

Hull Housing News



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



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AUTUMN 2025

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Tenant Voices Hold the **Key** to Your Future

Back in 2004, it was identified that tenant involvement and engagement was very low. To remedy this, a dedicated team was built, creating the Tenants' Forum - a space where tenants could speak out, influence decisions, and drive positive change.

Fast-forward to September 2025, and the Forum are celebrating 21 years of action and impact.

Over the years, their dedication has been recognised nationally, earning three Exemplar accreditations from the Tenant Participatory Advice Service (Tpas). Other councils now look to Hull for advice on how to strengthen tenant engagement, and the group travels the country, sharing Hull's successes and bringing back fresh ideas to benefit tenants here at home.

From day one, forum members have had real influence—from helping decide the location of the Wilson Centre to improving everyday services. Today, they're still making a difference: working with customer service teams to improve call handling, ensuring holding messages are clear, and championing tenants' voices in every corner of housing services.



The volunteers also get involved with mystery shopping exercises, digital involvement sessions, and act as Area and Block Champions who carry out patch walks in their areas, or inspections in their blocks of flats.

And their influence even touches this very newsletter! It was the Forum who suggested tenants

should shape the content—so don't miss the survey later in this issue to tell us what you want to read.

The team are always looking for more volunteers to join, so if you want to find out more or get involved then get in touch by contacting them at tenant.resident@hullcc.gov.uk

Hull City Council Housing is on Facebook. **'Like'** our page and discover more information

Corporate Marketing

Chat with The Chair

From 27 October 2025, the first phase of Awaab's Law comes into effect.

This important new law means all social landlords must fix damp, mould and serious hazards within set timeframes.

It follows the tragic death of 2-year-old Awaab Ishak in Rochdale in 2020, who lost his life after living with damp and mould for too long. Awaab's Law has been created to make sure no one has to face such unsafe conditions again.

Here in Hull, the Council is committed to tackling the issue. You may be visited to

check if there is any work that needs doing to your home, so please do allow access (staff will always carry ID) so problems can be spotted and fixed early. If you're ever unsure, call 300 300 to check.

But we need your help too. Don't wait for an inspection—if you spot damp, mould, or any hazard, report it to the council straight away so it can be dealt with quickly.

Everyday activities like cooking, washing, and drying clothes indoors can create moisture, so good ventilation is key. For practical tips, visit



the HCC website and search Damp and Mould.

You'll find more about Awaab's Law later in this issue—so please do take a look.

**Until next time,
Maureen**

Awaab's Law – What is it and what does it mean?

From 27 October 2025, a new set of government rules called Awaab's Law will come into effect.

These regulations are designed to protect tenants from unsafe housing by setting strict deadlines for landlords to fix hazards.

The law is named in memory of two-year-old Awaab Ishak, who tragically died in 2020 after being exposed to mould in his home in Rochdale. His family's campaign has led to lasting change for everyone living in social housing.

What does it cover?

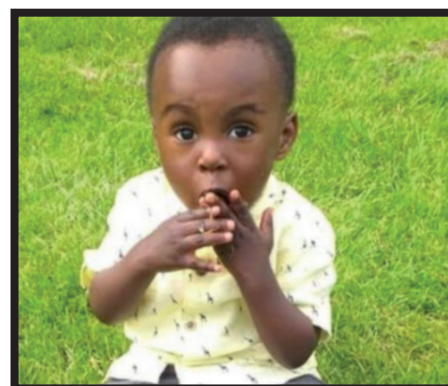
Phase 1, starting this October, focuses on emergency hazards that pose an immediate danger and damp and mould that poses a serious risk to health. Future phases in 2026/27

will extend the law to cover more risks, such as fire and electrical safety, extreme cold or heat, structural problems and more.

What does this mean for you?

As your landlord, Hull City Council must:

- Investigate emergency hazards that pose an immediate danger within 24 hours.
- Investigate significant hazards (like damp or mould) within 10 working days.
- Share a written summary of findings within 3 working days.
- Start repairs within 5 working days if hazards are found.



- Complete works within a reasonable timeframe.
- Provide alternative accommodation if your home cannot be made safe quickly.
- Keep you informed and give safety advice throughout.

Want to know more?

We can't cover every detail here, but you can find full guidance by visiting www.gov.uk and searching Awaab's Law, or by speaking to your local Tenancy Officer.

To report any concerns, use the myHousing App or call 300 300.

Ask Mark

“Who is the Regulator of Social Housing, and what do they do?”

The Regulator of Social Housing (RSH) oversees social landlords, including local councils and housing associations, to ensure they provide good-quality homes and services.

In April 2024, the RSH was given new powers and responsibilities. Previously, they could only intervene in a landlord's operations if there was a serious and immediate risk, like danger to life. Now, the RSH proactively inspects social landlords to find potential problems. If they find serious issues, they can directly intervene, issue fines, and in extreme cases, transfer homes to another provider.

While the RSH focuses on the landlord as a whole, the Housing Ombudsman Service still helps tenants with individual issues.

The RSH's goal is to inspect every social landlord with 1,000 or more homes at least once every four years. They do this by checking the landlord against a set of rules called the Consumer Standards. These standards assess several things:

- Are homes safe and good-quality?
- Does the landlord keep tenants informed and give them a chance to influence decisions?
- Does the landlord work with others to improve neighbourhoods?
- Do they follow good practices for tenancies?

After an inspection, the RSH gives the landlord a grade. A grade of C1 or C2 is a “pass,” while a C3 or C4 means the landlord needs to make improvements.



In the first year, the RSH inspected over 70 landlords. While some received the best grade of C1, a few received the worst. So far, the RSH has given these landlords a chance to improve, while monitoring them closely.

When landlords have not met expectations, it has often been due to issues with safety and quality, such as long repair backlogs or failing to show completed electrical safety checks.

Hull City Council has not yet been inspected by the RSH and does not have a grade. We haven't been notified of when our inspection will happen, but it could be anytime in the next three years. In the meantime, we are working hard to ensure we meet all parts of the Consumer Standards so we can provide the high-quality homes our tenants deserve.

Need to report anti-social behaviour?

You can contact us:

- Online: www.hull.gov.uk/community-safety/antisocial-behaviour
- Email: hull.citysafe@hullcc.gov.uk
- Call: 101 (local neighbourhood policing) or 01482 300 300
- Visit: your local Customer Service Centre
- Write: Neighbourhood Nuisance Team, 33 Witham, Hull, HU9 1DB
- If it's an emergency, always dial 999.

Not Where I Live Week 2025

This year’s Not Where I Live Week (NWILW) took place in July 2025, focusing on how to report anti-social behaviour and the support available for people and communities affected by it.

The week featured a series of engagement events across the city, run in partnership with local agencies. These events gave residents the chance to speak directly with Anti-Social Behaviour Officers, other Council staff, Humberside Police, Humberside Fire Service, and more about issues affecting their neighbourhoods.

As always, it was great to hear from residents—not only about the challenges they face, but also about the things they value and enjoy in their communities.



Neighbourhood Nuisance Round-Up

It’s been a busy year for Hull City Council’s Neighbourhood Nuisance Team. From January to June 2025, the team handled 1,272 reports of anti-social behaviour.

The top two complaints? **Noise nuisance and intimidation, harassment or verbal abuse.**

After each case, 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.

Satisfaction Surveys 1st January 2025 – 30th June 2025	(41 replies)
Agreed that the officer who dealt with the complaint was helpful, courteous, sensitive, responsive & knowledgeable	100%
Were very satisfied about being kept up to date throughout your complaint	97%
Were very satisfied about the support they were given	97%
Were very satisfied with how the complaint was dealt with overall	94%
Were very satisfied with the outcome of their complaint	97%

Have Your Say – Annual Tenant Satisfaction Survey



Our 2025 Tenant Satisfaction Survey launched on 25 September, and we want to hear from you!

We'll be asking about your home, repairs and maintenance, neighbourhood, communal areas, anti-social behaviour, and how well we handle complaints. Your views really do shape the way we deliver services.

One in four tenants will be

randomly selected to take part, with questions asked by post, online (via text link), or by phone, and everyone who responds will be entered into a prize draw to win £250.

The survey is being carried out by Hull-based SMSR Research on behalf of Hull City Council. Results will help us improve housing services and measure progress against national tenant satisfaction standards.

Last year, 72.4% of tenants said they were satisfied with their housing service—slightly above the national average of 71.3%. Your honest feedback allows us to shape and improve our service, so please do **Have Your Say!**

For more detailed information on last year's survey, visit our website at www.hull.gov.uk/housing-services/housing-performance

Moving Made Easy

Ready for a new home? Whether you're looking to downsize or need more space, mutual exchange is a great solution for existing tenants.

Due to the high demand for housing, mutual exchange is a way for you to swap homes with another tenant. As a secure Hull City Council tenant, you can exchange with another council or housing association tenant, even one in a different part of the country!

To start, register for free on the official House Exchange website at www.houseexchange.org.uk.



houseexchange.org.uk. Here, you'll find verified social tenants looking to swap homes.

Do not use social media for this process! Unofficial platforms are not verified and could expose you to scams.

Remember, mutual exchange is a free process, never offer or accept payment for an exchange.

The House Exchange website also provides excellent safety guides to help you stay protected throughout the process.

If you would like help or advice, contact the team on downsizing.mutexschemes@hullcc.gov.uk or call 01482 300 300

Tenant Volunteers - Championing Your Voice Nationally

Our dedicated Tenant Participation volunteers have had a busy year, attending conferences across the country to learn from other organisations and advocate for Hull tenants. All of our volunteers give their time for free (expenses are paid), so it has been great to see so many get involved in lots of activities.

In April, a trip to Dewsbury for a Tpas regional event allowed them to meet other social housing landlords and get updates from the Regulator of Social Housing.

In May, the Vice Chair of the Tenants' Forum spoke at an

Inside Housing conference about increasing tenant influence on policy.

The highlight of the year was the Housing 2025 Conference in Manchester, where the Chair of the Tenants' Forum shared insights on "Modernising Tenant Engagement". Our volunteers also attended the Tpas National Tenant Conference in Coventry, a key event for promoting tenant involvement in the UK.

At these conferences, they networked with industry professionals, participated in workshops, and heard from guest speakers. Key themes included repairs



and maintenance, digital engagement, and social housing policy.

The events provided our volunteers with a chance to build skills, exchange ideas, and ensure that Hull tenants' voices are heard nationally, helping to bring new ideas back home to improve services.

Your Guide to Bulky Waste Collections

Don't bin it, donate it! Before you book a bulky waste collection, consider some of the easier and greener options available.

Reusing or recycling your unwanted items is not only better for the environment but can also be quicker and sometimes even free!

Alternative Ways to Dispose of Bulky Items

Donate to Charity: The easiest and most eco-friendly option is to donate reusable items. Dove House Hospice offers a free collection service for working large electrical appliances like fridges, freezers, and washing machines. They may also be able to pick up other furniture you want to donate. Just

remember, items must be in good, working condition so they can be reused.

Recycle Centre: You can take unwanted items to your local Household Waste Recycling Centre (HWRC) to recycle or donate them.

Retailer Take-Back Schemes: When buying something new, always ask the retailer if they'll take your old item away, as many stores now offer this service.

Sell or Give Away: If your item is still in good shape, consider selling it or giving it away for free on sites like Gumtree, Freecycle, or Ebay.

Bulky Collection Service

If those options don't work, you can use our bulky

item collection service. All households within the Hull city boundary get one free collection of up to five single items per 12-month period. This includes household appliances, furniture, and other items like toys and lawnmowers.

If you need more than one collection, additional ones are available for a minimum charge of £5. Be aware that some items, like DIY waste, always have an extra charge, even with a free collection, and there are some items we just cannot collect.

For a full list of items we can and can't collect, and to book a collection, please visit the HCC website or call 01482 300 300.

Cost of Living – Staying Warm

Summer 2025 was a hot one !

But as the colder months approach, many people are concerned about the rising costs of staying warm. There are several ways to save money on your energy bills.

Tips to Cut Energy Costs

- Lower your heating by just 1°C to save up to 10% on your energy bills. For comfort and health, keep your thermostat at 18°C or above.
- Close your curtains at dusk to help retain heat and reduce draughts.
- Check if you are on the cheapest available energy tariff. Organisations like Citizens Advice can help you with this.
- Ensure you keep appointments to have your boiler serviced – it not only means it's less likely to breakdown when you need it, it'll keep you safe
- Fit LED bulbs, which use up to 80% less energy and last much longer than traditional bulbs.
- Invest in soft furnishings for your home: a rug is warmer than a hard floor, and curtains help keep the heat in better than blinds.



**HULL
WARM HOMES**

For advice on energy efficiency or any financial help with fuel bills you may be eligible for, contact the Warm Homes Team or visit their website www.hullwarmhomes.org.uk

Managing Christmas Costs

Christmas can be an expensive time, and when combined with the added strain of fuel and food costs, it can cause worry and stress.

It is important to find a balance during this period and ensure you continue to pay your rent to avoid arrears.

The cost-of-living section of the Hull City Council website has useful advice and links to support services for help with money, housing, food, and more.

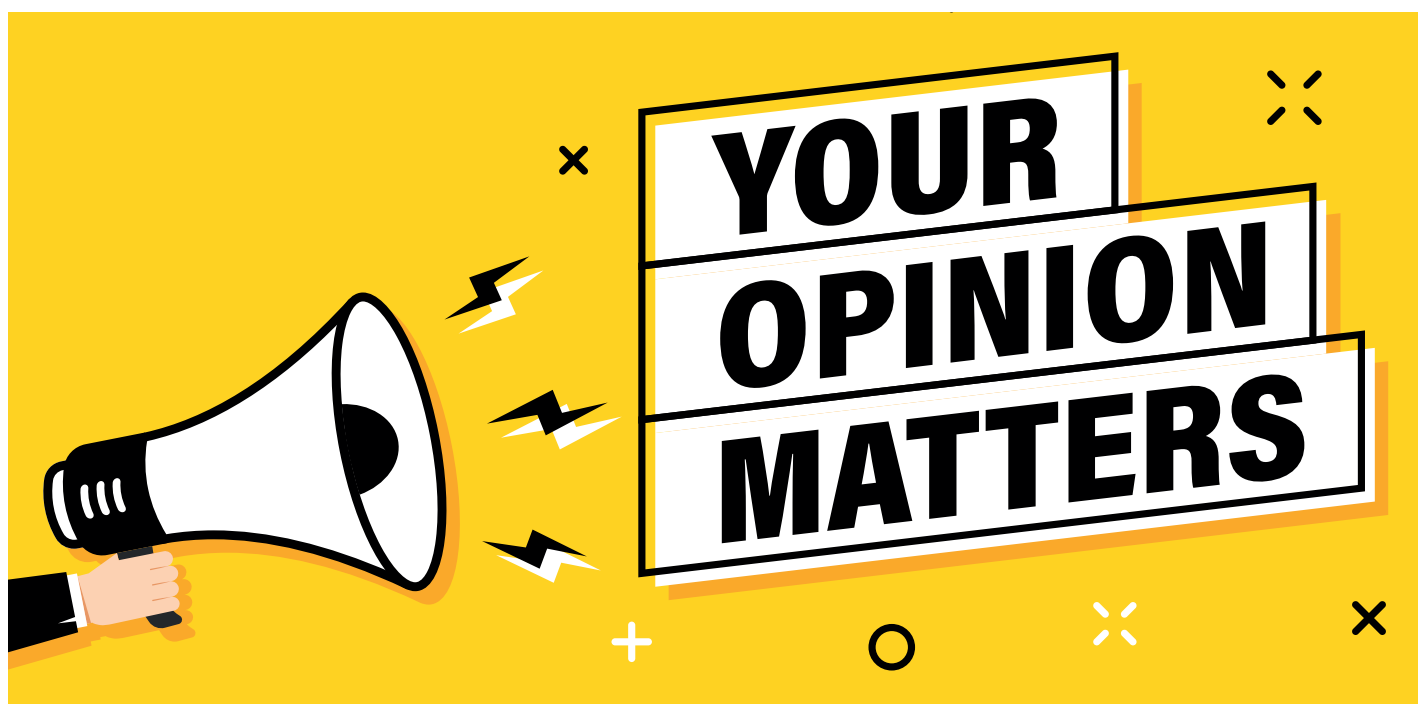
If you pay your rent weekly, and you do not owe any arrears payments, two weeks' rent payments are already accounted for over the Christmas period. This means you do not have to pay during this time, which gives you

some extra money to help with festive costs. Any queries about your rent payments please speak to your Tenancy Officer.

If you are still struggling to pay your rent, there are places you can go for support. You can speak to your tenancy officer for help with a payment plan or visit the housing section of www.hull.gov.uk for more advice.

If you receive Housing Benefit or the Universal Credit Housing Element but are still struggling, you may be able to apply for a Discretionary Housing Payment (DHP). To be eligible, you must already be receiving one of these benefits for your current address. You can find more details on the council's website.





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 here <https://online1.snapsurveys.com/HHNSurvey> or scan the QR code.



If you need a paper copy please contact tenant.resident@hullcc.gov.uk or if you feel like you struggle with QR codes, you could try asking a friend or family member to help you.



Tenants' Forum Meetings

Date	Time	Guest Speaker / Agenda
Mon 20 Oct	1pm – 3pm	Citizens' Advice, C1 The Guildhall
Thur 20 Nov	10am – 12pm	Right to Buy, C1 The Guildhall

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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