

Hull Tenancy Strategy 2012/13 — 2017/18



Contents

Page

1	Introduction and purpose of the Tenancy Strategy	1
2	How the Tenancy Strategy supports city priorities and housing strategic objectives	3
3	Partnership involvement and consultation	5
4	Affordable housing supply	5
5	Guidance about types of tenancy	6
6	Guidance about tenancy length	7
7	Joint working on neighbourhood renewal	10
8	Review process	10
9	Tenancy Policies – how to access Hull registered providers’ tenancy policies	11
10	Glossary	13
Appendix	Summary of evidence for the strategic direction	14
Back cover	How to obtain the Tenancy Strategy in other formats	

1. **Introduction and purpose of the Tenancy Strategy**

The Localism Act 2011 requires local authorities with housing responsibility, to publish a Tenancy Strategy which sets out information **registered providers of social housing** in its district should consider in preparing policies which relate to:

- a) *the kinds of tenancies they grant,*
- b) *the circumstances in which they will grant a tenancy of a particular kind,*
- c) *where they grant tenancies for a fixed term, the lengths of the term,*
- d) *the circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy*

Registered providers may be a local authority (social registered providers) or housing associations (private registered providers).

The Tenancy Strategy provides guidance to registered providers of social housing. It does not apply to properties provided by registered housing providers let on market rents (this applies to private registered providers only). The Tenancy Strategy may also be useful in providing guidance to registered providers in respect of licences for permanent gypsy and traveller sites.

Hull’s Tenancy Strategy aims to support the themes set out in the Housing and Neighbourhood Renewal

Strategy and specifically improve housing and neighbourhood renewal in the city

Housing policies need to contribute to community sustainability and individual wellbeing. People need to feel secure where they live if they are to invest in their home and community. This will also aid the local economy by encouraging residents to use local services and businesses.

Social and affordable housing provision is crucial to meeting housing need in a city such as Hull where many people cannot afford market housing. Section 3 summarises the evidence base for the Tenancy Strategy and includes information about household income and affordability.

The Tenancy Strategy and Tenancy Policies produced by registered providers provide guidance about lettings to new tenants. Existing tenants at 1st April 2012 will continue to have the same type of tenancy in the future as they had prior to that date. If they choose to move to another property owned by their current registered provider or another registered provider, however the tenancy may be set at an affordable rent rather than a social rent level. The tenant will continue to have, as a minimum, the same security of tenure as their current tenancy. The registered provider may choose to provide the higher level of security of a lifetime tenancy when they move.

Summary of Tenancy Strategy Guidance

- a) **Registered providers in Hull should offer the most secure form of tenure compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community and the efficient use of their housing stock**
- b) **Hull City Council recognise that individual registered providers' business plans may require varied approaches to ensure that housing delivery is viable**
- c) **The Tenancy Strategy specifically applies to social rented housing provided by registered providers but is also provides strategic guidance to other affordable housing suppliers See *section 4***
- d) **Registered providers should take into account whether customers can afford the rent when considering what type of tenancy to offer. See *section 6***
- e) **Affordable rents should be set if essential to scheme development and /or overall housing costs are reduced e.g. through reduction in heating costs**
- f) **Section 106 agreements (part of planning approval in respect of a specific project) covering affordable housing will be subject to individual negotiation based on scheme viability but will be guided by the underlying principles within the Tenancy Strategy See *section 6***
- g) **Registered providers should normally use lifetime tenancies to support community sustainability but there will be certain limited circumstances when flexible tenancies will address needs and use of housing stock more appropriately. See *section 7***
- h) **Use of council owned land and other council assets will be subject to specific agreement about tenancy length and type by the registered provider as well as number and type of property and nomination agreements. See *section 8***

2. How the Tenancy Strategy supports city priorities and housing strategic objectives

Supporting the local economy and facilitating community sustainability is critical for Hull. Welfare reform will affect a considerable number of Hull households. Around a third of all households in Hull are in receipt of housing and /or council tax benefit. Private sector tenants are already subject to rules about the size of the family and rules linking benefit payment towards housing costs to household size are being introduced for social rented tenants. The city will lose an estimated £80 million in income because of welfare reform.

For this reason, the Tenancy Strategy promotes the use of lifetime tenancies to encourage people to invest in their homes and neighbourhoods. Neighbourhood investment may be financial through purchase of goods and services from neighbourhood suppliers but also social capital investment through community involvement and volunteering.

The diagram overleaf summarises the city's ambitions, council priorities, housing, and neighbourhood renewal themes. The Tenancy Strategy aims to support these.

The choices made about the type and length of tenancies to be offered directly affect the housing options available to households and impacts on

meeting individual need as well as supporting neighbourhood renewal.

The Tenancy Strategy promotes use of lifetime tenancies but registered providers are encouraged to provide options to assist people to move when that is their wish. These include tenant incentive schemes and tenancy exchanges. This will not only help meet individual need and aspirations but also make best use of housing stock.

Quality advice provided directly by registered providers, the Council's Housing Options services and other advice agencies is crucial to help customers make informed choices that result in long term positive results for themselves and the city as a whole.

Local strategic partnership vision for Hull by 2020: Hull is a city which is a learning, living, working, healthy and proud. One of the most important cities in northern Europe , we are a gateway for global trade and the heart of a prosperous Humber sub-region

City ambitions	People in Hull can influence decisions which shape their lives	Council priorities	Delivering a well run council and listening to people's views	Housing and neighbourhood renewal objectives	Providing housing options and meeting individual need	Supporting core strategy objectives and directly linking to regeneration and growth areas
	People feel safe wherever they are in Hull		Ensuring our communities are safe			
	People in Hull are healthy and choose healthy lifestyles		Ensuring people have access to health information and facilities			
	People in Hull achieve their potential		Giving children and young people the best start and everyone has the opportunity to achieve their potential			
	People in Hull live independently in comfortable and suitable homes		Supporting the vulnerable and those most in need, to live independently			
	People live in a sustainable city		Maintaining a green and sustainable environment			
	People are proud to live, work and invest in Hull		Making Hull a place where people are proud to live and work			

3. Partnership involvement and consultation

Views of current and prospective tenants of social and affordable housing have shaped the development of the Hull Tenancy Strategy as well as consultation of registered providers with stock in Hull.

The process of continuous and ongoing consultation with partners and other interested parties about key housing issues has assisted in the development of this strategy.

This includes discussion with members of the:

- The Hull Housing Strategy Focus Group - open to any organisation with an interest in housing;
- The Homelessness Strategy Focus Group - which acts as a forum for organisations providing services for or working with homeless people;
- the Hull Tenants Forum;
- the Hull Housing Association Forum;
- The Hull Landlords Forum

We held a workshop for tenants, prospective tenants and organisations with an interest in the tenancy strategy and a questionnaire placed on the Hull City Council website to get the views of people about tenure reform

Findings of consultation

- Around 57% of respondents did not indicate support for flexible tenancies.
- The circumstances when people indicated support for flexible tenancies varied but generally related to either

an expectation that the property might only meet household needs for a finite time (based on changes in household composition or need) or relating to past anti social behaviour and/or arrears.

- Around 69% of respondents indicated support for the use of affordable rents when appropriate.
- Around three quarters of respondents indicated that support for people in housing need might not always need to be by letting them a social rented home but that they would support the local authority in discharging its homelessness duties by securing a tenancy with a private landlord when appropriate.

4. Affordable housing supply

The Tenancy Strategy covers social rented housing provided by registered providers. Other affordable housing provision includes rented housing provided by charities and not for profit organisations as well as options such as shared ownership and low cost home ownership schemes that remain affordable in perpetuity. Other affordable housing providers may wish to consider the direction set in the Tenancy Strategy.

- The Tenancy Strategy guidance will also apply to properties managed by the Hull City Council housing service through head leasing and which do not form part of the housing revenue account
- Gypsy and traveller sites provided by registered providers.

5. Guidance on types of tenancy

The Localism Act 2011 and the Regulatory Framework for Social Housing in England 2012 allow registered providers to offer a range of tenancy types.

	Lifetime tenancy	Flexible tenancy
Social rent	Local authority secure tenancy let at a social rent	Local authority – flexible tenancy let at social rent - minimum length is 2 years..
	Housing association periodic assured tenancy let at social rent	Housing association fixed term assured tenancy let at social rent
Affordable rent	Local authority secure tenancy let at affordable rent	Local authority – flexible tenancy let at affordable rent (minimum length is 2 years)
	Housing association periodic assured tenancy let at affordable rent	Housing association fixed term assured tenancy let at affordable rent

Adapted from CIH – The Practical Implications of Tenure Reform and Shelter – Local decisions on tenure reform

This section gives guidance to registered providers about the use of social and affordable rent tenancies in Hull. Section 7 covers tenancy length (lifetime or flexible tenancies).

- A condition of financial help from the Homes and Community Agency is that affordable rents should be set.
- Affordable rent can be set at up to 80% of the market rent for the property.
- Registered providers need to consider in deciding at what level to set the affordable rent the level of rent their Hull customers can afford. Registered providers should take into account the implications of welfare reform and Universal Credit caps.
- Registered providers need to calculate if the design of the property will result in reduced fuel costs and so reduce the overall running costs for the occupier compared to other similar sized social rented properties.
- Registered providers may wish to consider converting existing stock to affordable rents. This should normally only occur if
 - a) Refurbishment work leads to increased energy efficiency and reduced fuel costs;
 - b) The registered provider needs to set an increased rent to ensure their business is viable;
 - c) The scheme provides an intermediate rent option for people who cannot afford market rent / purchase but who do not require housing benefit / housing element of universal credit.
- The Appendix provides Information about income levels and housing affordability in Hull.
- Hull City Council Housing Strategy and Renewals Team will provide regular market updates to registered providers

via the Hull Housing Association Forum including current income levels, benefit take up and affordability.

- The Hull Data Observatory accessible from the Hull City Council website <http://www.hullcc.gov.uk> provides a range of social and economic data about Hull.
- Registered providers can also request information about current income levels and affordability from Hull City Council Housing Strategy and Renewal Team.

The type of tenancy used when housing is to be developed through section 106 agreements will be subject to a financial viability and local housing needs appraisal on a scheme by scheme basis.

6. Guidance on tenancy length

As general guidance, registered providers in Hull should aim to should provide the most secure form of tenure compatible with the:

- Purpose of the accommodation
- Needs of individual households
- The sustainability of the community
- Efficient use of their stock.

The evidence about income and affordability indicates that the most appropriate form of tenancy to meet the needs of most people who cannot access market housing in Hull is a lifetime tenancy. This is because their ability to access market housing is not likely to change.

Lifetime tenancies promote individual wellbeing by providing security to households and individuals. This will have a positive affect on wider community issues such as health, wellbeing and access to employment. Use of lifetime tenancies help to make communities more sustainable by helping residents maintain and develop an attachment to their neighbourhood. This leads to both social investment through volunteering and participation in local services and groups as well as financial investment in both homes and local shops and businesses by residents.

Welfare reform introduces size criteria for social housing from April 2013. This will result in many households seeing their Housing Benefit (and later Universal Credit) being reduced¹ and needing to make up the shortfall themselves. Many will want to move to more affordable, smaller homes. Other households following reduction in their household size or other circumstances may also want to move to easier to manage and affordable housing.

Registered providers are encouraged to assist current and future tenants to move to the home that best meet their needs through options such as:

¹ Households who are assessed against the national social housing size criteria will have their benefit reduced by 14% if one bedroom excess and 25% if two or more bedrooms in excess

- Tenant incentive schemes to assist with downsizing and free up homes for households that are overcrowded;
- Tenancy exchange schemes;
- Advice about transfer options for existing tenants;
- Promotion of adapted homes.

Registered providers are encouraged to use these mechanisms as a more cost effective mechanism for generating supply of housing than use of flexible tenancies.

The local authority may discharge its duties under homelessness legislation by securing suitable and appropriate private rented housing. There will be continued access to social rented housing provided by the local authority directly or through a nomination to another registered provider if the private rented short-hold tenancy is not renewed at the end of the term.

- **The cost of providing advice on alternative accommodation to a flexible tenant at the end of the review is estimated to range from £24-£71 per hour –**
Source :
Department of Communities and Local Government
Impact assessment
- **The cost of taking action to recover possession following the review of the flexible tenancy, if challenged, is estimated to be in the region of £662 per property and cost of re-letting the property around £2700.**

Source : Shelter – Local Decisions in Tenure Reform (July 2012)

Use of flexible tenancies

There will be occasions when a registered provider wishes to use flexible tenancies and when this most appropriately meets the needs of customers in Hull and the registered provider's business objectives. Registered providers need to consider that using flexible tenancies may have a negative impact on people covered by the protected equality groups – for example, there is a higher level of disabled people living in social rented housing.

Examples of appropriate occasions may include:

- a) Housing with support where the support is provided to assist people to move on to independent living (i.e. time limited and the support is not provided under floating support arrangements).

Lifetime tenancies should normally ***be provided for vulnerable people whose circumstances are unlikely to change and who require ongoing support and secure accommodation these include people over pensionable age and people with a long term medical or welfare need for secure accommodation. Registered providers need to take into account the housing support funding arrangements when determining length of tenancy .***

- b) Households needing a tenancy for temporary medical reasons
- c) Young people and others to help them access a first home, for example following employment with tied accommodation.
- d) Households needing a flexible tenancy to enable them to sell their property to avoid repossession and homelessness but where they will subsequently be able to access market housing or another form of intermediate rented housing
- e) Following an emergency, such as a fire or flood, but where return to the original home is intended however in some cases a license to occupy for a shorter period than a standard flexible tenancy to enable short term temporary decanting of the household .
- f) To assist people fostering and enable temporary or trial arrangements
- g) Where the property has a limited life or the landlord only has access to it for a fixed period of a lease and is providing a head leasing scheme.

Guidance on provision of a further tenancy at the expiry of the flexible tenancy

All registered providers using flexible tenancies should publish their review process and policy for recovering possession and reviewing decisions.

- Registered providers must show good reason not to renew a tenancy and decisions should demonstrate that they are in accordance with their policies, in the

interests of good housing management and proportionate bearing in mind the circumstances of the tenant

- Registered providers should not wait and use non renewal of a flexible tenancy as a means for dealing with rent arrears and/or anti social behaviour but use existing legal and management mechanisms
- Registered providers should not allow flexible tenancies to run into insecure periodic tenancies but either provide another flexible tenancy at the at the expiry of the fixed term or provide assistance to obtain suitable and appropriate accommodation
- There is a presumption in favour of lifetime tenancies
- Flexible tenancies will normally be for very specific purposes as above and the length of the term should be appropriate to the reason for the tenancy being a flexible tenancy. Flexible tenancies should only be for less than five years (in addition to an introductory tenancy) in exceptional circumstances
- Registered providers using means test criteria in determining whether to grant a renewal should assess affordability of market housing for that household and ensure that no more than 25% of gross household income is needed to support access to market housing. The registered provider should also assess whether the supply of market housing within the lower quartile price range to purchase or at rents equivalent to local housing allowance is adequate to make it a reasonable assumption that the tenant can access such housing

Advice and assistance in finding alternative accommodation if a flexible tenancy is not to be renewed

Provision of details of private landlords and low cost home ownership schemes alone will not be sufficient to meet the need to provide advice and assistance in finding alternative accommodation at the end of a flexible tenancy.

Decisions about non renewal of flexible tenancies should not lead to an increase in levels of homelessness.

- Registered providers should have regard to the test of suitability of accommodation in the Homeless Code of Guidance for Local Authorities
<http://communiites.gov.uk/documents/housing/pdf/152056.pdf>
- Registered providers should work with the Hull City Council Housing Options team to enable the tenant to have access to a full review of housing options locally
- Registered providers should advise tenants that they may wish to seek independent advice on requesting a review of the landlord's proposal on the decision not to grant a further tenancy of a property.

7. Joint working on neighbourhood renewal

Neighbourhood renewal is a key strategic housing objective. Hull City Council will work with registered providers to progress this.

If Hull City Council is facilitating scheme development and providing council land and assets to enable development, Hull City Council will provide direction on the type and length of tenancy used to support Housing and Neighbourhood Renewal Strategy objectives. Hull City Council will provide nominations to these schemes and other registered providers schemes in accordance with the Lettings Policy.

8. Review Process

We will normally review the Tenancy Strategy every five years. This is to make sure that it continues to provide appropriate strategic guidance to help registered providers make decisions about the appropriate length and type of tenancy they use.

The review may be earlier if:

- local circumstances alter and /or
- there are changes to national policy or relevant legislation.

We will seek the views of current and prospective tenants and involve registered providers with stock in Hull in the review.

9. Tenancy Policies

Details for each registered provider on how the issues covered by the Tenancy Strategy will affect lettings of their properties will be shown in their Tenancy Policies and Lettings (or Allocations) Policies. These will provide details of who is eligible to register with them for social housing

Hull City Council Tenancy and Lettings Policies can be found at <http://www.hullcc.gov.uk> /Applying for a Council Home

Contact details for Hull Registered providers are given below for links to their Tenancy Policies

Anchor Trust

Milestone Place, 100 Bolton Road Bradford, BD1 4DH
Tel: 0845 775 8595
Email: housing.enquiries@anchor.org.uk
Website: www.anchor.org.uk

Affinity Sutton

Maple House, 157 - 159 Masons Hill, Bromley, Kent, BR2 9HY
Tel: 0300 100 0303
Email: customerservice@affinitysutton.com
Website: www.affinitysutton.com

Chevin Housing Association

Harrison Street Wakefield, WF1 1PS
Tel: 0845 270 1088 or 01924 290 949
Email: enquiries@chevinha.co.uk
Website: www.chevinha.co.uk

Habinteg

Beech House, Woodland Park, Bradford Road Chain Bar, Bradford, BD19 6BW
Tel: 01274 853 160
Email: Direct@habinteg.org.uk
Website: www.habinteg.org.uk

Hanover Housing Association

The Wave, 1 View Croft Road, Shipley, West Yorkshire, BD17 7DU
Tel: 01274 599 686
Email: lettings.enquiries@hanover.org.uk
Website: www.hanover.org.uk

Housing 21

9 Avro Court, Ermine Business Park Huntingdon, Cambridgeshire, PE29 6WG
Tel: 0345 606 6363
Email: Lettings@housing21.co.uk
Website: <http://www.housing21.co.uk/>

Hull Churches Housing Association

31 Beverley Road, Hull, HU3 1XH
Tel: 01482 210 842
Email: Info@hullchurcheshousing.org.uk

Hull House Improvement Society

1 Parliament Street, Hull, HU1 2AS
Tel: 01482 323 033
Email: info@hallerevans.com
Website: www.hallerevans.com

Hull Resettlement Project Limited

20 Bourne Street, Hull, HU2 8AE
Tel: 01482 585 323
Email: enquiries@hrpltd.org.uk

Hull United Charities

Northumberland Court, Northumberland Avenue
Hull, HU2 0LR
Tel: 01482 324 135
Email: office@hulluc.karoo.co.uk

Joseph Rowntree Housing Trust

The Garth, White Rose Avenue, New Earswick
York, YO32 4TZ Tel: 01904 735 000
Email: information@jrht.org.uk
Website: www.jrht.org.uk

Pickering and Ferens Homes

Silvester House, The Maltings, Silvester Street
Hull, HU1 3HA Tel: 01482 223 783
Email: info@pfh.org.uk
Website: www.pfh.org.uk

Places for People Homes Limited

Suite 2a Dunedin House, Percy Street, Hull, HU2 8HL
Tel: 0800 432 0002
Email: contactcentre@placesforpeople.co.uk
Website www.placesforpeople.co.uk

Places for People Individual Support Limited

The Old County Court House, Sheffield, S1 2DS
Tel: 0114 252 5900
Website: www.placesforpeople.co.uk

Railway Housing Association

Bank Top House, Garbutt Square, Neasham Road, Darlington, DL1
4DR Tel: 01325 482 125
Email: info@railwayha.co.uk
Website: www.railwayha.co.uk

Riverside Group Limited (Riverside)

Registered Office 2 Estuary Boulevard
Estuary Commerce Park Liverpool, L24 8RF Tel: 0845 111 0000 or
0345 111 000
Email: info@riverside.org.uk
Website: www.riverside.org.uk

Salvation Army Housing Association (SAHA)

Customer Service Centre, 33-35 Chorley New Road, Bolton
BL1 4QR Tel : **0800 970 6363**
Email: info@saha.org.uk
Website: <http://www.saha.org.uk/Website>

Sanctuary Housing Association

36a Beck Road, Shiregreen, Sheffield, S5 0GB
Tel: 0800 781 0401
Email: contactus@sanctuary-housing.co.uk
<http://www.sanctuary-housing.co.uk/>

Stonham Housing Association (part of Home Group)

Stonham North, Meridian House, Artist Street, Armley Road
Leeds LS12 2EW Tel: **0113 246 8660**
<http://www.homegroup.org.uk/careandsupport/stonhamservices/pages/stonhamservices.aspx>

Teachers' Housing Association

Rugby Chambers, 2 Rugby Street

London, WC1N 3QU

Tel: 020 7440 9440

Email: enquiries@teachershousing.org.uk

Website: www.teachershousing.org.uk

10. Glossary

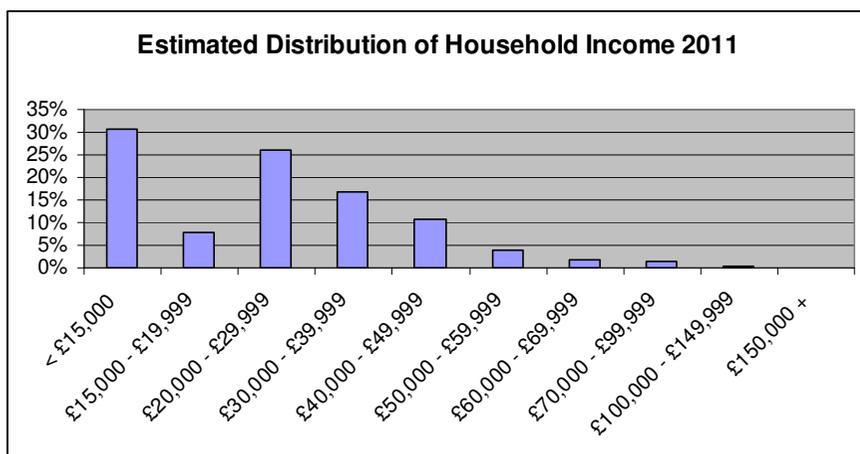
Intermediate rent	This is rent that is more than social rent but less than market rent – affordable rent is a type of intermediate rent
Market rent	The amount of rent that a tenant is willing to pay a landlord where no maximum rent level has been set by a third party
Nomination agreement	This sets out how the local authority will put forward people to registered partners as prospective tenants for their empty homes. It will also establish the percentage of lettings which should be to nominees from the local authority – this may vary over time and dependent of the scheme.
Registered provider	This is a social housing provider registered with the Homes and Community Agency
Section 106 agreement	Section 106 (S106) of the Town and Country Planning Act 1990 allows a local planning authority to enter into a legally-binding agreement or planning obligation with a landowner in association with the granting of planning permission. The obligation is termed a Section 106 Agreement.

Social housing size criteria	These agreements cover matters that are necessary to make a development acceptable in planning terms and can include affordable housing provision
	Introduced as part of Welfare Reform and will take affect from April 2013. Non pensioner households with excess bedrooms will have their housing benefit reduced by 14% if they are one bedroom in excess and 25% for 2 bedrooms or more based on following rules <ul style="list-style-type: none"> • one bedroom per adult or couple, • one bedrooms for children of either sex under 10 • one bedroom for two children of the same gender under 16 There are a limited number of exceptions
Welfare reform	Reform of benefits system and introduction of Universal Credit to replace a range of benefits

APPENDIX : SUMMARY OF EVIDENCE FOR THE STRATEGIC DIRECTION *A revised version of this appendix will be published annually.*

a) Affordability

- Many households in the city area have limited housing options they can afford; making access to social housing an important option.
- 31% of households city wide have an income of less than £15,000.
- The graph below shows estimated household income distribution for the city in March 2011.



Source : Experian market surveys

- An income of around £19,000 is needed to support an 80% mortgage of the average terraced house based on

3.5 times household income and terraced house price of £82642 (March 2012 based on Hometrack housing market report prepared for the Humber by East Riding of Yorkshire Council).

- This assumes the household could provide a 20% deposit and does not take into account household running costs or household size² Around 39% of Hull households have an income of less than £19,999.
- One test to assess affordability of housing to rent is assess whether a household is spending more than 25% of their gross household income on rent. The income required to support a market rent is shown below and is based on no more than 25% of gross household income supporting the rent.

Property size	1 bed	2 bed	3 bed
Average market rent	£85	£103	£121
Income required to be affordable	£17680	£21424	£25168

Source of average market rents – rents in Hull over 12 months from March 2011 from Hometrack housing market report prepared by East Riding of Yorkshire

- Other tests of affordability can take into account the household size and variable household costs taking into account household size and variation of local costs of living. This can assist in helping households to determine what they personally can afford

² Estimates based on modelling household sizes against Joseph Rowntree Foundation Minimum Income Indicator suggest market house purchase is not affordable to more households in Hull

b) Social rented housing supply

- 29% of homes within the city are social rented homes let by registered providers with 22% owned by the Council and 8% by housing associations – *Hull City Council 2011 estimate*.
- Nearly 40% of private registered provider homes in Hull are for older people or supported housing – *RSR Regulatory and Statistical Return to Tenants Services Authority 2011*).
- Just over 13% of council housing is designated for sheltered housing or people of pensionable age.
- 3425 properties were empty for more than 6 months at March 2012 city wide which accounted for just under 3% of all homes cross tenure in the city.
- The monthly supply rate of Council social rented stock was 205 (April 12) but the availability of private registered providers general needs housing that empty and available to let at March 2012 totalled 31 properties (Statistical Data Return from private rented providers 2012)

c) Demand for social rented housing³

- 12,418 households were registered for Council housing at March 2012.
 - 78 % of these are not already Council tenants.
 - 65% of households registered with Homesearch are within the “reasonable preference categories”

³ Registration with Hull City Council Homesearch is used as a proxy but 76% of the social rented supply is provided by Hull City Council

indicating some housing need and a connection with the city

- 47% of people registered on Homesearch are single person households
- Over 3500 Council tenants (an estimated 14%) will be affected by the introduction of the housing benefit size criteria and have their housing benefit reduced.

d) Specific needs

- 1.1 households per 1000 population are accepted by Hull City Council as being homeless and for whom the local authority has a statutory duty to secure accommodation – *1st quarter 2012/13 : Hull City Council* .
- Hull City Council receive around 3000 requests annually for advice because of risk of homelessness, .
- 485 mortgage possession orders and 525 landlord possession orders were made in respect of Hull households in 2011 *Ministry of Justice*.

e) Local demography

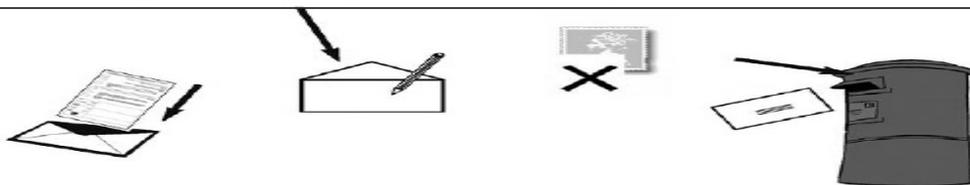
- 23.4% of Hull households have a member with a disability, but this increases to 29.5% for City Council tenants – *Source HCC Tenant profile July 12 / Estimate of disability in Hull taken from the PCT 2007 Health and Lifestyle Surveys*.
- 13.7% of the city’s population are over state pensionable age and 17.74 % below 16 -*ONS population estimates 2010/Hull Data Observatory*.

Alternative format

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- Polish Jeżeli chciałbyś otrzymać ten list w swoim języku, to proszę odhaczyć ramkę i wysłać w kopercie na adres:
- Arabic إذا رغبت الحصول على نسخة من هذه الرسالة مترجمة الى لغتك، من فضلك ضع إشارة في المربع و ضعها في ظرف و أرسلها الى العنوان التالي:
- Kurdish ئەگەر تۆم نامەيەت دەوێت بە زمانی خۆت تکایە نیشانیە لە چوارچێوەکە بەه وە لە زەرفێکی نامەدا بێنێرە بۆ:
- Russian Если Вы желаете получить это письмо на родном языке, пожалуйста отметьте с крестиком в клетке, положите в конверт и пошлите по адресу:
- Mandarin 如果您想要一份是用您的母语写成的这封信，请在空格内打钩，并把这张纸装入信封（免贴邮票）寄到下列地址：
- Farsi اگر این نامه را به زبان خودتان میخواهید، لطفا مربع مربوطه را علامت زده و آنرا داخل یک پاکت نامه گذاشته و به آدرس پستی رایگان زیرهست کنید:
- Turkish Bu mektubu kendi dilinizde isterseniz, lütfen kutuyu işaretleyip zarfın içinde adrese gönderiniz:
- Bengali আপনি যদি এই চিঠি নিজের মাতৃভাষায় পেতে ইচ্ছুক হ'ন তাহলে দয়া করে বক্সে চিহ্ন করার পরে নামে ভরে এই ঠিকানায় পাঠান:-
- French Si vous voulez recevoir cette lettre dans votre langue, veuillez cocher la case et envoyer la lettre dans une enveloppe à l'adresse :
- Portuguese Se desejar receber esta carta na sua língua, agradecemos que marque com um tique no quadrado, e a devolva num envelope para a direcção seguinte:

**FREEPOST RSJC-KKBE-ABXZ, HS-LANGUAGE
REQUEST, Hull City Council, PO Box 15, Hull HU1 2AB**



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Braille

Easy Read

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Email (your address)

Other method (please explain)

Name



Address

