

Hull Housing News



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



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Autumn 2026

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More homes for Hull residents

Hull City Council is building new council homes throughout the city – but that’s not the only way we’re making more homes available.

We’re also buying new-build homes from developers and bringing empty properties back into use, making sure they meet the right standards and are suitable for local families and residents. This approach can often be quicker than building every home ourselves.

Working with local builders and developers also helps to support local jobs and investment.

Homes we’re buying

As part of our Housing Growth Plan, which we launched in January 2025, we have already agreed to buy 95 homes across six sites and are on the way to buying 36 more across two additional sites.

Homes we’re bringing back to life

We’re also continuing to

transform empty buildings into homes. Our Empty Homes Programme began in 2012 and, with government funding and housing investment, has helped to turn hundreds of vacant properties into places for people to live.

Some of these buildings have become homes for people who have experienced homelessness or who need extra support.

We’ve also worked with private owners to help bring empty homes back into use, with the improvements helping to revive neighbourhoods. Here’s our recent progress:

- 488 empty homes bought by Hull City Council for social rent
- 31 in the process of being bought by the Council



- 884 empty privately-owned buildings turned into modern homes by working with the owners and development partners

Altogether, these efforts have helped return 1,402 homes to use across Hull. That’s in addition to the 700 new Council homes we’ve built over the past 10 years.

Whether we’re building new homes, buying properties from developers or turning empty houses into homes once again, the aim is the same: to give more Hull residents access to a safe, secure and affordable place to call home.

Hull City Council Housing is on Facebook. [‘Like’](#) our page and stay updated

Chat With The Chair

Hello everyone.

Something I often hear as a tenant representative is: 'I don't have time to be a volunteer.' The truth is that tenant involvement comes in all shapes and sizes. It's not just about attending meetings or going to daytime events, and it doesn't mean a long-term commitment.

Getting involved could be as simple as filling in a survey, giving feedback on a new policy, or joining other residents for an hour of litter-picking in your neighbourhood. It all helps to improve services that work better for everyone.

You might also be interested in becoming a Block Champion or Neighbourhood Champion. These volunteers help improve their local area by carrying out inspections, reporting issues and sharing feedback with the Council. The role is flexible, with activities that can fit around your schedule.

Volunteering is a great way to meet other tenants and do something useful for your community. And depending on how much you choose to do, you could learn new skills, gain experience, and even have some valuable experience to put on your CV!

If you'd like to get involved, call the Tenant Participation Team on 01482 612 010 or email tenant.resident@hullcc.gov.uk.

Talking of keeping informed, have you visited the new Housing Updates website? I introduced a few neighbours to it and they were thrilled to find all the latest housing news in one place. Even as someone who isn't a big internet user, I found it very straightforward. Type news.hull.gov.uk into your browser and click Housing Updates. You'll find news, updates on tenant activities, housing performance and even previous editions of



Hull Housing News.

Finally, as we head into the autumn months, we've included some tips in this issue on staying warm, keeping safe and saving a bit of money over the coming season.

As always, thank you for helping make our communities better places to live.

Until next time,

Maureen

Chair of the Tenants' Forum.



Stay warm, stay safe, save cash

With colder weather and darker evenings approaching, now is a good time to make sure your home is ready for autumn and winter.

For example, make sure you let us attend for your annual gas safety check, as any

problems with your boiler or hot water can be picked up during the visit.

For Warm Homes tips, visit
hullwarmhomes.org.uk



More ways to get in touch



There are now more ways than ever to contact the Council about repairs, problems, your account or any other queries.

So what are the options?

MyHousing app

This is the fastest way to find information or report a repair. The app can also save you time by allowing you to make rent payments and track your rent account quickly and easily, all in one place. Search 'myHousing Hull' on the Apple App Store or Google Play Store to download the app.

Live chat

If you can't find what you need on the housing pages of the Council's website, then our live chat is a quick and easy way to contact us between 9am and 5pm,

Monday to Friday. Visit hull.gov.uk and click the speech bubble icon at the bottom of the screen to chat with an advisor.



Phone – 01482 300 300

For emergencies, including repairs or other housing issues, call 01482 300 300. You can do this any time, 24 hours a day, 7 days a week.

For any other matters, please call between 9am and 5pm, Monday to Saturday (Wednesdays 10.30am to 5pm), except bank holidays.

Top tip: Avoid calling at busy times – usually early mornings, especially on Mondays. Ring up later in the day and you won't have to wait as long.

Come and see us

If you need to speak to an advisor in person, you can visit the Wilson Centre on Alfred Gelder Street (opposite Queen's Gardens) or the Orchard Centre at 210 Orchard Park Road. Both centres are open 9am to 4.30pm, Monday to Friday (from 10.30am on Wednesdays) and include self-service facilities, too.

We also have more than 20 Community Hubs throughout Hull, which are open at various times in the week. To find your nearest, visit hull.gov.uk and search 'community hubs'.

We constantly listen to feedback, so we can keep making sure there's an option to suit everyone.

Need support with money?

Don't struggle alone with money worries this winter or over Christmas.

If you're having problems paying your rent, contact the Council as soon as possible. The earlier you get in touch, the more we can do to help and advise you.

To find details, visit hull.gov.uk and search 'payments and arrears' or 'help with money'.

You can also find support with money, benefits, debt and energy bills through Citizens Advice Hull & East Riding.



Ask Mark

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



What is Tpas and why does it matter to tenants?

You might have heard Council staff or tenant representatives talking about Tpas –pronounced 'Tee-Pass'. It began as the Tenants Participation Advisory Service and is now England's leading organisation for tenant engagement.

Put simply, their job is to help housing providers like Hull City Council make sure tenants have a real voice and can influence the services they receive. They set standards for how it should be done, and judge whether we're getting it right.

We're proud to have once again achieved the Tpas Exemplar quality mark,

which recognises great tenant engagement. It is the highest level of award and they don't hand it out lightly! Tpas looks at how we involve tenants, gather feedback, communicate, support resident groups and use what we learn to improve services. They speak to staff and tenants and assess all the evidence before making their decision.

Exemplar status matters because it's someone on the outside checking that we're doing the right things. And it's not a one-off inspection – every two years, Tpas come back to inspect us and they always challenge us to keep doing better with ideas for further improvement.

Keeping our eye on the ball means always listening, learning and acting.

Most importantly, none of this would be possible without tenants. Thank you to our Tenants' Forum members, tenant representatives, members of tenant and resident associations (TARAs), and everyone who gives their time, knowledge, experience, ideas and opinions to help shape our services. Your feedback makes a real difference and helps us deliver better outcomes for all our tenants.

What do you think? Let us know – email tenant.participation@hullcc.gov.uk

Garden competition winners revealed

The winners of this year's garden competition have now been chosen, following another fantastic response from tenants.

The judging panel, led again by gardening expert Jeannie Fewster, had a tough job selecting winners.

Thank you to everyone who took part and helped showcase the pride tenants take in their gardens and communities. With categories including eco-gardens and communal gardens, the competition also celebrates efforts to support wildlife, enhance neighbourhoods and bring people together through shared outdoor spaces.

Scan the QR code to see more winning gardens.



Thinking of moving home? Try a mutual exchange

If you're considering moving home, a mutual exchange could help you find a property that better suits your needs.

A mutual exchange lets Council or housing association tenants legally swap homes. It can be useful if you need a larger or smaller property, want to move to a different area, or need a home that better matches your circumstances.

Unlike applying for a transfer, you do not need to be high priority on the housing register to move. For most tenants, mutual exchange is the only way to secure a move.

Mutual exchanges usually involve just two tenants, but

can involve more, with each tenant inheriting the tenancy and rights of the other tenant. Where there is a joint tenancy, all tenants must agree to the exchange.

A mutual exchange can only take place with the consent of all landlords, but the Council can only refuse permission for a mutual exchange on certain, specific grounds.

We have recently changed our mutual exchange provider to HomeSwapper, a national home-swapping service. It's free for secure Council tenants to use and you can search for potential swaps both in Hull and further afield.



The more people that register their interest in mutual exchange, the more opportunities will be created to find someone to swap homes with. There is nothing to lose through registering and, potentially, a lot to gain!

To find out more or register, visit www.homeswapper.co.uk



Action on rogue bikes

Humberside Police held a day of action against nuisance motorbikes in East Hull this summer.

With support from the Council's Neighbourhood Nuisance Team, Humberside Police seized 2 motorbikes and 4 off-road bikes.

One male was reported for multiple traffic offences. Another was jailed for 18 weeks.

If you see nuisance motorbikes in your community, report them to the Council or the police. There will be more days of action throughout the year in known trouble spots.

Let's talk ASB

Not Where I Live Week returned to Hull this summer, bringing together Hull City Council teams, Humberside Police and other local organisations to help tackle anti-social behaviour (ASB) across the city.

Throughout the week, officers held street surgeries, community events, neighbourhood walks and patrols in areas affected by ASB. The team spoke with more than 500 residents and businesses, offering crime prevention advice and listening to concerns.

Have you turned down a home safety check or survey? Tell us why – and let us help



A vital part of the Council's role as your landlord is to carry out regular gas and electrical safety checks, and to undertake Home Condition Surveys to make sure your home is in a good state of repair. However, some tenants don't let us do these – and we want to understand why, so we can help.

We know there can be many reasons for not letting either us or our contractors in. These can include:

- Fear or anxiety about officials or strangers entering their home
- Difficulty taking time off work or caring duties
- Mental or physical health issues
- Language or communication barriers

- Domestic abuse or safeguarding issues

Sometimes people worry that they'll get into trouble for breaching their tenancy conditions.

As a housing service, we are here to help. If you are unable or unwilling to let us or our contractors into your home, please contact us so we can discuss. We will work with you to understand any concerns or issues and find a solution that meets your needs.

What if we still can't access your home?

If we still can't come to an agreement to access your home, we may apply for a warrant through the court to make sure a Council officer or contractor can access your home.

An application for a warrant can be triggered

by repeated failed appointments or refusal to let us in; no response to letters, notices, phone calls, emails, texts or home visits; or failure to comply with a legal notice. We could also apply for a warrant if there are concerns about a health and safety risk, or if legally required safety checks, such as gas, electrical, or fire, are overdue.

Help us to help you

Please don't ignore appointment letters. If you are not going to be available for the stated appointment, please contact us so we can agree an alternative date.

Remember – carrying out safety checks and surveys means that we can keep your home safe, well maintained and in good condition for you and your family.

Scooters and e-bikes – store them safely



Electric mobility scooters, e-bikes and other battery-powered devices can make life easier. However, it's important to use them safely to prevent them becoming a fire risk or hazard.

- Always follow the manufacturer's charging instructions
- Do not leave batteries or vehicles on charge for longer than recommended
- Charge devices away from materials that catch fire easily
- Have electric vehicles serviced regularly and use only qualified professionals for repairs or modifications

Important restrictions:

- Do not store or charge electric vehicles near the entrance to your home – they may block your escape route in an emergency
- Never store or charge electric vehicles in communal areas
- Under-stair spaces must never be used for storing or charging electric vehicles
- Where possible, store electric vehicles in a shed or garage, unplugged and with the battery disconnected
- Don't use devices if the battery has become damaged

These rules are from the Council's Electric Vehicles in Flats Policy, but they also apply to many everyday items that contain lithium batteries. These include mobile phones, laptops, tablets, vaping devices, power tools and hoverboards. Damaged batteries or incorrect charging can increase the risk of fire.

If you have any questions, please speak to your Tenancy Officer, or contact the Council on Live Chat at hull.gov.uk or by phone on 01482 300 300.



Fire doors can save lives

Fire doors are among the most important safety features in a flat.

They are made from materials that can withstand high temperatures, helping to hold back smoke and fire, protecting escape routes, giving residents valuable time to leave the building. The external door to your flat will be a fire door, and many of the doors in communal areas will also be fire doors. Here are some tips to make sure your fire door works as it needs to:

- Never wedge the door open
- Don't remove seals, handles or hinges, especially the screws
- Never adjust or remove self-closing devices as they close the doors automatically to contain fire or smoke
- Don't add anything to the door itself, such as a doorbell or stickers – they should be attached next to the door
- Keep landings, corridors and fire exits clear

If you notice anything wrong with a fire door, either in your own home or communal areas, report a repair by phone on 01482 300 300 or on the myHousing app.

How are we doing?

Have you been asked to take part in our annual Tenant Satisfaction Survey?

Each year we randomly select 1 in 5 tenants from across the whole city and send them a questionnaire by email, text, or post. It asks questions to find out how satisfied tenants are with their home and with Hull City Council's housing services.

Everyone who completes the questionnaire is entered into a prize draw and the lucky winner gets £250.

The survey includes questions set by the national Regulator of Social Housing,

a government body that measures the performance of all social landlords, so the more responses we get, the more accurate the results will be.

All responses are vital to us because they show us where we need to improve as well as the things tenants feel we're doing well.

If you're one of the randomly selected tenants, please complete the survey. It will benefit you and your community, and help us to improve housing services throughout Hull. Scan the QR code to read about last year's results.



Save money on energy bills

- Small changes can make a difference:
- Close curtains after dark to keep in the warmth
 - Keep radiators clear so warm air can circulate
 - Boil only the amount of water you need in the kettle
 - Turn off lights and electrical items when they are not in use
 - Use draught excluders (a rolled-up old towel will do), but ensure your home is ventilated by using the trickle vents and extractor fans where provided



Tenants' Forum autumn meetings 2026

Date	Time/Meeting
22 Oct	10am to 1pm – Street Scene, update on domestic abuse accreditation, and Scrutiny Committee
26 Nov	10am to 12 noon – Performance against our Business Plan

Dates and times can change, so please check our social media channels for updates.

Join us online or in person

The Tenants' Forum is your opportunity to hear updates, ask questions and share your views. Whether you join us online on Microsoft Teams or in person at The Guildhall in Hull, we'd love to see you there. If you'd like to attend the next one, contact the Tenant Participation Team at tenant.resident@hullcc.gov.uk, call 01482 612 010 or text 07984 404 576. As well as meetings, there are lots of other choices that might fit with your lifestyle and interests. Visit www.hull.gov.uk and search 'housing get involved'.

The information in this document can be made available in other formats and languages. Email tenant.resident@hullcc.gov.uk. All articles are also on our Housing Updates website where you can translate them or listen to them.