

HULL

HOUSING NEWS



Hull
City Council



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

Spring 2025 In this issue

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Hull set to build 800 council homes

Hull City Council's Housing Growth Plan 2025-2031 sets a target to build 800 homes to rent from the council. It's ambitious, and double the one set in the previous strategy, and it reflects the government's commitment to building more homes.

Hull has a strong track record in delivering new homes with developers through its Citywide Lead Developer Partnership, the Ings Development Agreement, and through our commitment to working with small and medium sized contractors.

Our ambition is to find solutions that address economic development, environmental priorities, and deliver sustainable homes and communities. To do so, we will look at what's most appropriate for each site, existing and new. We'll identify developable small sites across the city, in consultation with local communities, look to acquire existing properties, such as those in need of repair, and bring empty homes back into use.



The Growth Plan isn't confined to building council housing. Over the next six years, the target is to build almost 6,000 new homes which will be a mix of homes for sale on the open market, social housing via social landlords, and council homes.

When the council consulted residents about Hull's Community Plan, responses clearly showed that the top priority is having somewhere safe, comfortable, and affordable to live. In developing this strategy for growth, we have sought to reflect the feedback received and used it to set ambitious, yet realistic, targets to help meet housing demand.

For more information go to hull.gov.uk and search Housing Strategy and Housing Growth Plan.

Chat with the Chair

A couple of things I'd like to cover in this issue's chat.

Pension Credit

Last year, almost 760,000 people who were eligible didn't claim their Pension Credit, which can be worth up to £4,000 a year. If you are eligible for Pension Credit, it opens up access to other benefits such as a free TV licence, help with NHS dental treatment, the cost of glasses, social tariff for utilities, and more. Whilst the Winter Fuel Payment was removed from all pensioners, people in receipt of Pension Credit, Universal Credit, or Income Support, can still claim the Payment.

Go to Hull City Council website hull.gov.uk and use the free benefits calculator to see if you could claim. If you can, go to the *government website and apply as soon as possible because Pension Credit can be backdated for up to three months. You can access the internet for free at any council library, or customer service centre.

Performance Focus: improved satisfaction with council as landlord

Last autumn, some of you completed our annual Survey of Tenants and Residents (STAR) tenant satisfaction survey. Thank you. Your feedback gives us valuable information on our performance. The results are on our website and show solid improvement in nearly every

Domestic abuse

I'm pleased we are covering the very serious issue of domestic abuse in this issue of Hull Housing News. Recently, I was truly shocked to read statistics for England and Wales provided by the charity Refuge and the police.

- the police receive a phone call about domestic abuse every 30 seconds
- domestic abuse accounts for 18 percent of all recorded crime
- one woman is killed by an abusive partner or ex-partner every five days
- one woman in four will be subjected to domestic abuse at some time in her life.

I had no idea it was so common and, of course, it's not confined to women. Men, children, partners, and other family members are victims too. We all know people who have been affected by it.

The council provides support through its Domestic Abuse Partnership (DAP) as well as

category. Go to hull.gov.uk and search performance news.

Overall, ten out of the 12 indicators showed improvement, including satisfaction with repairs. 72.4 per cent were satisfied with the council as your landlord, which is just above the national average of 71.3 per cent. Our overall performance showed that we now have nine out of the 12 indicators above the national average, and these

through the Neighbourhoods and Housing Domestic Abuse Housing Hub Team. Hull was the first landlord to be awarded enhanced accreditation by the Domestic Abuse Housing Alliance (DAHA), showing that we have good support in place for our customers. The Housing Hub Team can help victims into safe accommodation or enable them to stay in their own homes, whichever best suits their circumstances.

If you are a victim of domestic abuse or worried about your own behaviour, report it (see pages 4 and 5) If you feel that you are in immediate danger, call 999. Don't suffer in silence.

**Until next time
Maureen**

*** For more details go to
gov.uk/pension-credit/howtoclaim**



Ask Mark

A lot of tenants have said that they aren't satisfied with the way requests for repairs are handled. What are you doing to improve things? – Jim

Working to improve satisfaction levels with how we deal with repairs once they are reported to us has been a major priority in recent months. I am pleased to announce, that from late spring, we will be introducing a new repairs category.

Currently, all repairs reported fall into two repair categories – an emergency repair (within 24 hours) or a routine repair (within 28-days).

The refreshed repairs system introduces a new urgent appointable repair category. To make this work effectively, we have re-categorised or swapped some types of repairs from emergency to urgent, as they fit better there. Emergency repairs will still be attended within 24 hours of them being reported, and all urgent repairs will be undertaken within 5-days. This recognises that your repair needs to be dealt with quickly but that you might want more choice of when your appointment takes place.

As a customer, you can already report all routine repairs (apart



from communal repairs) online, using the myHousing app or website. The reporting system incorporates a diagnostic tool which assesses the information

you provide to categorise whether your repair is an emergency, urgent, or routine. From late spring, the refreshed system will allow you to report and book appointments for urgent repairs online too, and I encourage you to do so to save time. If your repair is an emergency, you will be told to telephone 01482 300 300, as you do currently.

Look out for the changes coming soon. We'll let you know via social media, Facebook Hull Council Housing, and the myHousing app, and there will be more information in the July issue of Hull Housing News.

Calling all
**GREEN
FINGERED**
Tenants!

Be proud of your garden and
enter Hull City Council's
gardening competition.

Trophies for
Best Individual Garden
Best Communal Garden
Best ECO Garden
Best Container Garden

To request an entry form email:
tenant.resident@hullcc.gov.uk
or call Tenant Participation on 01482 612 010
Closing date for entries is Friday 30 May 2025

 **Hull**
City Council

Domestic abuse – we can support you.

Hull City Council takes zero tolerance of domestic abuse. If you're in an unsafe situation at home or suspect that a friend, neighbour, or family member may be at risk, don't keep it to yourself. Here's how you can safely take action, plus advice on the types of support we offer.

What is domestic abuse?

Domestic violence or domestic abuse is physical, emotional, coercive, financial, and sexual ill-treatment in partner relationships or between family members. People from all walks of life can be affected by domestic abuse.

What to do if you are experiencing abuse

If you are experiencing abuse, you're not alone. An estimated 24,690 women in Hull experience domestic abuse every year – DAP provides confidential support.

Telephone

- to contact the council call 01482 612 040 and when asked press 1
- telephone Hull's Domestic Abuse Partnership on 01482 318 759
- if at any time you don't feel safe, call 999 and ask for the police.

If you can't talk and are calling on a mobile, press 55 and your call will be put through to the police. If you're calling from a landline and can't speak, don't say anything and the operator can hear only background noise, you'll be put you through to the police. They will be able to identify your location.

Websites

For more information about domestic abuse, visit hull.gov.uk and search 'Hull DAP'. You can use a form on the web page to request a callback from DAP – this will not show up on your phone bill. If you are worried about going online at home, you can pop into one of Hull's libraries where internet use is free.

If you are worried about someone tracking your browsing history or phone calls, there's information online about internet safety and how to delete your contact history. A support worker will be able to help too.

How we can help

All victims will be supported sympathetically and dealt with respectfully. Our top priority is to remove the source of harm by getting you to a place of safety or removing the abuser from where you live.

All Tenancy Officers are trained to recognise signs of domestic abuse and manage disclosures appropriately, which includes making referrals to appropriate agencies.



Our Domestic Abuse Housing Hub, which is a specialised team that's part of the council's Domestic Abuse Partnership (DAP), would become involved. Staff would assess you according to risk and make sure that the right combination of services are put in place for the whole family.

If the perpetrator is removed and you choose to stay in your home, we will ensure that measures are taken to keep you safe. For example, this may be offering an alarm system such as Lifeline so that you can call for immediate help. We can also increase security at your home with extra lighting, spyholes in doors and more.

If you are the perpetrator of domestic abuse

If you have been violent or abusive to your partner, you can get help from Hull-based Strength to Change to alter your behaviour and stop abusing. You can visit online Strength to Change or telephone in confidence on 01482 613 403.

Convictions for domestic abuse result in criminal records. Even if your case doesn't go to court, domestic abuse is a breach of your tenancy agreement and enforcement action would be taken.

Domestic Abuse Housing Alliance (DAHA)

In 2019, Hull City Council was proud to be the first council to meet DAHA's accreditation standards and to receive reaccreditation in 2022.

DAHA's mission is to improve the housing sector's response to domestic abuse through the introduction and adoption of an established set of standards and accreditation. It's a tough process. In total there are eight priority areas with a total of 43 standards that must be achieved. This year, our ambition is to reach enhanced accreditation for the work we do. Hopefully, we'll be able to let you know how we do in a future issue of Hull Housing News.

Improving air quality in your home

We've just started a three-year major investment programme to install extractor fans to homes across the city, initially starting in north Hull, then in other areas of the city simultaneously.

The fans will help to both prevent and reduce condensation, improve ventilation and air quality, all of which are part of our drive to combat the threat of damp and mould in your homes.

Once installed, your new EnviroVent fan will operate continuously. When humidity is high the fans run at a low speed increasing until the



humidity is reduced and then revert to the low-speed setting. The fans are very quiet, even when operating at the faster speed. They are not expensive, costing less than 6p a day to run.

Homes on Orchard Park in the first phase of the programme will already have received a letter from the council's contractor Kingstown Works Limited (KWL) to arrange a survey of your home. Once final arrangements are confirmed, KWL will send you further information.

To find out more go to hull.gov.uk and search extractor fans.

Right to Manage and Right to Transfer

Housing law in England gives council tenants and leaseholders a collective right to take on the management of the council housing where they live.

This may happen when a local tenant group believes that they could provide a better or more cost-effective service, like arranging repairs or estate cleaning if they were to have direct control of the money that the council spends on that service.

When tenants join together to manage their own homes, they set up a 'tenant management organisation'. Tenant management



organisations, in different shapes and sizes, have been managing council housing around the country for nearly 50 years.

For more information, you can search Right to Manage and Right to Transfer on the council's web site hull.gov.uk

Voters to decide new Elected Mayor

Hull City Council, in conjunction with East Riding of Yorkshire Council, is making preparations to stage the region's first Combined Authority Mayoral (CAM) election.

Voters will go to the polls on Thursday 1 May to decide who they want to be the first elected mayor of Hull and East Yorkshire.

The election is part of a devolution deal agreed with the Government, which has unlocked an investment fund in excess of £400 million for the area. The deal has already seen £24.6m of funding committed to capital projects across Hull and East Yorkshire.

The mayoral election will be conducted in the same way as elections for Parliament or local authorities, with a first past the post system being used, and it will take place every four years.

Registered voters will receive poll letters through the post in

the coming weeks, giving details of how to cast their vote. They will also each receive a booklet containing details of the mayoral candidates.

Anyone who wants to register to vote can visit <https://www.gov.uk/register-to-vote>

A full list of accepted ID can be found via www.gov.uk/how-to-vote/photo-id-youll-need

It is also possible to vote by post, where the ballot pack is sent out ahead of election day, or by proxy, where a voter nominates a trusted person to cast the vote on their behalf.

Applications for these options can now be made online.

- Apply to vote by post: www.gov.uk/apply-postal-vote
- Apply to vote by proxy: www.gov.uk/apply-proxy-vote

Hull City Council's Electoral Services team can be contacted on 01482 613 386, or email electoral.services@hullcc.gov.uk

Money saving tips

- drivers! If you keep your tyres inflated to the correct pressure you use less fuel and cut your carbon footprint
- don't use your car boot as extra storage space. A full boot uses more fuel and increases wear and tear on your suspension
- buy fruit and vegetables which are in season – they cost less. It's spring, so opt for such choices as freshly grown rhubarb, spring greens, beetroot, and spring onions
- do your supermarket shop in the early evening. Fresh food approaching or past its best before date can be marked down by as much as 75 per cent. Look out for apps such as TooGoodToGo and Olio which flag up where you can get discounts on left-over food
- "Jam jar" saving is a good way to make sure your bills are covered, and your money goes where you want it to. Look out for digital apps like HyperJar which lets you put your outgoings such as for groceries, entertainment, utilities bills, holidays etc into separate digital jars.

Healthy Holidays back for Easter

It's nearly Easter and Healthy Holidays are back.

At the time of writing, it's a bit too early to list all the activities which are going on in the city, but we can tell you that there will be fun sporting, arts and crafts activities with something to suit all interests. Plus, there will be free childcare places and healthy food for qualifying children.

Keep an eye on the Healthy Holidays Hull website - healthyholidayshull.org - for more information.



Neighbourhood Nuisance

The Neighbourhood Nuisance Team can help you stop anti-social behaviour (ASB) where you live.

This can include:

- noise
- nuisance associated with a property
- intimidation and harassment.

It's easy to report the things you don't like about your neighbourhood.

You just need to visit hull.gov.uk/antisocialbehaviour or call 01482 300 300

Last year Neighbourhood Nuisance Team received just over 3,200 calls for service in relation to ASB.

The Team dealt with approximately 1,300 perpetrators of ASB.

Almost 3,300 informal and formal sanctions were used to tackle ASB.

Of the 102 people who completed the satisfaction survey after reporting ASB:

- 89% said they would use the service again
- 97% were satisfied with the investigating officer

You said ... we did

You said: that you weren't sure what to expect from us as your landlord in terms of standards of service.

We did: we've made our standards of service easily accessible on our website hullcc.gov.uk. Just search neighbourhood nuisance where you can see what you can expect from us in

some of the key areas of our service. It covers how we will act and how we will work to support you as efficiently as possible.

We are currently reviewing all our standards to ensure they meet the needs of our tenants and residents and prioritising those standards that you have told us are the most important to you. New and updated standards will be added to this section on.

Tenants' Forum Meetings

Date	Time	Guest Speaker / Agenda
24 April	1 – 3pm	Stephen Hodgson Senior Welfare Rights Officer
21 May	10am – 12noon	Contact Centre and Customer Service Centres Head of Customer Service Lisa Buttery
24 June	1 – 3pm	Building Safety Manager Rebecca Franks

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.

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