

Developed for tenants, by tenants, working in partnership with Hull City Council



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Winter 2025/26

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You Said, We Did

As your landlord, we're committed to listening, learning, and improving. We know things don't always go as they should, and we're grateful for your feedback when that happens — including complaints — which then help us to shape and deliver better services in the future.

In 2024/25, we received 1,281 pieces of feedback from tenants and residents. While the majority were complaints (871), we also received 410 compliments and suggestions on a wide range of issues. Here are a few examples of the actions we've taken from this valuable feedback:

- During an extensive programme to fit extractor fans in homes to combat damp and mould you told us that letters about the scheme didn't contain enough information. An updated letter now provides specifications, costings and why we were upgrading them, resulting in a greater take-up.
- Tenant feedback following fencing off of some communal areas led to us relocating some washing lines and bin stores to make things easier for residents.
- We're working with our IT Team to fix a system issue



that allows customers to bid on properties they're not eligible for. We're also improving communication around bidding outcomes.

- We're exploring wider options to reduce anti-social behaviour, including resident consultations and environmental improvements like tree planting.
- We'll aim to include more images of available properties on the myHousing App wherever possible.

Our Senior Management Team regularly review all feedback and what it's telling us, and our Customer Feedback Manager now meets with interested tenant reps on our Designated Panel to go through the same information.

If you would like to join them then get in touch with our Tenant Participation Team by emailing tenant.resident@hullcc.gov.uk or phone 01482 612 101. Remember, your voice matters. Thank you for helping us shape a better service.

Chat with The Chair

Happy New Year from Hull Housing News!

Welcome to our first issue of 2026! We hope you had a joyful Christmas. While the festive season brings cheer for many, it can also be a tough time—bringing feelings of loneliness, stress, or financial pressure. Please remember, as a tenant of Hull City Council, your wellbeing matters, and support is always available.

January can feel long, especially after the holidays when budgets are tight. Hull City Council offers practical advice on the cost of living, including tips for eating well, staying warm, and keeping healthy. Visit our website for help and guidance—and don't hesitate to reach out if you're struggling.

Find more help and advice by searching “cost of living” on www.hull.gov.uk

Sadly, domestic abuse reports often rise in the early months of the year. If you or someone you know needs support, this issue includes helpful contacts and advice. You're not alone.

On a brighter note, the new year brings fresh energy and new possibilities. Gardening is a great way to boost wellbeing and brighten up our communities. Many tenants already create beautiful outdoor spaces—why not make it a new year's resolution for 2026 to get outside more or even to enter



our gardening competition later in the year?

2025 was a fantastic year for tenant volunteers. We've seen brilliant ideas and real progress in shaping services that matter to you. Thank you to everyone who got involved!

Here's to a hopeful and healthy 2026.

Until next time,

Maureen

Chair of the Tenants' Forum.

Neighbourhood Nuisance Teams Satisfaction Survey Results for July – Sept 2025

After each case is closed, residents are invited to share feedback through a satisfaction survey. Results show people are generally happy with the service—though there's always room to improve, and the team are listening.



Results from 75 completed surveys

Found it easy to contact us to report their complaint	99%
Felt they were interviewed quickly regarding their complaint	96%
Found the Anti-social Behaviour Officer helpful	97%
Found the Anti-social Behaviour Officer courteous	99%
Found the Anti-social Behaviour Officer sensitive	97%
Found the Anti-social Behaviour Officer responsive	99%
Found the Anti-social Behaviour Officer knowledgeable	97%
Felt they were kept up to date throughout their complaint	97%

Neighbourhoods Update

Between January and September 2025, the Neighbourhood Nuisance Team received 2,500 calls about anti-social behaviour. During this time, we supported nearly 1,700 victims and witnesses who were affected.

The team also took action against 730 individuals responsible for anti-social

behaviour. In total, we issued more than 2,800 sanctions—both formal and informal—to help tackle these issues and improve safety in our neighbourhoods.

We're proud to share that nearly 90% of people who contacted us said they would use our service again.

Ask Mark

“I live in one of the Council’s high-rise blocks. What is the Council doing to keep me safe?”



The Building Safety Regulator (BSR), part of the Health and Safety Executive, was established under the Building Safety Act 2022 to improve safety standards across all buildings, with a stronger focus on higher-risk properties. This places specific responsibilities on social housing landlords to protect residents.

Hull City Council's Neighbourhoods & Housing Service has formed a dedicated Building Safety Team to manage and enhance safety in all high-rise flats. They perform routine inspections and work with housing teams to ensure maintenance and improvements meet building safety standards. They also

submit formal reports and building safety case updates to the Regulator.

A separate High Rise Tenancy Management Team works closely with the Building Safety Team and oversees daily tenancy and estate matters, including resident safety.

Key safety measures include:

- **Regular inspections and risk assessments** to identify hazards, maintain fire doors and lifts, and keep communal areas clear.
- **Installation and servicing of fire and heat detectors** to ensure they function properly.

- **Personal Emergency Evacuation Plans (PEEPs)** tailored to residents with specific needs.
- **Resident engagement strategies** to communicate safety updates and provide clear channels for reporting concerns.

Hull City Council is dedicated to keeping its high-rise buildings safe and well-maintained. Safety works best when landlords, residents, and partners share information and take joint responsibility.

Contact the Building Safety team at buildingsafety@hullcc.gov.uk or the High Rise Team at TAhousinghub@hullcc.gov.uk



New Affordable Homes Coming to Orchard Park

Work has officially started on another 34 brand-new homes in Orchard Park! These high-quality houses at Isledene will be available for social rent through Hull City Council and are part of a wider plan to improve housing in the area.

What makes these homes extra special? They're designed to be some of the **most energy-efficient in Hull**, with eco-friendly features like **air source heat pumps**. That means lower heating bills and a smaller carbon footprint—good for you and the planet!

This new development adds to the 99 affordable homes already being built nearby at Dane Park, helping to meet the growing demand for safe, comfortable, and affordable housing.

The building work at Isledene is being carried out by

Caddick Construction, and the homes are expected to be ready by **early 2027**.

Residents have told us that their top priority is having somewhere safe, comfortable and affordable to live. We're proud to deliver that, while also making these homes energy efficient.

This is all part of **Hull City Council's Housing Growth Strategy**, which aims to deliver nearly **6,000 new homes** across different tenures and across the city over the next six years.

Allocations to New Build Properties

The Council currently operates a 'local lettings policy' for new build homes. Council tenants in the same ward as the new properties get priority for the homes, followed by council tenants in the rest of the

city, before other applicants are considered. Tenants must have a good tenancy/housing history with no record of anti-social behaviour to be considered. If demand exceeds supply, priority is based on housing needs.

Full details are available on www.hull.gov.uk

This priority scheme applies only when the homes are first let, so now is your chance to move into a brand-new, energy-efficient property.

We'll keep you updated as the build progresses—watch this space!

If you're a current council tenant and think you meet the criteria, contact your Tenancy Officer or email Housingaccess.enquiries@hullcc.gov.uk to express interest.

The Digital Landline is Coming!

Big changes to our telephones are on the way—traditional landlines across the UK are being upgraded to digital. That means most calls will soon be made over a broadband connection.

The digital landline is designed to be safer, smarter, and more reliable. Your phone number will stay the same, and most, if not all handsets will still work. Switching over is **free and won't cost you anything**, providing you aren't changing your tariff or contract. Most providers now offer "social tariffs" for households on low incomes, so make sure you ask your provider about these.

Visit Ofcom.org.uk to find out more about cheaper social tariffs

But it's not just phones—devices like lifeline/telecare alarms, pendants, and burglar alarms also use landlines. These will need to be checked and possibly updated.

What's changing?

If you already have broadband, your phone will plug into your router instead of the wall socket. Easy!

No broadband? No problem.

You can keep using your phone and devices as usual. Phone companies are working on solutions to keep everyone connected and will contact you when it's time to switch.



Before the switch:

- Let your phone provider know if you have extra needs, poor mobile signal, or frequent power cuts.
- Check what's plugged into your landline—especially lifeline/telecare or alert devices.
- Ask your provider if your equipment will work with a digital line.
- Need help? Reach out to your social care team or phone company.
- On switch day, just move your phone cable from the wall socket to the router.

Power cut worries?

If you rely on your landline and can't use a mobile, your provider can offer a free battery backup so you can still call emergency services. Ask your device provider about backup options too.

Spread the word!

Share this info with family, friends, neighbours, and carers. A little heads-up goes a long way.

ASB Case Review: Speak Up, Get Heard

If you've made three separate Anti Social Behaviour (ASB) complaints in the last six months and haven't had a proper response from the local authority, Humberside Police, or your housing provider, you can request a formal review.

We'll work with partners to

investigate your case and share information to help resolve the issue. This isn't a replacement for the complaints process—it's an extra way to make sure your concerns are taken seriously.

Request a review by:

- Visiting www.gov.uk and searching "ASB Case Review"

- Writing to: Hull Community Safety Partnership, Hull City Council, 33 Witham, Hull, HU9 1DA
- Calling: 01482 300 300
- Let's make sure your voice is heard, and your neighbourhood stays safe.

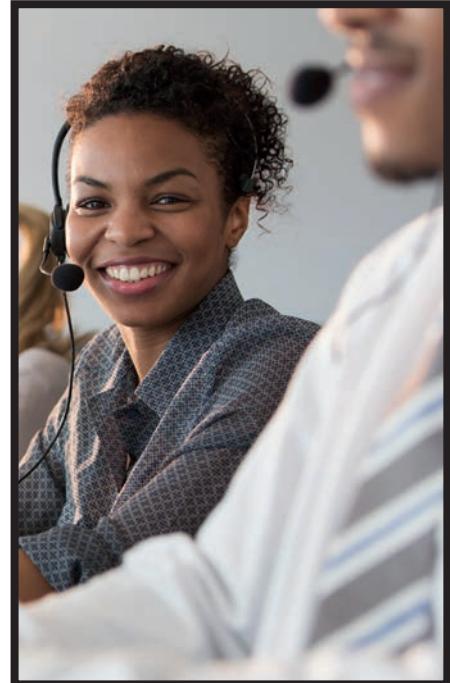
Get Your Time Back with Call Centre Call Back Service

We know that call centre waiting times are one of our tenants' biggest frustrations, but as the city's biggest landlord with nearly 23,000 tenants, there are times when the service gets very busy.

We also know that your time is important to you, so to help with this, 01482 300 300 have introduced a new "call-back" service, allowing you to get on with your day, but with confidence that your issue will still be handled.

Following suggestions from our tenant volunteers, based on the feedback they have received from you as tenants, the service was launched back in July, and has already proved to be a great success.

If you decide to call 01482 300 300, and need to leave the line for any reason, listen out for the call back option on the automated messages and one of our advisors will call you back to complete your request, however, remember that call back timescales will vary, especially during busy periods.



It is still easier and faster to report your repairs using the myHousing App, or via our website, especially during these busy periods, but this new feature offers more flexibility.

Simpler Recycling: Preparing Hull's Flats for 2026

Under Simpler Recycling legislation all households, including flats, must recycle a core set of dry recyclable materials (paper, glass, plastic, cardboard and metal) by 31 March 2026.

To prepare for this important change in the law, Hull City Council's Waste Management Team have been running a six-month recycling trial in more than 700 flats, which will guide the city-wide roll out of recycling in flats starting March 2026. The trial has helped us:

- Identify the most effective bin types for flats (outdoor

bins, chutes, housing containers).

- Reduce contamination in bins. Putting things in the wrong bin makes recycling costly and inefficient. Correct bin use helps turn waste into new products more easily.
- Understand your views on the legislation and bin changes.

Recycling officers are sampling the waste being put into the bins. Sampling this waste helps us determine if the bins are being used correctly and which bins



produce the best recycling results.

With this information, we can make recycling in flats easier, maximise recycling and minimise waste, and by acting early, Hull City Council aims to ensure smooth recycling collections for all flats from March 2026.

Cuckooing: What it is and How to Spot the Signs

Cuckooing is a form of exploitation where criminals take over the home of a vulnerable person to carry out illegal activities such as drug dealing, human trafficking, or storing weapons. Victims are often elderly, disabled, experiencing addiction, or socially isolated.

Criminals may first appear friendly, offering gifts, money, or companionship. This is a form of grooming — they build trust quickly and then ask for a “favour,” such as staying over or using the property to meet others. Over time, the victim may lose control of their home and feel trapped or fearful.

Signs someone may be a victim of cuckooing include:

- Strangers visiting at all hours
- Loud noise or anti-social behaviour
- The resident seems anxious, withdrawn, or afraid
- Sudden changes in routine or appearance
- The property looks neglected or damaged
- The person is no longer seen regularly
- Call 101 for non-emergencies
- Report online via www.humberside.police.uk/report-it

If you're concerned someone may be a victim:

- Call 999 if someone is in immediate danger



We want to ensure that the information we provide is relevant, engaging, and genuinely useful to you, so we have created a quick online survey to gather your feedback on the content of this tenant newsletter.

The survey, which should take no more than a few minutes to complete, asks for your thoughts on various aspects of the newsletter. We'd like to know what topics you enjoy reading about, whether you find our updates on council services helpful, and if there are

any new subjects you'd like to see covered in future issues.

This is your chance to help shape the future of our communication with you and help us ensure the newsletter will better serve your needs.

You can find the survey link on the Tenant Involvement section of www.hull.gov.uk or scan the QR code.



Domestic Abuse Support

Are you experiencing domestic abuse?

Domestic abuse can affect anyone, regardless of your race, religion, disability, age, gender, sexual orientation, or social background.

Domestic abuse can be perpetrated by family members, however, it is more likely to occur between partners or ex-partners. If you are affected by domestic abuse, you are not alone, and support is available.

A list of support agencies can be found on Hull City Council's website, including local agencies listed below -

- Women's Aid Children & Young People's Service: 01482 474 133
- Women's Aid: 01482 446 099
www.hullwomensaid.org
- Preston Road Women's Centre: 01482 790 310
- DAP: 01482 318 759
- Childline: 0800 1111
- www.thehideout.org.uk
- IN AN EMERGENCY
CALL 999

Is your relationship healthy?



Tenants' Forum Meetings 2026

Date	Time
7 January	10am – 12 noon
17 February	10am – 12 noon
24 March	10am – 12 noon

Guest speakers to be announced nearer the dates, so follow our socials for updates.

All Tenants' Forum meetings take place in The Guildhall, HU1 2AA. If you would like to attend, please let a member of the Tenants' Participation Team know by emailing tenant.resident@hullcc.gov.uk or phone 01482 612 010.

Join us online!

Tenants' Forum meetings can be accessed via Microsoft Teams. Ask the Tenants' Participation Team at tenant.resident@hullcc.gov.uk or 01482 612 010

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