



## IN THIS ISSUE

Spring 2026

Domestic Abuse Award – Chat with the Chair – Ask Mark – New News Website - You Said, We Did – Rogue Callers – Simpler Recycling – and more

# Neighbourhoods and Housing Achieves Gold Award for Domestic Abuse Support

The Neighbourhoods and Housing team has been awarded gold accreditation by the Domestic Abuse Housing Alliance (DAHA), recognising our strong and long standing commitment to supporting survivors of domestic abuse.

The prevention of domestic abuse is everyone's business, with organisations across the city playing a vital role, and we are very proud to achieve this accreditation, giving you, as the Council's tenants, confidence that we take this issue seriously and we will support you.

The award reinforces our message that abuse in any form is unacceptable, and gives reassurance to victims that they will receive a positive, sensitive and supportive response, whether they are tenants or have been made homeless due to abuse. All relevant staff, including tenancy officers, are trained to handle disclosures with care and ensure the right support is in place. We also have a Domestic Abuse Housing Hub, a dedicated team that focus on providing support for individuals facing homelessness due to domestic abuse.

DAHA is the UK's leading benchmark for how housing providers should respond to domestic abuse and is endorsed by the Ministry for Housing, Communities and Local Government as national best practice within the Violence Against Women and Girls (VAWG) strategy. We have maintained DAHA accreditation since 2019, with this marking our third consecutive accreditation. This year also introduced a new bronze, silver and gold award—making the achievement of the

highest possible standard even more significant.

DAHA's regional lead, Elise McNicholas, praised our "robust and embedded commitment" to safeguarding survivors, highlighting the Domestic Abuse Housing Hub, strong partnership working, and active involvement in multi agency forums.

**We openly encourage anyone affected by domestic abuse to seek support by visiting [hull.gov.uk/domestic-abuse](http://hull.gov.uk/domestic-abuse)**



## Chat with The Chair

**Hello everyone,**

I hope you're all keeping well. There's been quite a lot happening recently, so I wanted to share a quick update from the Tenants' Forum — including news about changes to local services and repairs and surveys.

Firstly, I wanted to remind anyone who used Customer Services at the Bransholme Health Centre, that this service has now relocated and is no longer at that site. Instead, staff are offering face to face, Community Hub walk in support at several nearby community locations, including Bransholme Library on Goodhart Road, The Pennine on Pennine Way, Bodmin Road Church on Padstow Close, and the Alf Marshall Community Centre on Goodhart Road.

**You will find more about this in the Community Hub Update later on in this issue.**

I also want to highlight the importance of allowing access for repairs and stock condition surveys. Although appointments can sometimes feel inconvenient, they are essential. These visits help the Council and maintenance teams identify issues early, plan long term improvements and ensure every home is safe, warm, and well maintained. The more accurate their understanding of housing conditions, the better they can target investment and support tenants effectively. If you receive an appointment letter, please try your best to allow access — it really does make a difference for you in the long term.



Finally, thank you to everyone who attends meetings, raises issues, and keeps discussions going. The Tenants' Forum only works because of its members and the experiences you share. If you'd like to get involved you can find contact details on the back page, we'd be delighted to welcome you.

**Until next time,**

**Maureen**  
Chair of the Tenants' Forum.

## New Way for Tenants to Receive Housing News

We have recently launched a brand new Housing section on the Hull City Council news website, **Hull CC News**, giving tenants a single, easy to use place to find the latest updates from Neighbourhoods and Housing. The site brings together real time news, service updates, tenant participation opportunities, and helpful information chosen with tenants in mind.

The platform is designed to make it quicker and easier for tenants to stay informed. From important service changes to community projects, the site provides clear, accessible updates as they happen, just search "Hull

Council news housing".

One of the site's key aims is to give tenants more choice in how they receive information from us as their landlord. Whether you prefer reading online, browsing updates on your phone, or dipping into specific topics, the new platform brings everything together in one place. Remember, this news service is in addition to the Council's main website [www.hull.gov.uk](http://www.hull.gov.uk) which you should continue to use to access services.

You can even sign up for regular email updates, making it even easier to be kept



up to date with the things happening in Neighbourhoods and Housing.

Hull Housing News will continue to grow with new stories, tenant led content, and regular updates. Tenants are encouraged to visit the site and explore the latest news, advice, and opportunities to get involved.

**So, visit Hull CC News, click on Housing Updates, and sign up for the email bulletins.**

## Ask Mark

# What changes are happening with the Renters' Rights Act – and how will they affect me as a Hull City Council tenant?



**The Renters' Rights Act 2025 is introducing major changes to renting across England. While many of the reforms focus on the private rented sector, they are still important for Hull City Council tenants, because they raise standards across all housing and brings private renting more in line with social housing.**

From May 2026, changes in the private renting sector will:

- End 'no fault' evictions by removing Assured Shorthold Tenancies
- Improve protections around rent increases
- Introduce stronger enforcement against poor quality housing
- Set clearer expectations for safe, decent and well maintained homes
- Require councils to take faster action where landlords break the law
- Require landlords to consider reasonable requests to keep pets

Later changes will introduce a Decent Homes Standard for private renting, improved rules on damp, mould and hazards via Awaab's Law, a national landlord register, and a new private sector Ombudsman.

If you are a council tenant, your tenancy rights and security are not changing. You already benefit from:

- Long term, secure tenancies
- Clear rules around rent increases
- Strong protections against eviction
- Good housing quality standards

The Renters' Rights Act does not reduce or replace these protections.

Instead, the Act ensures that private renters receive similar levels of security and standards, creating a fairer system across the city and helps reduce problems caused by poor quality private housing, unsafe conditions and homelessness.

Why this matters for Hull tenants:

- Fewer people facing sudden eviction in the private sector may reduce pressure on council housing and homelessness services.
- Higher standards across all housing improves neighbourhoods and health outcomes.
- If your circumstances change in the future — for example, if you need to move, downsize or consider different housing options — private renting will be safer and more secure than before.

We are preparing for these changes by updating systems, training staff and working with landlords and tenant groups. Information and advice will continue to be shared throughout 2026.

If you have concerns about your home or want housing advice, we are always here to help.

# Improving the Air Quality in your Homes!



**Work is underway to fit 24,000 extractor fans in 12,000 homes citywide. The fans will help you to:**

- Prevent damp and mould
- Remove condensation
- Reduce health risks

The fans are designed to monitor air quality and will

automatically increase and decrease in speed to help control humidity levels in your home. The fans are very quiet on both speeds, and the running costs are extremely low, using around just 16p of electricity per week in the bathroom and 20p in the kitchen\*

Look out for our roadshows later this year to see the

fans in action and chat with our team about the fans and how they can benefit you.

\*Costs are estimated based on suppliers testing



## You Said, We Did

**As your landlord, we're committed to listening, learning, and improving. Your feedback helps us to do this and to strengthen our service.**

Between April to September 2025, we received 624 pieces of feedback relating to repairs and other issues. This included 464 complaints and 160 compliments or suggestions.

Here are some of the actions we've taken:

- There was an issue identified with the IT system where it had not been updated with the fact that a property was adapted, which led to the offer of a home being made incorrectly. This has resulted in policy and process reviews across Allocations, Housing, KWL and Adaptations teams.

- We received several complaints about service requests not being answered. Staff have been reminded to respond within five days, and we are reviewing evidence to understand and tackle any wider issues.
- Following a review of performance, all void properties will receive a joint quality assurance inspection by HCC and KWL before homes are handed back to Allocations Team and let.

Our Senior Management Team and tenant representatives regularly review all feedback.

**If you'd like to get involved, contact our Tenant Participation Team at [tenant.resident@hulcc.gov.uk](mailto:tenant.resident@hulcc.gov.uk) or 01482 612 101.**

**Your voice matters.**

# Rogue Callers

**Sadly, there are people who will go to great lengths to take advantage of others by fraud or theft. Bogus callers, doorstep scammers, and fraudsters who contact you by phone or online are particularly active right now.**

To help you stay safe, this guide outlines what to do if you're unsure about who's contacting you and why.

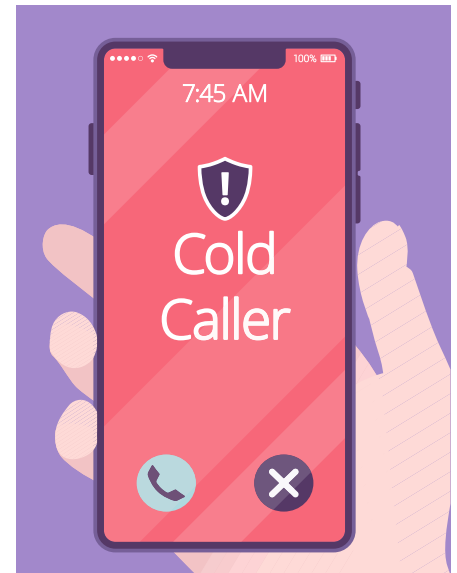
## Cold Calling

A cold caller is an uninvited visitor who turns up at your home to sell goods or services. Cold calling itself isn't illegal and doesn't require a licence. However, if a trader refuses to leave after you've asked them to, they are committing a criminal offence under Trading Standards regulations. If someone won't go away, tell them you will contact Trading Standards. If you feel uneasy or threatened, call the Police on 101, or dial 999 in an emergency.

## Bogus Callers

Some criminals impersonate officials, workers, or representatives to gain access to your home. They can be convincing and may try to talk their way in. If you believe you've encountered a bogus caller, report it to the Police on 101. You can also take simple steps to protect yourself from being deceived.

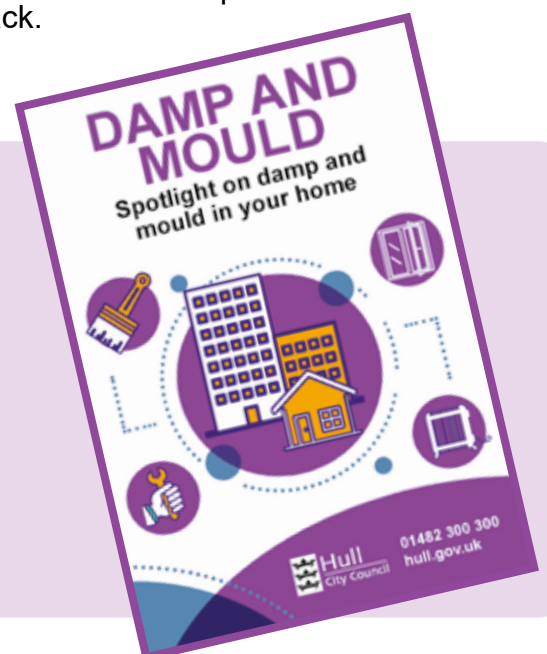
- Look through your front window or use a door viewer to check who is at your door.
- Only open the door after putting on the chain or door bar restrictor. Don't leave these on permanently, as they can delay emergency access — only use them when answering the door.
- Lock your back door before opening the front one. Bogus callers often work in pairs, with one at the front and another at the back.



- Always confirm that visitors are who they claim to be. Staff from Hull City Council, KWL, and other council contractors carry identification badges, as do police officers and representatives from telecoms, gas, electricity, and water companies. Ask to see their ID and close the door while you check it. Genuine callers will wait.
- If you're unsure, ask the caller to return later. Use your own phone directory to verify any number they give you — don't rely on the one on their card.
- Inform the Police and your neighbours if you've had a suspicious caller.

## Damp and Mould

If you think you might have a problem with Damp & Mould, it is vital that you report this to us straight away. There is also lots of helpful advice on the Hull City Council website as well as a useful guide with tips on how to prevent this. Visit [www.hull.gov.uk](http://www.hull.gov.uk) and search for "Damp & Mould" or call **01482 300 300** if you would like a copy sending out to you.



# Recycling is about to get easier in Hull!

Hull's new **Simpler Recycling** system has arrived. This government policy, being implemented by the council, means that everyone will be able to recycle the same materials across England.

By now, you should have received your waste pack, which includes everything you need to know about recycling correctly and the key changes coming into effect from March 2026.

## What's changing?

- Weekly food waste collections for all households, using existing brown bins and caddies
- A core set of dry recyclables collected from every household
- 92% of households across the City, are receiving separate food waste collections via brown bins and caddies.
- Flats and communal areas, still need further engagement regarding

collections for these property types, and trials for food waste and dry recycling from high, medium and low-rise flats are ongoing. Residents will be kept up to date on the progress.

- Recycling is now simpler, with just three clear categories:
- Blue bin: clean, loose recycling
- Brown bin: food and garden waste
- Black bin: non recyclable waste

**More details are available at [www.hull.gov.uk/simplerrecycling](http://www.hull.gov.uk/simplerrecycling).**

To make food waste recycling easier, we've expanded the number of free caddy liner collection points across the city, so replacements are always close by, visit [www.hull.gov.uk/caddyliners](http://www.hull.gov.uk/caddyliners) to find out more.

What do you need to do? Put your brown bin or outdoor



caddy out every week by 7am on your collection day. If you're unsure of dates, check [www.hull.gov.uk/binchecker](http://www.hull.gov.uk/binchecker).

Use liners in your indoor caddy and empty it regularly. To reduce smells or splitting, double bag liners and tie them securely before placing them in your brown bin.

Our handy new web app is now live. You'll be able to use this handy tool to set bin day reminders on your phone and search any item to see where it belongs.

For tips, education, and news, visit our new Simpler Recycling website.

## Did you know

**If you have lots of recycling, you can request additional FREE blue or brown bins. Visit [hull.gov.uk](http://hull.gov.uk) and search New Bin**

# Neighbourhoods Round Up

**From October to December 2025, the Neighbourhood Nuisance Team received 571 calls for service in relation to anti-social behaviour (asb).** We provided support to 508 victims and witnesses of asb. The Neighbourhood nuisance team have dealt

with 290 perpetrators of asb and issued over 745 informal and formal sanctions to tackle those committing asb within our neighbourhoods. We carried out 118 proactive measures including patch walks, patrols, surgeries letter drops and You said We Did engagements.

Every case is followed up with a satisfaction survey, and the results returned consistently show that people who report asb are fully satisfied with how their complaint was dealt with, the support provided, how well they were kept updated and state that they would definitely use the service again.



# Personal Emergency Evacuation Plans in High Rise Homes

**From April 2026, new national regulations come into force to improve fire safety for disabled and vulnerable residents living in high rise and higher risk residential buildings.**

The Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 place new duties on building owners and managers to better assess and support the needs of residents who may struggle to evacuate during a fire.

Under these regulations, residents with disabilities or impairments will be entitled to:

- A person centred fire risk assessment that considers their individual risks and ability to evacuate.
- Identification of reasonable and proportionate measures to reduce those risks.

- A written statement explaining what they should do in the event of a fire.
- Their information shared with the local Fire and Rescue Service so crews know where vulnerable residents live and can support evacuation or rescue if needed.

We already support emergency response through secure information boxes in all our high rise buildings. These contain accurate floor and building plans, along with a flagging system for vulnerable residents.

**If you or anyone in your household would have difficulty evacuating without using a lift — or if your circumstances have changed — please contact the High Rise Tenancy Management Team by Email: [HousingHighRiseTeam@hullcc.gov.uk](mailto:HousingHighRiseTeam@hullcc.gov.uk) or Telephone: 01482 616 108**



## Community Hub Update

Hull City Council Customer Services has relocated the service from the Bransholme Health Centre and the staff are now available for face-to-face walk-in help at the following nearby locations:

- **Bransholme Library, Goodhart Road**  
Monday, Tuesday, and Thursday:  
9:30am-12:30pm & 1:30-5pm
- **The Pennine, Pennine Way**  
Tuesday: 9:30am-12:30pm
- **Bodmin Road Church, Padstow Close**  
Wednesday: 9:15am-3pm
- **Alf Marshall Community Centre, Goodhart Road**  
Friday: 9am-1pm

These sites are part of the 20 Here to Help Community Hubs Hull City Council have set up across the city to ensure quality support is available in local community spaces whilst maintaining best value for Council resources.

Further details, are available at [Hull.gov.uk](http://Hull.gov.uk)



## myHousing

The fast way to:

- Check your account
- Report a Repair
- Stay Updated

Download the myHousing App today

## Tenants' Forum Meetings 2026

Date	Time
23 April	10am – 12 noon – Neighbourhood Nuisance
27 May	10am – 12 noon – Area Housing Update
23 June	10am – 12 noon – Housing Performance Update

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



All Tenants' Forum meetings take place in Room C1 at 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](mailto: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](mailto:tenant.resident@hullcc.gov.uk) or 01482 612 010

This document can be made available in other formats (large print, audio, digital copy) and different languages. Email: [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)