



## IN THIS ISSUE

Summer 2026

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# Tenant Satisfaction Measures submitted for third year

**You may remember articles in previous editions of Hull Housing News explaining about Tenant Satisfaction Measures – or TSMs – and how important they are to Council tenants.**



Since April 2024 the Regulator of Social Housing has required all social landlords like ourselves to send them information about 22 set TSMs. Half of these are measures of how satisfied tenants tell us they are. The other half are measures of the Council's performance, such as whether we have completed all our gas safety checks.

Each autumn, for many years, we have carried out a tenant satisfaction survey, randomly selecting 5% of tenants. Many of the results now need to be shared with the Regulator as part of the TSM information we send them.

You can see the full results of last year's tenant satisfaction survey on the Council's website, [www.hull.gov.uk](http://www.hull.gov.uk) – search "performance focus". And in the

same place, from 1 July 2026, you can find information on all the other TSMs submitted by the Council to the Regulator.

We were disappointed that after the 2024 results showed improvement in almost every area, the 2025 survey showed that satisfaction levels with the Council as a landlord were static or slightly dipping. For example, overall satisfaction with us as a landlord had fallen to 69.39%, having risen to 72.4% in 2024 (against a national average of 71.3%), and 70.8% in 2023.

However, 7 of the 12 perception measures (how satisfied you feel) remain above the average for local authorities, and only one – how you feel about anti-social behaviour – is significantly below average. We are working hard to address this.

On all safety measures we achieved 100%, except gas where we reached 99.99% due to not being able to access one home for a gas safety check within timescale.

Overall, we are really pleased with the improvements we have been able to make. For example, we can tell the Regulator that 92% of homes now meet their Decent Homes Standard, up from 89.4% this time last year, meaning that the safety and quality of tenants' homes continue to increase.

We will continue working closely with our valued volunteers from the Tenants' Forum on our plans to improve both service delivery and your experience. Look out for features in future editions of Hull Housing News which will report back on those plans.

## Chat With The Chair

**Hello everyone.**

I hope that by the time you receive this issue, we've got some good weather and plenty of chances to enjoy the summer!

Two recent events have got me thinking about how important it is for tenants to make our voices heard.

In May a few of us joined a seminar for social housing organisations throughout the North East, looking at how tenants help their communities to thrive. Two of our volunteers gave presentations. Sana talked about the many activities of the Women's Voice tenants' group, and Craig explained about the Multi Storey Living Group.

There was lots of discussion with tenants sharing their views and experiences. What a great opportunity for landlords to learn from residents in other parts of the country!

That brings me to this issue's front-page article about how well Hull City Council is performing as a landlord.

Everything the Council does in housing is checked by the Regulator of Social Housing, which makes sure social landlords are meeting the right standards. As tenants, we play a big part in giving the Regulator the full story. Our opinions also show the Council where it's getting things right, and where it needs to improve services.

Every year the Council contacts 5% of tenants at random to take part in a satisfaction survey. If you're invited to take part, please give honest feedback – whether it's good or bad.

There's always a prize draw with the survey, and the lucky winner of the £250 prize last year lives in the HU3 postcode area – congratulations!



We don't all win prizes for giving feedback, but we all benefit in other ways if we play our part and share our opinions – constructively. So, if you receive a survey from the Council, whether it's about your home, anti-social behaviour, or any other housing matters, please fill it in. As we so often see from our volunteers, things get better when tenants get involved.

**Until next time,**

**Maureen**

Chair of the Tenants' Forum.

## Awards for volunteers

Three tenant volunteers were presented with the Engagement Hero Recognition Award at a regional event for housing organisations across the North East of England.

At the seminar, held at The Guildhall by Tpas, a national tenant engagement body, Barbara was praised for supporting community gardens across Hull.

Craig was recognised in his role as Chair of the Multi Storey Living group and Sana for her work as Chair of the Women's Voice of Thornton Estate Tenants and Residents Association (TARA). Congratulations to you all, and thank you for the time and effort you devote to your work.

**Find out more about Barbara's gardening work on the Housing Updates website: <https://news.hull.gov.uk/housing>**

*Jenny Osbourne, CEO of Tpas, presents awards to (from top) Barbara, Craig and Sana.*



## Ask Mark

Every issue, Mark Nearney, Hull's Executive Director of Housing and Communities, answers a question from a tenant.

# What is Hull City Council doing about building more council homes?

**One of our biggest challenges right now is that there are not enough homes for everyone who needs or wants one. It's a sad fact, reflected up and down the country, but we're working as hard as possible to ease the situation locally.**

We're committed to building hundreds of new homes over the next five years. Creating new homes is a complicated process and takes time. Also, it's not just about putting up buildings. New homes are an investment in our future neighbourhoods, where people can live safely, healthily and in well-connected communities.

This means designing homes that are energy efficient and well designed with plenty of space for modern living.

It also means building a mix of homes to suit different needs, with 1, 2, 3, or 4 bedrooms, as well as bungalows.

We're also being careful about where we build and how the new neighbourhoods look and feel. That includes using brownfield sites that were standing empty and designing green areas that tenants and the wider community can enjoy. Importantly, we need to make sure homes are within easy reach of local community facilities and transport links.

With all this in mind, in January 2025 we launched our Housing Growth Plan with a target of building 840 new council homes across the city by 2031.



We've made good progress:

- 95 homes are complete with tenants now moved in
- 141 homes have contractors on site
- 42 more homes have contracts signed with builders
- 500+ homes are being designed or in procurement

There is no quick or easy fix for the lack of available housing. We need to plan carefully to build the right types of homes, in the right places, in ways that will benefit tenants and communities for generations.

## Last chance to enter the 2026 Tenants' Garden Competition

**Are you taking part in the 2026 Tenants' Garden Competition? The closing date is Friday 31 July 2026 and judges can't wait to see the entries.**

To enter, choose any of these methods:

- **Online:** Visit [hull.gov.uk](http://hull.gov.uk) and search for "garden competition"
- **Email:** [Tenant.Resident@hullcc.gov.uk](mailto:Tenant.Resident@hullcc.gov.uk)
- **Phone:** 01482 612 010 to receive a paper entry form in the post.



- Judges will view all entries in the first two weeks of August and winners will be invited to a celebration event at The Guildhall in December. Good luck!



## Healthy Holidays Hull – summer activities for children and young people

**Healthy Holidays Hull is back this summer with free activities for school-aged children and young people in Hull.**

There'll be sports, dance, arts and crafts, cooking and much more. It's a great way for children to have fun, make friends, stay active and try something new. Each session also includes free healthy food.

This summer, a new booking system called Eequ will be used to make booking activities quick and simple. Parents and carers can create an account for their child, then search for activities near them, choose sessions easily, and book a place online in just a few steps.

Healthy Holidays Hull supports families during the

school holidays by giving children safe, fun and free things to do. Activities start on Tuesday 21 July 2026 and run throughout the school holidays.

**The activity programme for summer is now live. Visit [www.healthyholidayshull.org](http://www.healthyholidayshull.org) to find and book activities near you.**

## Lifeline for independent living

**Living independently means having the choice to reach for support if it's ever needed. That's why the Kingston Care Lifeline service is so popular. It gives people confidence to live safely at home, while reassuring families and friends that help is at hand, should it be necessary.**

At the touch of a button on a bracelet or pendant, the Lifeline system alerts the dedicated team in the

Council's Kingston Care 24/7 control centre. The system also sends an alert to the control centre if the heat or smoke alarm is activated. The system is suitable for people of all ages with various levels of support needs and is available to Council tenants, Housing Association tenants, private tenants, and homeowners.

The system is simple and easy to use. The Kingston Care team provides the equipment and one of our friendly support

workers will set it all up for you in your home. You do not have to pay anything up front and there are no hidden installation charges. Once the service is set up, the weekly cost for Council tenants is just £5.10 per week.

**To apply for a Lifeline or to speak to a member of the team to find out more about the service please email [independent.livingteam@hullcc.gov.uk](mailto:independent.livingteam@hullcc.gov.uk) or call 01482 614 300.**

# New ASB officers join Neighbourhood Nuisance Team



*Phil Wane, left, and Shaun Wolfe are two of the new officers in the Neighbourhood Nuisance team.*

**Three new Anti-Social Behaviour Enforcement officers have joined the Neighbourhood Nuisance Team, helping to make our communities safer.**

Two of the new officers are based in the city centre and the third is in the east of the city, adding to the team focusing on East Park over the summer.

The new team members join 27 staff at locations throughout the city, where they work with other organisations to support residents who report anti-social behaviour.

The team also works proactively to spot and

address problems in our neighbourhoods. For example, over the winter we put a stronger focus on areas with higher levels of anti-social behaviour, including the city centre, Beverley Road, Spring Bank and the Avenues, and Holderness Road. This involved 39 joint patrols with police and other agencies.

In the space of a year, the team:

- Engaged with 1,777 people during Public Spaces Protection Order patrols
- Issued 69 Public Spaces Protection Warnings
- Issued 76 Community Protection Notice Warnings

The team also works with other Council departments and organisations such as the police to support individuals in the community. One resident who has been supported after experiencing anti-social behaviour near his home said the team and partners had “genuinely changed a life for the better”.

**If you want to report anti-social behaviour, call 01482 300 300 or fill in the online form – visit [www.hull.gov.uk](http://www.hull.gov.uk) and search for “anti-social behaviour”.**

**If it's an emergency or someone is in danger, call 999.**

## Stay safe from scams

**Remember, the Council will never phone you to ask for payment for Lifeline services.**

We are aware of a scam that involves fraudsters calling residents on the phone to take card payments for Lifeline services. Some calls mention

the new digital switchover and claim that customers must pay for an upgrade.

It is true that the Council is upgrading Lifelines to a digital service, but this is free of charge and carried out by specialist technicians with Hull City Council ID badges who

have made appointments in advance.

If you receive a phone call demanding payment, press your Lifeline button to check if the caller is genuine. Never give anyone your card details over the phone.



## Council signs ASB pledge

**Hull City Council's Neighbourhood Nuisance Team has signed up to the ASB Help Pledge which encourages all agencies involved in the ASB Case Review process to embed best practice into their policy and procedures.**

ASB Help, a registered national charity, advises organisations working with communities affected by anti-social behaviour. Its mission is to make sure that when residents ask for anti-social behaviour complaints to be reviewed, they are supported

in the same way, wherever they are in the country.

The signing took place at the Guildhall in May when Angela Denison of ASB Help presented a certificate to Tracy Harsley, the Council's Assistant Director for Citysafe.

## Home condition surveys: what happens and why?

**With almost 23,000 homes to look after, the Council works hard to make sure they're all safe, secure and well maintained. This includes checking them every five years with a home condition survey.**

The surveys let us see if homes need improvements or repairs. They also mean we can plan for future costs of maintaining flats, houses and bungalows across the city.

**So, what do you need to know if your home is chosen for a condition survey?**

- You'll receive a letter, followed by a phone call to make an appointment
- Visits take about 30-45 minutes. The surveyor will carry ID and respect your home and privacy

**What does the surveyor do?**

- Checks walls, floors, doors, windows, kitchens, bathrooms and ventilation
- Checks footpaths, gardens, brickwork, drainage and roof
- Looks for mould, damp or possible structural problems
- Takes photographs or makes notes

Home condition surveys are not about how you live or how tidy your home is. They are to support long-term improvements for you, and communities right across the city.

# Rent payment problems? Don't struggle alone

**Summer is an expensive time for many people, especially those with children, caring commitments or family travel costs.**

As your landlord, Hull City Council is here to help and support you with housing rent payments.

Alternatively, Citizens Advice and Shelter can provide you with independent information and advice about how to tackle rent arrears.

If you are struggling to pay your rent, or have fallen into arrears, it's important to get help and advice as early as possible.

You will need to talk to your landlord as soon as you possibly can. If you are a Hull City Council tenant and are struggling financially or are

unable to pay your rent, you should contact your Tenancy Officer immediately. Do not ignore the problem. We are here to help and support you.

You can find information on our website: [www.hull.gov.uk/struggling](http://www.hull.gov.uk/struggling).

## Benefits deductions

If you owe four weeks' rent or more, you can ask to have money deducted from various benefits. These include Income Support benefit, income-based Jobseeker's Allowance, and income-based Employment and Support Allowance.

Your Tenancy Officer can request this on your behalf.

You can contact your Tenancy Officer via our online form: [www.hull.gov.uk/struggling](http://www.hull.gov.uk/struggling).

## Housing Payment

If you already have help with your rent but are still unable to pay, you can apply for a temporary Housing Payment to assist you.

Make a claim for a Housing Payment on our website at [www.hull.gov.uk/housing-benefit/housing-payment/3](http://www.hull.gov.uk/housing-benefit/housing-payment/3).

## Direct payment from UC

For ongoing rent payments, you can request to have your rent paid direct from Universal Credit. A lot of people find this helpful, as it means there is no risk of forgetting to pay their rent. Speak to your DWP coach directly through your journal.

# Feedback leads to clearer cleaning service

**Anyone who wants to know about building cleaning services across Hull will now find the information clear and consistent – and it's thanks to resident feedback.**

When Block Champions spoke with residents during routine inspections, it became clear that we needed to update the details available about the Building Cleaning Team's responsibilities for communal areas.

The Multi Storey Living Group set up a Task and Finish Group to work with the Building Cleaning Team and the Business Insight and Quality Manager to update the list of services you pay for and the quality to expect.

This has now been agreed and signed by the Chair of the Multi Storey Living Group. The changes provide clearer information about what cleaning services are provided, which

addresses are covered by the service, and how service charges are calculated.

The project shows how important resident feedback and involvement is in improving housing services.

**Would you like to be part of the Multi Storey Living Group, which meets once a month? Please contact the Tenant Participation Team at [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk) or call 01482 612 010.**

## Community Hub Update

There are more than 20 Community Hubs across the city to provide help, information and advice about all Council services. All hubs are wheelchair accessible. Here are some in HU8 and HU9.

- **Ings library, Savoy Road**  
Tuesdays 2pm-4:30pm
- **St Hilda's Church, Annandale Road**  
Tuesdays 10am-1pm, Wednesdays 10am-2pm
- **St Stephen's Neighbourhood Centre, 96 Annandale Road**  
Thursdays 9am-1pm
- **EMS, 1 Endeavour Crescent**  
Thursdays 10am-1pm

- **Eastmount Recreation Centre, Waveney Road**  
Thursdays 2pm-4:30pm
- **St Philip's Church, 115 Amethyst Road**  
Fridays 10am-12 noon

Find the full list of hubs at [hull.gov.uk](http://hull.gov.uk) or scan the QR code.

You don't need an appointment – just pop in to see us.



## More housing news, faster

Sign up for news emails from the Housing Updates website. Search for Hull CC News and select Housing Updates.

### Housing Updates

All the latest updates from the Neighbourhoods and Housing service as they happen, tenant participation activity, and content recommended by our volunteers to help you as our tenants.

**Tenant Participation Round Up April 26**

Welcome to our "April Round-Up" newsletter created by the Tenant Participation Team.

10th May 2026

**Tenant Participation Round-Up**

10th May 2026

**Celebrating Tenant Contributions to Community Gardening**

Following National Garden Week, a Tenant Participation Officer recently visited one of Hull's local tenants who is proudly showcasing an award-winning garden.

7th May 2026

**Supporting Community Through "Chat and Choose"**

10th May 2026

**Stop Loan Sharks Week: 11-17 May 2026**

Illegal money lenders often prey on vulnerable individuals. Stop Loan Sharks Week aims to help people spot the warning signs that a lender might be unethical.

12th May 2026

**Stronger rights for private renters**

Private renters in Hull and across the country are to benefit from enhanced rights, which come into force from 1 May.

1st May 2026

**What is a Block or Neighbourhood Champion?**

Block and Neighbourhood Champions are

1st May 2026

**LANDLORDS ARE SERVING UP RENTING CHANGES**

1st May 2026

## Tenants' Forum Summer Meetings 2026

| Date      | Time/Meeting                                                                                                           |
|-----------|------------------------------------------------------------------------------------------------------------------------|
| 16 July   | 10am to 12 noon – Pride in Place with Partnership Development and Delivery Manager and Development and Engagement Lead |
| 18 August | 10am to 12 noon – Neighbourhood Nuisance Team                                                                          |

Dates and times can change, so please check 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 joined on Microsoft Teams. Email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk), call 01482 612 010 or text 07984 404 576.

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