- ◆ The Housing Academy, which informs people how the Housing Service works.
- ◆ Scrutiny inspections resulting in changes to working practices with the legal team
- ◆ Cashless laundry service
- ◆ Keyfobs provided to Blue Light services for controlled entry flats
- ◆ We now have 127 Local Neighbourhood Champions and block champions now, and we have 6 Tenants and Residents Associations.
- ◆ We are, and have been, involved in many reviews of internal service level agreements
- ◆ We influenced the location of the Wilson Centre and also the recorded message on the 300 300.

Whilst we continue to be successful in the more traditional engagement methods, now we consult via digital platforms by providing Teams Links, via social media and our meeting notes and newsletters are now on the council's website.

We were the first:

- ◆ Local council landlord to achieve both Tpas accreditation and exemplar accreditation.
- ◆ Local council to sign up to See the Person campaign, now known as Stop Social Housing Stigma.
- ◆ To send residents to some national conferences instead of officers.

I firmly believe that the principal reason for our growth both in numbers and influence over the last 20 years is down to the relationship we have developed with the Councill Officers and elected Housing Portfolio Holders.

Our Tenant Participation Team (TPT) play a vital role in supporting us. Their

Forewords



commitment is above and beyond. What makes tenant engagement successful in Hull, it is not just TPT, but all officers - whether they are from Housing or Customer Services, Streetscene or Citysafe – ensuring residents are listened and responded to.

It is a time to say thanks to TPT, they make sure everything happens to facilitate our involvement: such as arranging meetings and listening to what we have to say, carrying out local area walks, checking out health and safety at flats, coming along to our pop-ins, and much more. Their support is invaluable throughout these 20 years from the first meeting in 2004 till 2024, we have developed a true partnership with the Hull City Council.

Maureen Bristow

Chair – Hull Tenants' Forum

The Tenants' Forum (TF)

17th October 2024

Policy Partnership Manager – Streetscene

The Policy and Partnership Manager delivered a presentation to the Tenants' Forum (TF) on key policies, key waste facts, customer services, education and projects, Love Your Street, key current projects and how to increase recycling. The officer mentioned that their main aim is to provide excellent service, by being customer focused on everything they do.

What's next

Projects to increase waste quality and quantity, raise street cleanliness standards, improve customer-facing processes etc.

Key facts

- ⇒ Blue bins – 22,553 tonnes. Sent for recycling.
- ⇒ Brown bins -17,504 tonnes. Composted.
- ⇒ Black bins – 48,225 tonnes. Processed into fuel for power stations to generate electricity.
- ⇒ HWRCs – 18,905 tonnes with over 80% recycled

How do they increase recycling? Waste quality and quantity is good.

Right bin for the right waste – around 40% of the contents of the black bin could have been recycled or composted.

Key Projects



**#Love
HullHate
Litter**

Hull
City Council
Please put your litter in a bin
www.hull.gov.uk

Digital Education Digital Comms

Hull City Council (HCC) making changes.

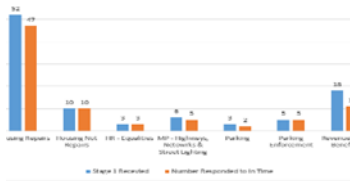
- extended producer responsibility
- the introduction of the deposit return scheme for drinks bottles and container consistent recycling collections for households and businesses in England
- Simpler Recycling - weekly collection of food waste from all households



Telling the customers

A comprehensive communications plan to inform and educate households and businesses. HCC use their communications channels, to tell the success story and keep residents informed.

Stage 1 - Timeliness of Response



Customer Feedback

Responded to over 95% of correspondence for Streetscene within 10 working days.

Service Delivery, Development and Improvements



The day job, together with multiple projects – Love Your Neighbourhood, Communal/on street recycling, food waste, recycling in flats, textiles.

Waste Pack 2024/25 and service literature



Distributed in September 2024



Community Payback Ad-daliad Cymunedol
Project Clean Streets Prosiect glanhau Strydoedd

Project Clean Streets

Offenders serving unpaid work sentences in Hull – called to swiftly clean up instances of graffiti, fly-tipping, vandalism, and littering across the city.

Residents can use following emails regarding subjects mentioned below:



To request support from LYS loveyourstreet@hullcc.gov.uk



Any Waste Management issues hull.gov.uk/bins

Any Street Cleansing issues hull.gov.uk/streetclean

20th November 2024 Head of Service – Access and Wellbeing & Housing Access Manager

The Head of Service and Housing Access Manager delivered a presentation to the TF on the Housing Act 1996, Allocations Policy, homelessness and their main duty, current position and challenges. Officers responded to queries raised from the floor.



Local Housing Authorities **MUST:**

- have an allocations scheme setting out how homes will be allocated
- adhere to that scheme when allocating accommodation
- give 'reasonable preference' (some degree of priority in their scheme)


Reasonable preference categories:

- people who are homeless
- people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
- people who need to move on medical or welfare grounds; and
- people who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or others)

What does this mean?

- The requirement is to give some priority on housing over people who are not in these preference categories
- It is NOT a requirement to house someone
- Priority on the list does not mean you will get an offer

Hull City Council's Allocations Policy



Band	Details	How prioritised	Number currently in band	Likelihood of being housed
A	Two priorities awarded OR one priority and meets Armed Forces criteria	By the date second priority awarded)	23	Likely if bid correctly
B	One priority has been awarded	By date of priority award	1147	Good chance if bid correctly (could take a year – longer in some cases)
C	Housing need (meet reasonable preference categories – e.g. overcrowding)	By number of points	5189	Unlikely
D	No housing need or no local connection	By number of points	1744	Highly unlikely
E	Previous 'unacceptable behaviour'	By application date	469	Highly unlikely

Homelessness: the main duties (Housing Act 1996 Part 7)

Who?

Basic summary of duties

Everyone

Duty to provide information & advice:

- about homelessness
- may include signposting if not eligible for assistance (e.g. for immigration advice or to social services)

Everyone who is eligible for assistance

(i.e. subject to immigration status)

Prevention Duty:

- to prevent homelessness (56 days) when someone is homeless or threatened with homelessness

Relief Duty:

- to relieve homelessness (56 days) when prevention not possible

Those: eligible for assistance, homeless and assessed to be in priority need

Interim duty

- Duty to provide temporary accommodation whilst homeless application investigated, until any further duties are determined and discharged

Those: eligible for assistance, assessed to be in priority need and not intentionally homeless

Main housing duty

- Duty to secure that (longer term) accommodation is available



Single homeless people



What can HCC do?

- ♦ Offer advice about different housing options – **everyone**
- ♦ Financial help to secure a property (e.g. bond, rent in advance) – **everyone**
- ♦ Help with furniture package/setting up home items – **everyone**
- ♦ Arrange temporary accommodation if nowhere safe to stay – **those that the Council assess to be in priority need (as set out in legislation)**
- ♦ Award a high priority on the council's housing list (that will improve chances of getting a council flat) – **those that the Council assess to be in priority need (as set out in legislation) and who are homeless unintentionally**
- ♦ Allow people to bid for a property type/size of their choice – **No – the Council are only able to consider single people for a 1 bedroom flat or bedsit (bungalows for 60+)**

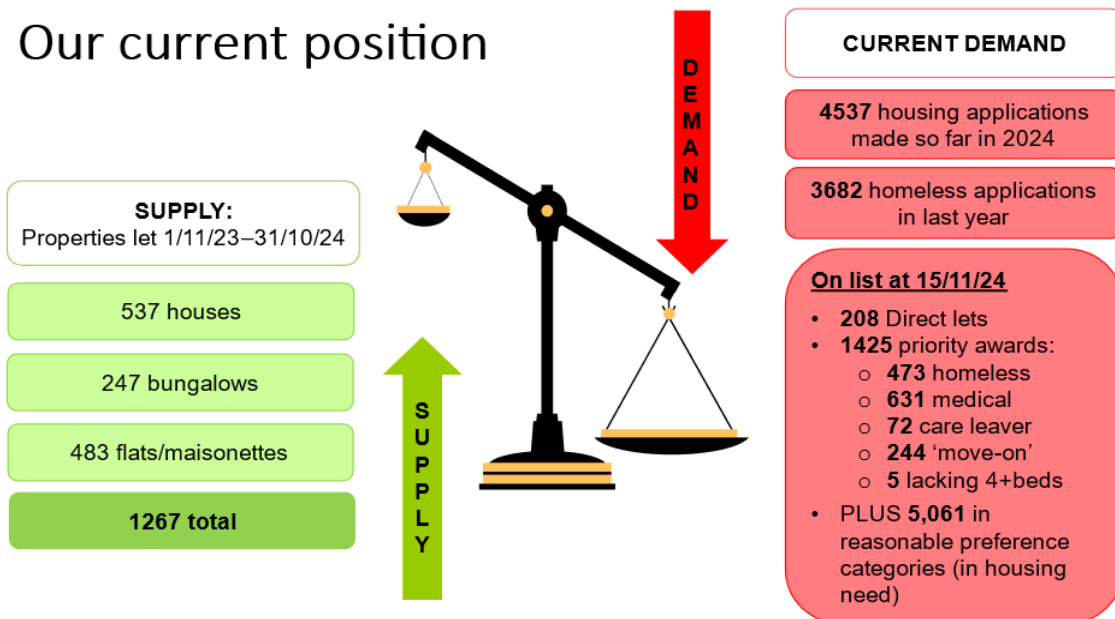
Homeless families



What can HCC do?

- ◆ Offer advice about different housing options – **everyone**
- ◆ Financial help to secure a property (e.g. bond, rent in advance) – **everyone**
- ◆ Help with furniture package/setting up home items – **everyone**
- ◆ Arrange temporary accommodation if nowhere safe to stay – **those in priority need (with children aged 17 and under living with them and limited others)**
- ◆ Award a high priority on the council's housing list (that will improve chances of getting a council flat) – **those in priority need (with children aged 17 and under living with them and limited others) AND who are homeless unintentionally**
- ◆ Allow people to bid for a property type/size of their choice – **No – the Council are only able to consider families for a property size meeting current needs**

Our current position



Challenges



- National picture - £1.7bn spent on temporary accommodation by local authorities in last 12 months (expected to exceed £2bn this year)
- Lack of temporary accommodation availability
- Soaring private rents - means fewer people able to resolve own housing need
- Decreasing council housing despite ongoing new build activity
- No fault evictions – landlords selling up or re-letting at higher rent
- Local Housing Allowance rates
- Households in temporary accommodation/homeless for much longer
- Customers/partners often expect a council property – based on past experience or that of friends/relatives
- We have 23,000 stock (was 46,000+ in 1990s)



What are they doing

Homelessness Prevention

- Private Sector Access Team
- Domestic Abuse Housing Hub
- Housing Sustainment Team
- Assistance with arrears/shortfalls
- Bonds/deposits/ rent in advance to secure properties
- Mental health workers
- Renew workers in homelessness team
- Links with DWP

Information & Advice

- Triage being developed
- Realistic prospects advice upfront
- Talking to partners
- Improving website information ('Advice Aid')

Temporary Accommodation (TA)

- Acquisition of more council TA
- Developing TA 'spot purchase' system
- Cost of living help to friends & relatives to allow people to stay
- Increased scrutiny of TA approaches

Supply & solutions

- Enhanced downsizing scheme for large properties
- Promotion of mutual exchange for social housing tenants
- Reviewing use of direct lets
- RTB buy backs
- Discharging homeless duty into private sector

Private Rented Sector & Local Housing Allowance

- Local Housing Allowance is the maximum amount payable towards rent to people claiming benefits
- Supposed to cover the bottom 30% of rents in that area

No. of bedrooms	Current LHA rate (per month)	Average rent in Sept'24 (Source: www.ons.gov.uk)	Lowest advertised property on www.onthemarket.com (on Fri 15 th Nov)	Number advertised within LHA rate on www.onthemarket.com (on Fri 15 th Nov)
1	£380.00	£432.00	£350.00	2
2	£475.00	£536.00	£475.00	1
3	£550.00	£645.00	£595.00	0
4+	£700.00	£868.00	£850.00	0

How you can help



Support people to contact us early if threatened with homelessness or needing move on if they cannot resolve own housing situation



Help us to manage people's expectations - reinforce message about supply & demand



Encourage people to consider all options (e.g. private rented sector, registering with [housing associations](#), or alternatives that might enable them to remain in current accommodation)

20th November 2024

Social Housing Regulator Assistant Director of Regulatory Engagement

The Assistant Director of Regulatory Engagement delivered a presentation on the role of the Social Housing Regulator and explained that social housing tenants' homes should be safe and well maintained, and landlords should deliver effective landlord services. She also shared that tenants should be able to hold their landlord to account for the delivery of effective landlord services. As the social housing regulator, it is their job to help ensure that landlords deliver what tenants need.

How do they deliver this?

- ◆ From 1 April 2024 all providers must collect and publish Tenant Satisfaction Measures (TSM) data annually.
- ◆ On 1 April 2024, the Regulator for Social Housing (RSH) introduced the Consumer Standards.



Consumer standards

- ◆ RSH introduced a new set of standards in April 2024. The four new standards apply to all landlords.
- ◆ They are outcome-based standards so that landlords are able to deliver the outcomes in the most appropriate way for their tenants and their organisation.
- ◆ Principle of co-regulation: Boards and councillors should have robust mechanisms in place to provide them with assurance that their organisation delivers the outcomes of the standards.
- ◆ It is the landlords responsibility to provide the Regulator, with evidence, how they are delivering those outcomes, where any gaps are, and how risks to tenants are managed.



Assessing providers against the standards

- Three 'business as usual' regulatory tools
 - ⇒ Planned **inspections** of large providers (over 1000 homes)
 - ⇒ Analysis of **data submissions** including **TSMs**
 - ⇒ **Responsive** engagement
- Insight from tenants will feed into all three
- If RSH find serious failures in a provider
 - ⇒ take into account context, scale and impact and risk to tenants, and landlord actions
 - ⇒ focus is on provider putting things right for tenants
 - ⇒ wider range of tools available if we need to use them

Regulatory Judgments and grades

The RSH will publish regulatory judgements and award consumer grades after every inspection and certain responsive work.

Consumer grading	Description
C1	Our judgement is that overall the landlord is delivering the consumer standards outcomes. The landlord has shown that it identifies when issues occur and puts plans in place to remedy them and help prevent them happening again.
C2	Our judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.
C3	Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.
C4	Our judgement is that there are very serious failings in the landlord delivering the outcomes of the consumer standards. The landlord must make fundamental changes so that improved outcomes are delivered.

Every landlord should aim for a Consumer Grade of C1



Learning from the consumer judgements so far

Importance of meeting all **health and safety** requirements – performance and oversight

Need to understand the **quality of homes** and Decent Homes Standard compliance

Delivering an effective **repairs** service has been an issue for some landlords

Need to have a comprehensive, up-to-date **data on tenants**, and use it to deliver services

Inspections have identified improvements needed in **tenant engagement**

TSMs had not been completed by a small number of landlords

The regulator responded to the questions raised by the volunteers.

The Tenants' Forum Thank you event 10th December 2024

The Tenants' Forum Committee (TFC) in partnership with the Housing Service held the annual Thank You Event for all the active volunteers. 60 volunteers and officers attended the event. The Assistant Director Neighbourhoods & Housing appreciated and thanked all the volunteers for their time and skills to bring positive changes to improve the housing services.



The Tenants' Forum (TF)



The Assistant Director also presented training certificates to volunteers who have attended different trainings arranged by the Tenant Participation Team (TPT). Officers delivered presentations on the myHousing app and on the Affordable Warmth Strategy. The TFC invited the Hon Lok Senior Association to perform Chinese dances and Magician Scott Perry to entertain the volunteers. These performances were appreciated by all the volunteers present. At the end of the event there was a raffle prize draw for the volunteers. Prizes were donated by Tesco, Boyes, and Hull Housing staff. On behalf of the Tenants' Forum Committee and active volunteers I would like to thank officers for attending to deliver presentations, donors for donating the raffle prizes, people who performed, and the TPT for the support at the event.





←
Scott Perry performing at the Thank you event



Hon Lok Senior Association performing at the Thank you event
→



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 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 October the group held a training session on Energy Efficiency to the wider Tenants' Forum, which was well received. Also, they held a block Halloween Party, which was very spooky and went down a treat.

In November the group held a meeting with residents of the block and took issues raised and fed them back to Officers.

December has seen the group holding a Christmas Raffle for the block and have submitted a bid for funding from the Affordable Warmth Programme, to

provide hot food days, and other items for individuals.

The group also received 2 free planters for their garden from EMS Ltd.



Dorchester Road and Midmere Avenue Association

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

- ◆ Highways issues and 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 the GTS committee regularly attended the Multi Storey Living Project Group, Customer Access Focus Group, Neighbourhood Management Group, and the Tenants' Forum to raise any issues. The TARA kept residents updated on information received from these meetings through the GTS Facebook Group and their newsletter. The GTS Chair also provided regular updates on the progress of the GTS TARA at the Tenants' Forum.

In November the Head of Access and Wellbeing met with the GTS Committee to inform them about the future of the Thornton Court. The GTS Committee arranged their general meeting to raise issues and invited Ward Councillors,

Tenant and Resident Association



Neighbourhood Coordinators, Housing Officers, ASB officers and Tenant Participation Officer.

December has seen the group submitting a bid for funding from the Affordable Warmth Programme, to provide hot food days, and other items for individuals.



Muswell Court TARA

The TARA have been putting their garden to bed ready for another year. They have also been holding their activity nights where everyone could join in and enjoy.

December has seen the group submitting a bid for funding from the Affordable Warmth Programme, to provide hot food days, and other items for individuals.

Women's Voice of Thornton Estate TARA

The women of Thornton Estate started a consultation with local women in May 2024 to start a TARA. They worked with TPT to establish a constitution and to elect a committee. With the support of one of the Tenant Participation Officers (TPO) they have elected a committee which consists of the Chair, Vice Chair, Secretary, Treasurer and 5 General members.

The TARA Committee arranged their first general meeting where more than 25 women attended, along with Ward Councillors, Housing Officers, the ASB Officer and the neighbourhood coordinator.

First public meeting of VW TARA



The TARA carried out estate walks and raised a few issues to make the area tidy and safe.

Cooking session



Estate walk



Multi Storey Living Project Group

This quarter the Multi Story living group have continued to meet monthly to discuss issues and updates related to high and low-rise flats in the city.

In October the group received an update on service provision from the High-Rise Team Manager. She spoke to the group about the work the team had been carrying out in all high-rise blocks across the city. In November, she returned to deliver a presentation on “Cuckooing” in high-rise flats, which was well received and gave the group an insight into the seriousness of this particular issue on residents.

Presently there are 8 block champions who meet with TPOs to carry out assisted benchmarking inspections throughout the city, and we also have 16 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 fed through to building cleaning. For this quarter we have carried out 25 low-rise and 13 high-rise inspections.

Block champion – Benchmarking





Local Area Walks and Litterpicking

The Local Area Walks 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 127 participants, who are happily recording issues at their own pace and reporting them to Officers. The TPT regularly put campaigns for Local Area Champions on X (formally Twitter) and on Facebook to gauge interest.

Here is the October to December 24 summary of what has happened:

Local Area Walks in this quarter

- ◆ Number of assisted Local Area Walks carried out = 16
- ◆ Number of solo walks carried out = 17

Service requests raised this quarter

- ◆ Number of assisted service requests raised = 16
- ◆ Number of solo service requests raised = 39
- ◆ Gardens needing attention sent to Housing Tenancy Managers = 16
- ◆ Tidy garden letters sent out = 0

Litterpicking

Again, the momentum for this activity is still very strong 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 help 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 = 134
- ◆ Number of bags of litter to recycling for this quarter = 81
- ◆ Total so far this financial year is 1499 bags combined, with 1097 bags of



rubbish and 402 bags of recycling, totalling 7.5 tons collectively.

Hull City Council 

Are you interested in becoming a LOCAL AREA CHAMPION FOR YOUR STREET?



We are looking for special individuals that can spare an hour or two to walk their street, checking for a wide range of issues.

FULL TRAINING IS PROVIDED

If you are interested and want to find out more, please contact Carl Newsam at Tenant Participation on **01482 612 010** or Tenant.Resident@hullcc.gov.uk

For more information:
Like us on Facebook (**Hull City Council Housing**)
Follow us on Twitter (**@HCCTPT**)



Hull City Council

Are you interested in becoming a BLOCK CHAMPION FOR YOUR FLATS?



We are looking for special individuals that can spare an hour or two to walk their blocks, checking for a wide range of issues.

FULL TRAINING IS PROVIDED

If you are interested and want to find out more, please contact the Tenant Participation Team on **01482 612 010** or Tenant.Resident@hullcc.gov.uk

For more information:
Like us on Facebook (**Hull City Council Housing**)
Follow us on Twitter (**@HCCTPT**)



A TPO delivered leaflets to all the flats in Valiant Drive and Denaby Court to recruit new Block Champions and Local Area / Street Champions.

If you know any of your friends, family members and neighbours would like to become involved, please contact TPT.

Publicity Project Group

The Publicity Project Group continue to work hard to develop and produce the quarterly Hull Housing News newsletter. The Winter edition should land on doorsteps within the first few weeks of January, and it will cover a range of topics, including changes to Right to Buy, the Little Amal visit, and there is also a spotlight on the Publicity Project Group.



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Spotlight on Publicity Project Group	page 8

Publicity Project Group

The Winter edition 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.

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 October and received presentations and updates from the Customer Operations Manager, Customer Journey Manager and the Business Planning Manager.

Key points taken from the presentations are:

- The total number of inbound calls continue to decrease, and there is an overall downward trend of inbound calls. Inbound housing calls are also following this trend, with seasonal peaks due to repairs.
- Average handling times are gradually decreasing due to changes in the advice note process.
- Overall customer satisfaction and experience is rated as very good.
- There has been a slight decline in footfall to The Wilson Centre across the last 12 months, and the overall transaction length with an advisor is increasing.

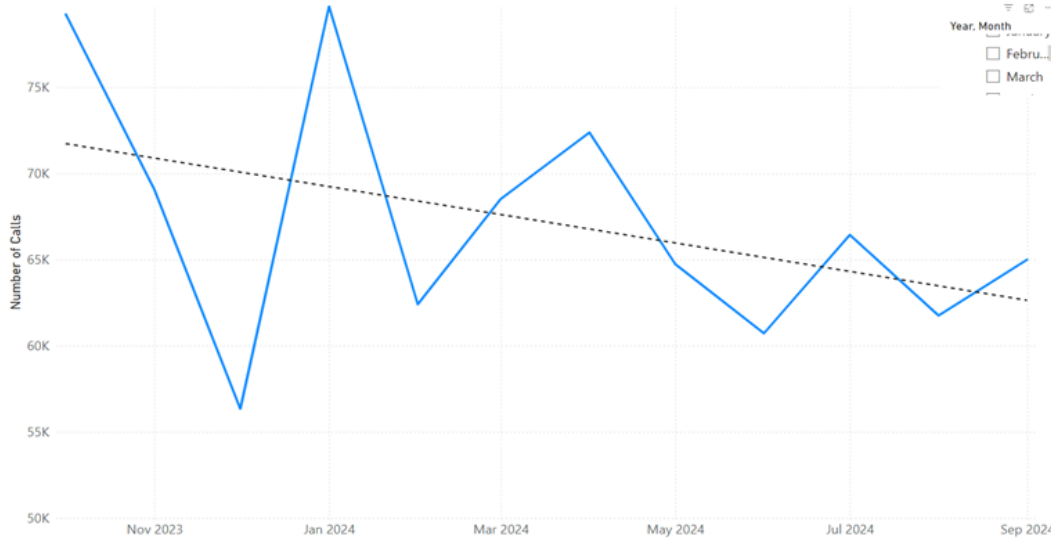
The group also expressed an interest in visiting the Hull City Council Call Centre, based at The Wilson Centre, to see what goes on behind the scenes of the 300300 phone line. Two visits were arranged for November, however the Customer Operations Manager is more than welcome to host additional sessions.

Call Centre Visit

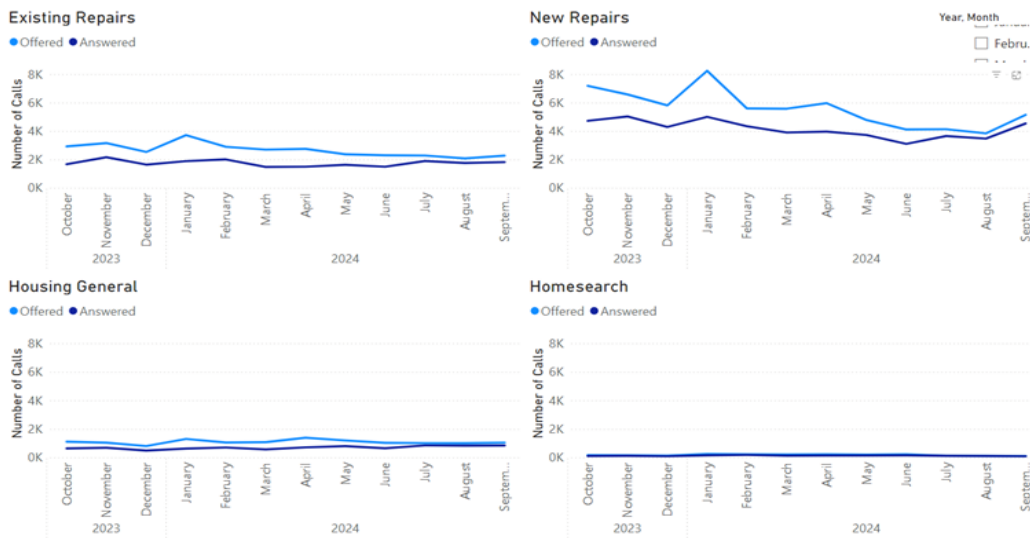




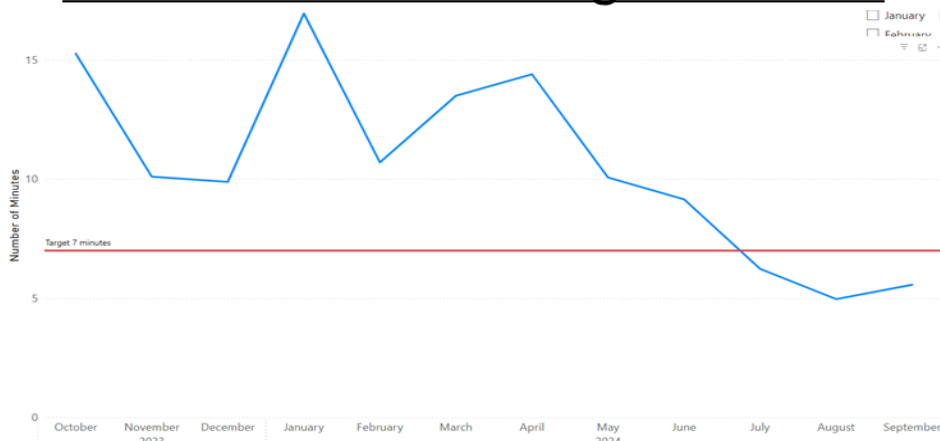
Contact Centre – Total Inbound Calls



Contact Centre – Total Housing Calls

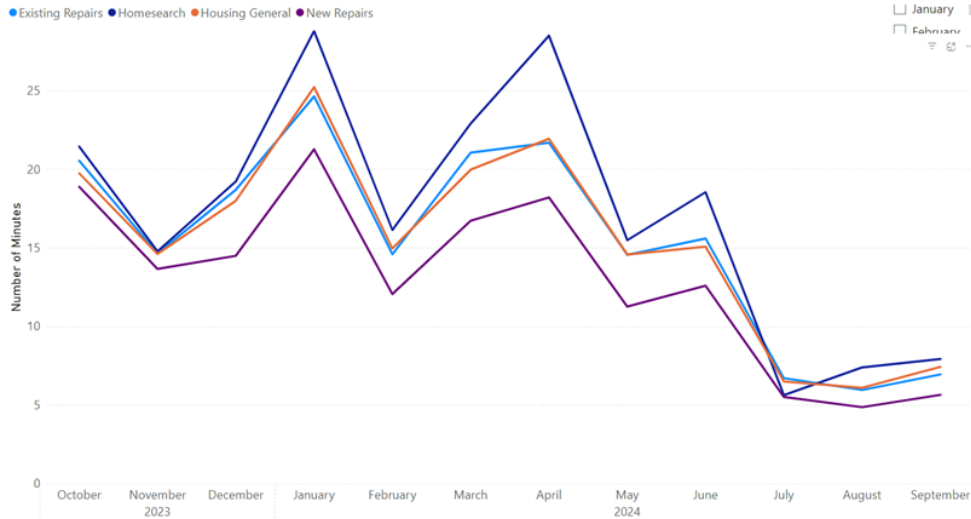


Contact Centre – Average Wait Time

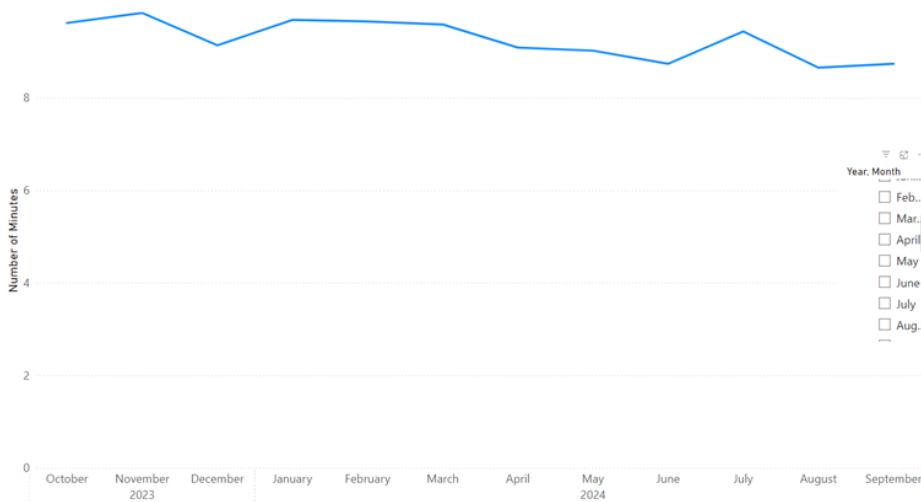




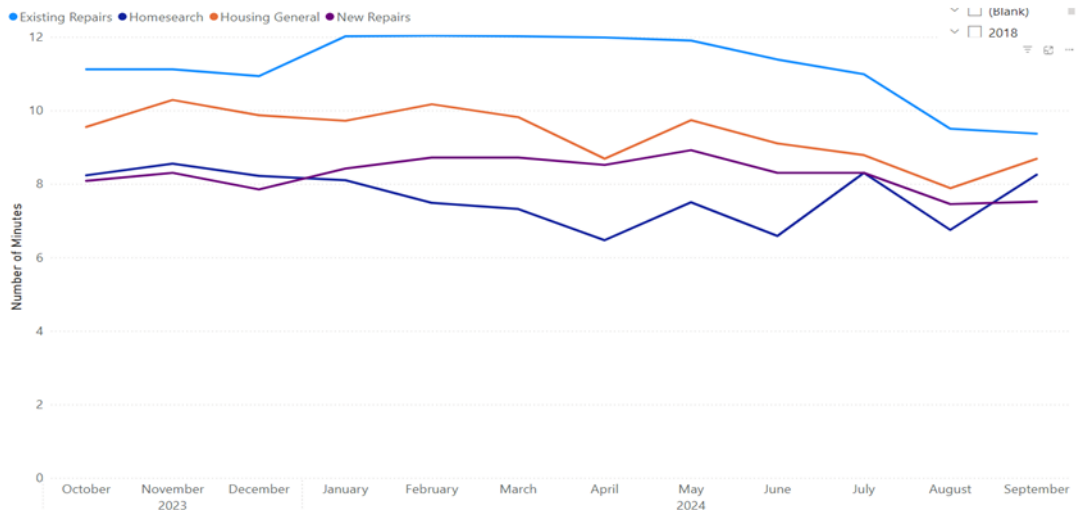
Contact Centre – Average Wait Time (Housing)



Contact Centre – Average Handle Time

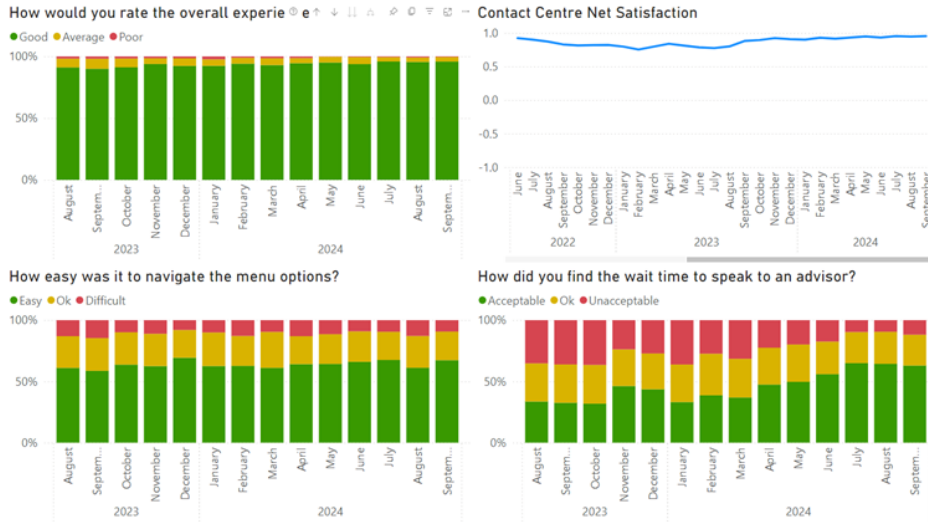


Contact Centre – Average Handle Time (Housing)

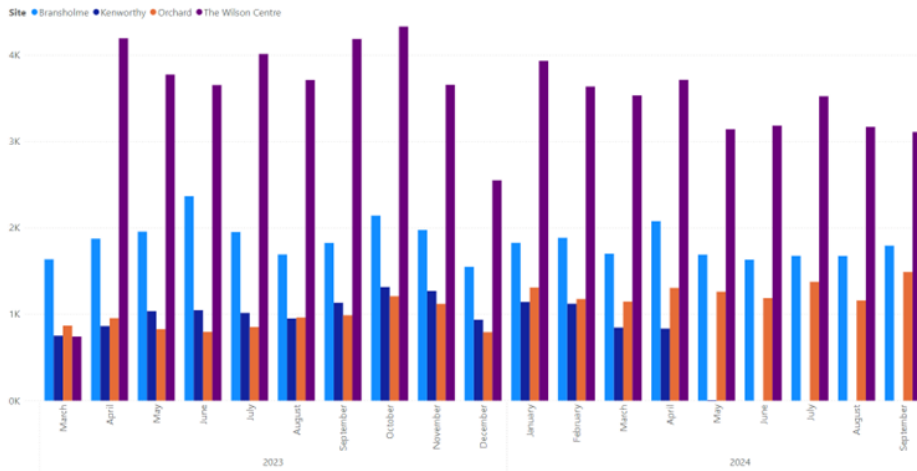




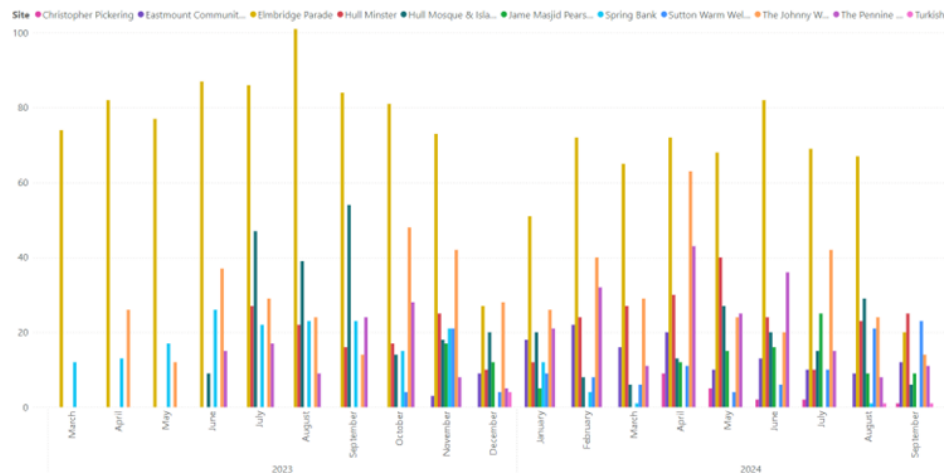
Contact Centre – Customer Satisfaction



Customer Service Centre Footfall

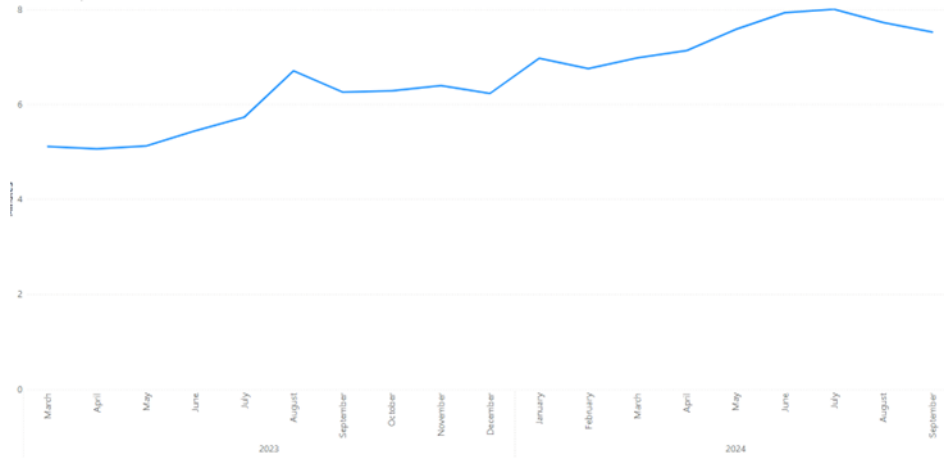


Community Hub Footfall

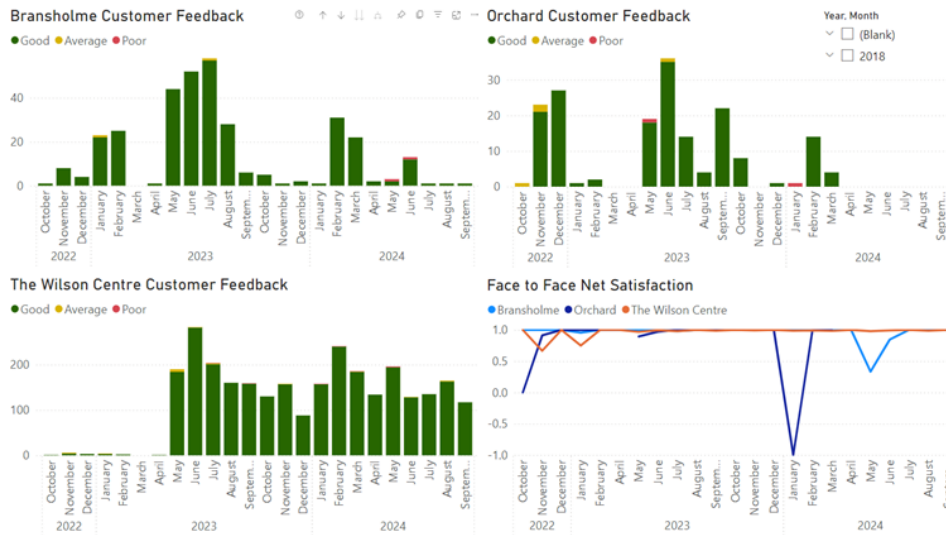




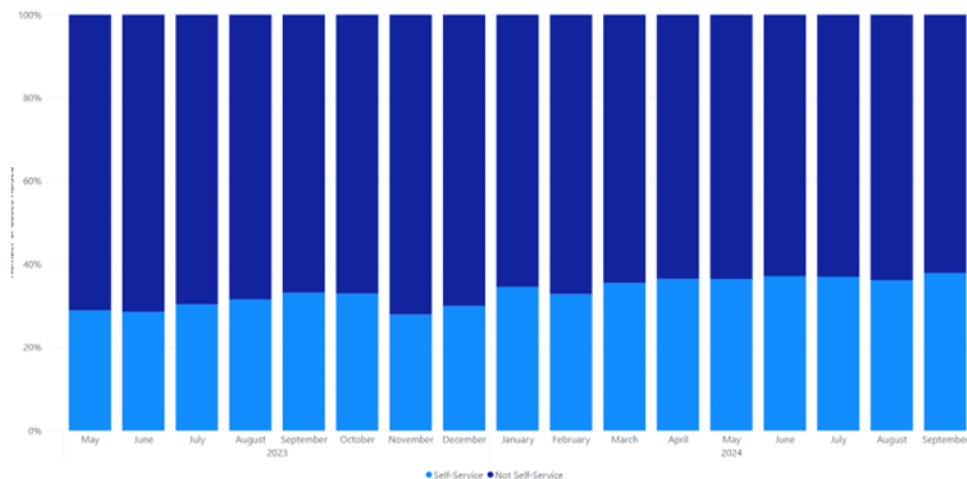
Transaction Length



Face to Face – Customer Satisfaction

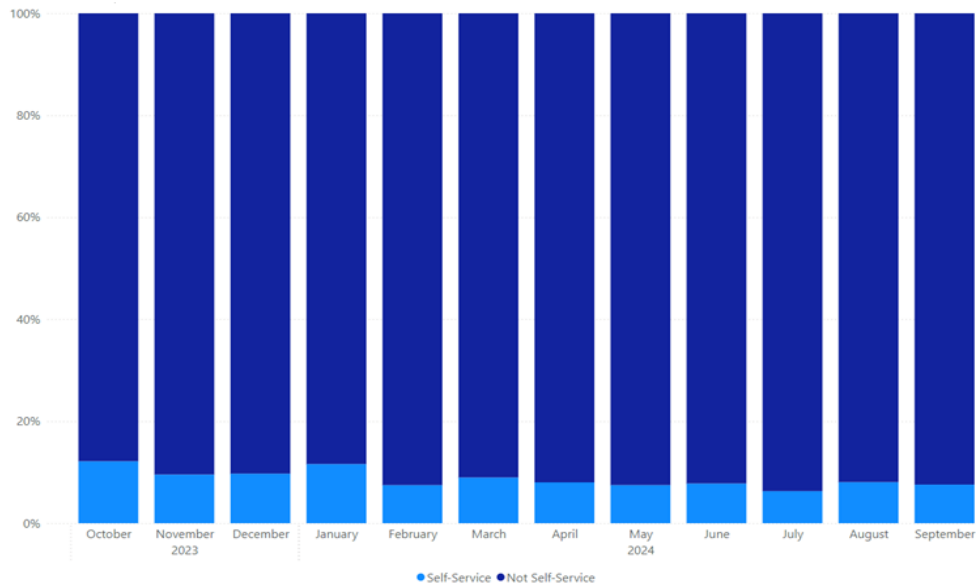


Online – Cases Raised



Customer Access Focus Group

Online – Repairs Raised



Repairs and Maintenance Project Group

The Repairs Project Group met in October and November to discuss a range of topics covering Repairs Priorities, Performance, and the role of the Contracting and Investment Team. The group received updates on performance against the Tenant Satisfaction Measures, as well as how the Repairs service is performing overall. The group also received updates on Interfinder (which is used when logging a repair online), and how this links in with the back end NEC Housing system.

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.





Digital Engagement 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.

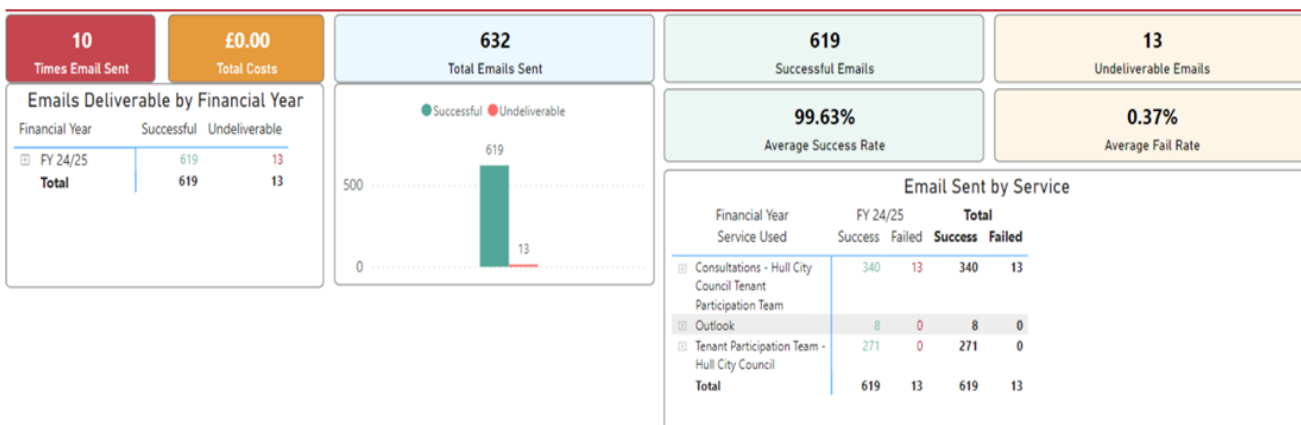
Since the last edition of the Forum newsletter, the team have posted 92 times on Facebook, and posts have received 414 likes and 31,366 views. Over on X (formerly Twitter), the team have posted 130 times, receiving 245 likes and 12,535 views. The TPT have continued to upload posts and “reels” to Instagram, posting 131 times since the last newsletter. Instagram posts and reels have received a combined number of 2296 views and 140 likes.

Looking at the other digital methods of communication, the team have sent 615 text messages and 279 emails to remind volunteers of meetings and upcoming Tenants’ Forum events. If you would like to receive text messages from the TPT about upcoming meetings, events, and training sessions, please let a member of the team know.

The team were also asked by the Building Safety Team to send a survey to residents of Great Thornton Street and Cambridge Street following some work that has been undertaken in their building. 353 emails were sent, which equates to a £362.61 cost saving in postage.

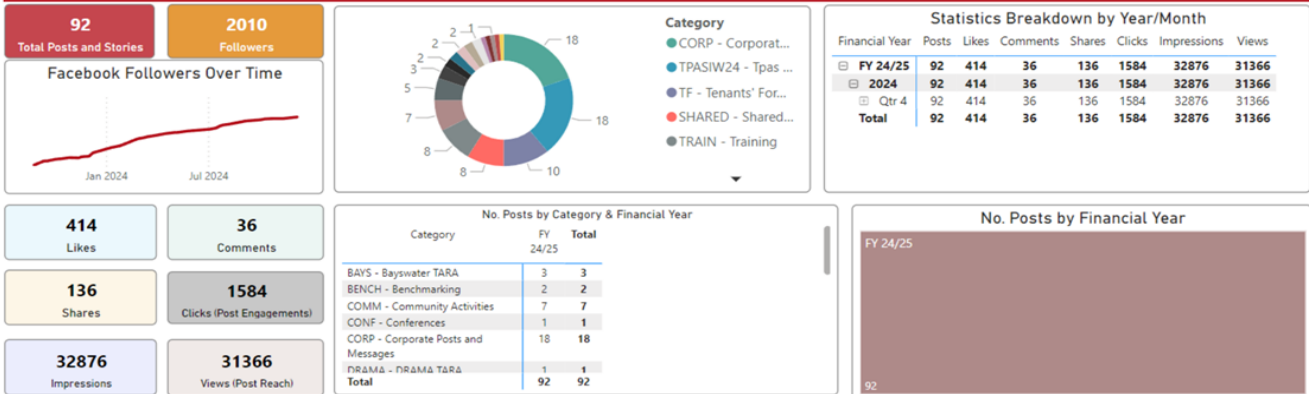
The Tenants’ Forum Minutes are available on the Hull City Council website, as are recent editions of the Tenants’ Forum Newsletter. As time goes on, further editions will be published, allowing anyone to view what goes on within Tenant Involvement in Hull.

Emails

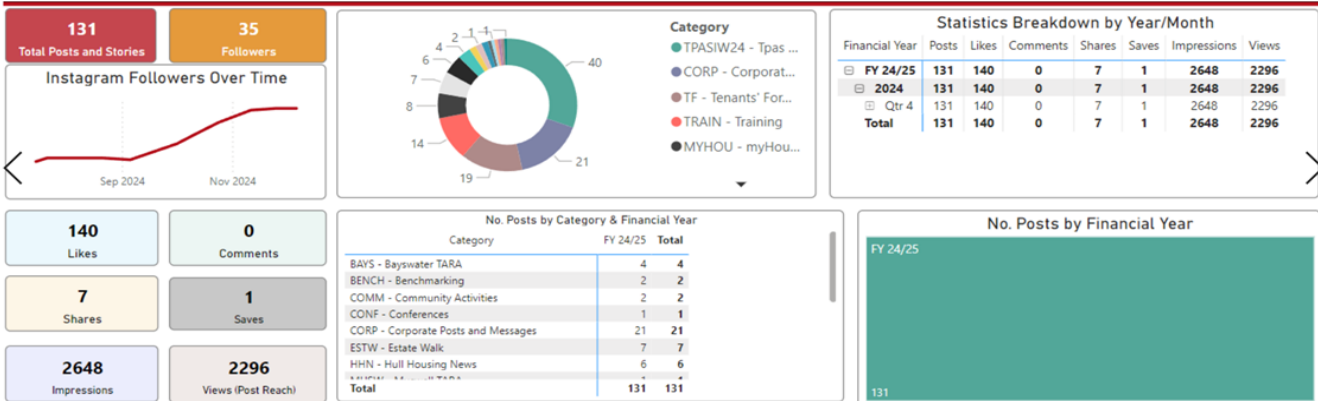




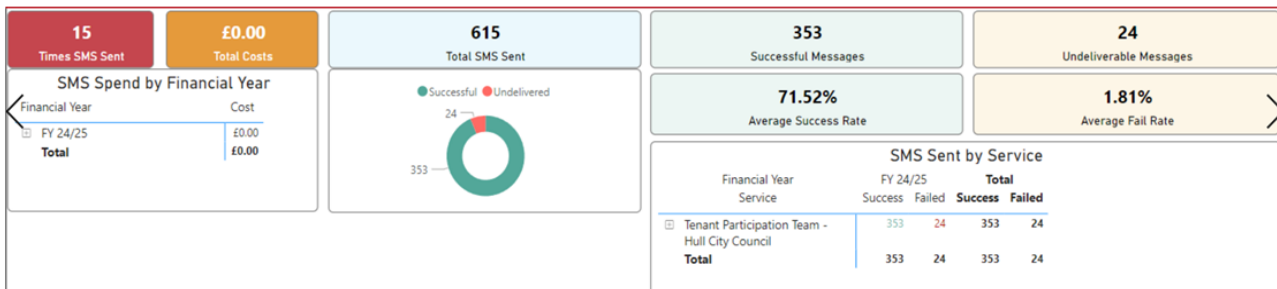
Facebook followers over time



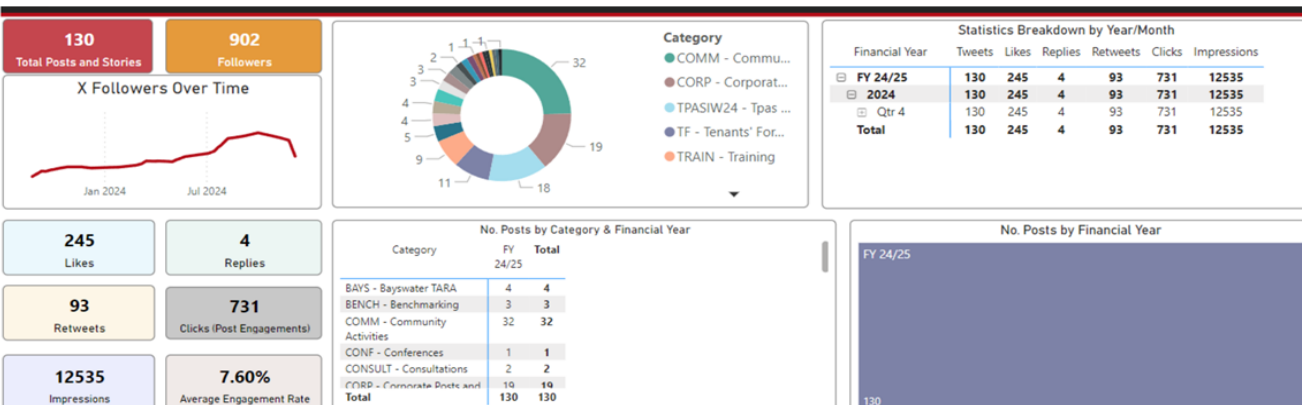
Instagram followers over time



SMS sent over financial year



X followers over time



Housing Academy

Between October and December 2024, the TPT delivered the following modules of The Housing Academy:

1. Dealing with Anti-Social Behaviour
2. Community Plan the key roles of the partnership & strategy
3. Estate Management and Rent collection and dealing with failure to pay
4. Housing Repairs and Maintenance and Voids
5. Overview of Housing Finance
6. Supported Housing Overview

The final session of the Housing Academy is scheduled for 8th January 2024 comprising of 2 modules:

1. Overview of Housing Law
2. Overview of Housing Investment, Decent Homes and Asset Management

The Housing Academy comprises of 15 sessions with the final date scheduled for 22nd of January 2025 where certificates of achievement will be presented.



Tenants Training

1. Securing the future of Council Housing
2. Housing Finance
3. Consumer Standards
4. Energy Efficiency
5. Community Engagement and Resilience

Energy Efficiency



Securing the future of Council Housing



Future Training

The following training sessions are currently being scheduled; dates are still to be confirmed:

1. Domestic Abuse
2. Annual TPAS consultancy session
3. Safeguarding Adults and children

“Chat and Choose” at Chiltern Primary School

In this quarter the “Chat and Choose” scheme at Chiltern Primary School has been going great guns with staff and partners reaching out to the local community to provide them with vital support and supplies.

During the 3 sessions some 100 people have attended where they can have a hot drink and use the foodbank provided by the school. Other agencies from across the spectrum have also attended to give information and advice that is required. Some questions asked and information given has been:



- How to bid for properties?
- How to report anti-social behaviour?
- How to become a Local Area Champion?
- Who is the Housing Officer for the resident’s area?
- Reporting repairs to a tenanted property
- What Childcare is available?
- What activities are available during school holidays?
- How do people access local NHS services?

Moving forward to 2025, the Boulevard Academy having heard of the success of our visits by the TPO have requested that they also visit their scheduled coffee mornings held every month, so that a wider audience is covered for housing issues.

Hull City Council have been members of Tpas for many years, and in that time they’ve secured the Tpas Exemplar Accreditation 3 times in a row. However, did you know that you are able to register your details with Tpas to access a host of resources, training, regional networking events with other tenants, and the latest housing involvement news straight to your email inbox?

To sign up, visit tpas.org.uk/member-search, search for Hull City Council, and click on “Join as tenant”.



TENANT ENGAGEMENT EXPERTS
tpas
member 2024-2025

ICT Training

Would you like to brush up on your ICT skills? Perhaps you are a complete novice and would like to learn how to get online?

Community Groups in Hull are running free sessions to help you get online. Details can be found below, and we will share more sessions as and when they become available.

- ◇ Alf Marshall Community Centre (Opposite Bransholme Health Centre). Fridays, 10am to 12pm. You need to book in advance for this– call 01482 826 061, option 2
- ◇ Age UK in partnership with KCOM. Sessions delivered every 2nd Monday of the month at the KCOM Building in the City Centre (Telephone House/ Carr Lane). Individuals need to be over 55 in order to attend. No need to pre-book, just turn up. Call 01482 324 644, option 2 for more information.



myHousing App
Now available



Need to report a repair, bid for a property, or pay your rent?

Why don't you use the myHousing App?

Visit hull.gov.uk/myhousingapp for more information, or scan the below QR codes to download the app on your device



iOS



Android



Hull
City Council

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

**Comments on
16th Edition**

I love the Tenants' Forum Newsletter and always read the entire thing. I like that fact that it showcases the wide variety of activities that our tenants get involved with. There are always plenty of photos and it strikes me that it's only by looking closely at who's wearing a lanyard that you can tell who's an officer and who's a tenant, because everyone is working together. I also like the other visual elements of the newsletter, like seeing the graphs showing the Facebook followers going up. It's great to see so much going on!"

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

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

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Hull City Council Housing

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