

**Report to:**

Communities Overview & Scrutiny Commission, Thursday 11<sup>th</sup> December 2025

## Neighbourhoods & Housing quarterly update report – Quarter 3, 2025 - 26

Report of the Assistant Director (Neighbourhoods & Housing).

### 1. Background - progress against our business plan & compliance

1.1 Teams across the Council's Neighbourhoods & Housing service deliver a broad range of services to an equally broad range of resident groups in Hull, including to our own tenants. These services are framed within the Neighbourhoods & Housing business plan, which spans the period 2021-26. Our business plan outlines our contribution to delivery of the Community Plan for Hull 2024-34 and within that the city's Housing Strategy 2023-30, as well as the priorities of the relevant Portfolio Holders.

1.2 The overall vision outlined in our business plan is:

**“Building great places together, putting residents first”.**

1.3 This vision is supported by 5 ambitious strategic themes for delivery over the life of the plan. They are:

<b>1. Focussing on customer experience.</b>
<b>2. Putting residents first and meeting their needs.</b>
<b>3. Addressing the challenges of safety, sustainability and climate change.</b>
<b>4. Our role in strengthening Hull's neighbourhoods &amp; communities.</b>
<b>5. Investing in modernisation and organisational development.</b>

1.4 This report is structured around these five strategic themes, with the intention of laying out the degree to which progress is being made in addressing each of them.

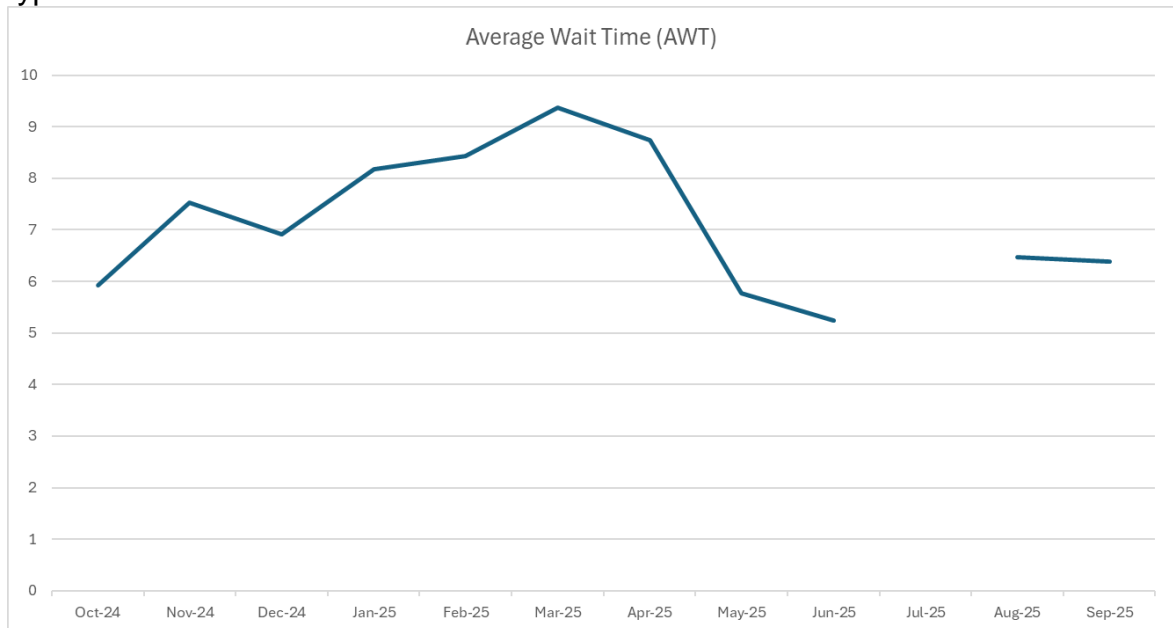
1.5 It is important that our services are provided transparently and given adequate oversight, providing adequate accountability for the service's Senior Management Team (SMT). This quarterly update report for the whole service is provided to Members of the Commission in that context, highlighting service achievements and levels of regulatory compliance where appropriate as well as areas where improvements need to be made. Summary performance data to support progress against each strategic theme is provided at Appendix 1.

1.6 Prior to completion of this report there has been detailed discussion with the Tenants’ Forum to provide them with information to effectively contribute to the scrutiny process, the outcomes of which are included within this update. The most recent comprehensive six-monthly performance updates to the Tenants Forum took place on 21<sup>st</sup> August and 2<sup>nd</sup> December – tenant volunteers have expressed contentment with progress made.

1.7 We welcome the Commission’s feedback on the contents of this update report to ensure it is relevant and provides sufficient information.

**2. Focussing on customer experience.**

2.1 The below graph for calls to 300300 indicates the effect on average waiting time typical seasonal fluctuations in call numbers.



Graph dated 14/11/25

Customer Services colleagues are aiming to keep the average waiting time to around 7 minutes or under, this figure being based on an analysis of recent satisfaction data available and the way respondents have answered different questions. The tenant-led Customer Access Focus Group, supported by officers, continue to meet Customer Services colleagues on a quarterly basis to review performance and provide feedback.

Customer Services have been experiencing issues with their performance recording system since the introduction of an upgraded call handling system, hence the break in the line in the graph above. However, assurances have been given that actual performance remain within target range.

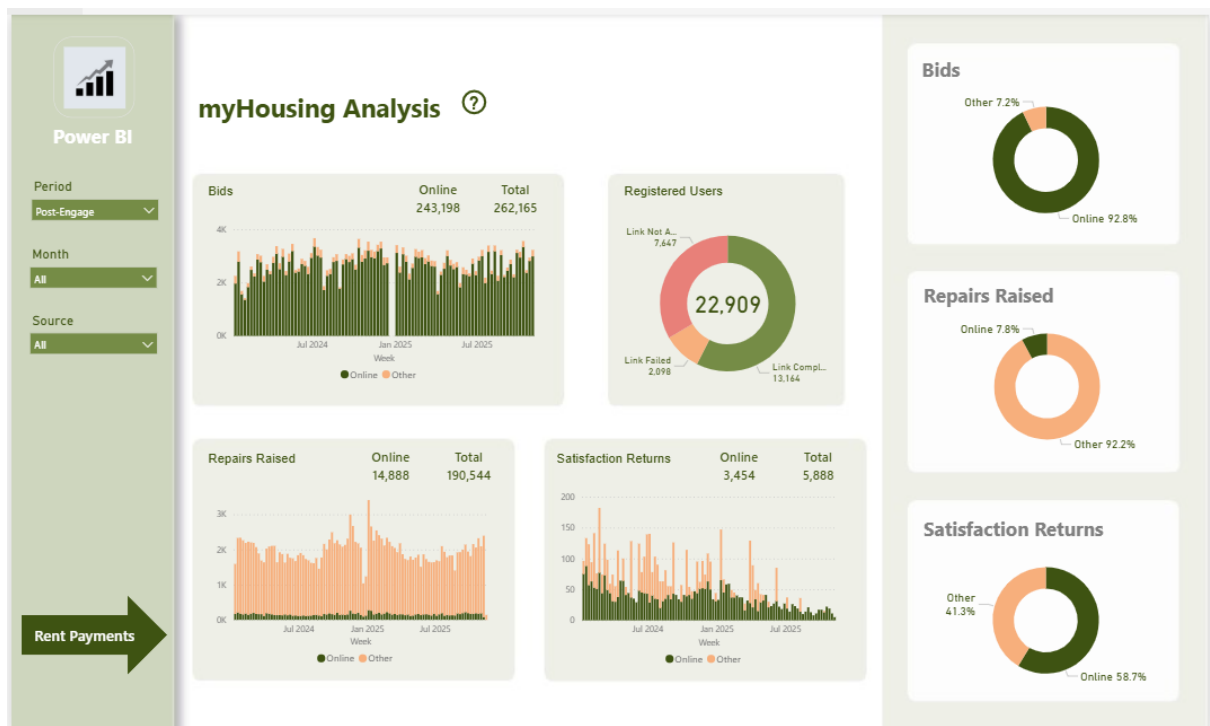
**2.2 Refreshed repairs performance indicators**

- The first section of Appendix 1 includes an updated set of repairs performance indicators: following the introduction of a new “urgent” 5-day appointable repair priority on 2<sup>nd</sup> June, the percentage of repairs raised as emergency has reduced significantly, resulting in improved efficiency and customer experience.
- A progress update on the impact of implementing the 5-day urgent repair priority is included as a separate item on the agenda of this meeting of the Commission.

### 2.3 Housing customer feedback

- Every effort continues to be made for information / feedback from complaints, compliments and suggestions to drive learning and improvements in our services.
- Considerable amounts of valuable feedback are received each year: last financial year (2024/25) 1,281 pieces of feedback were received from tenants and residents. While the majority were complaints (871), we also received 410 compliments and suggestions on a wide range of issues. Roughly 2/3 of complaints are on repairs and related issues.
- The most common repairs complaint category within cases that have either been upheld or partially upheld continues to be 'Quality of Service' and this remains a focus.
- A customer feedback insight report is produced each quarter and is always considered by the Senior Management Team (SMT). The latest, from Quarter 1, is included at Appendix 5. There is some time lag in producing these reports as they focus on closed cases: a complaint made on the last day of a quarter might not be closed until 6-8 weeks into a new quarter.
- The Quarter 1 report pointed to a continued higher number of requests for Stage 2 reviews from April 2024 onward, due to a directive from the Housing Ombudsman from that point that all requests for review (Stage 2 of the Council's feedback scheme) must be accepted, alongside a more proactive approach from housing officers in attempting to bring complaint cases to a satisfactory outcome.

2.4 myHousing app - work is ongoing to ensure this is being used by increasing numbers of our tenants and residents, providing a digital option and delivering the best possible experience in accessing our housing services. The below PowerBI report screen-shot shows current take-up: encouragingly, it shows that 1,792 completed registrations have been made since the previous update to the Commission in September, an 8% increase in 3 months:



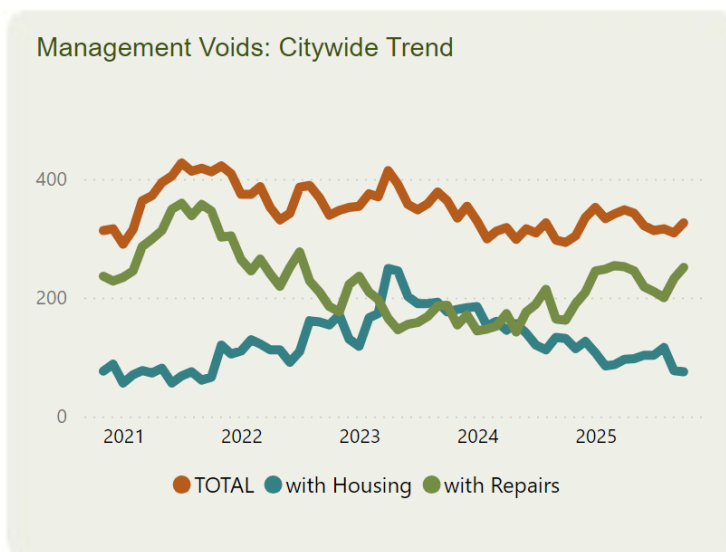
Screen shot dated 17/11/25

- 2.4.1 The most common use for the app is bidding for available Council properties – over 90% of bids are now made in this way.
  - The app is also used by tenants to check their rent account and make rent payments, and also for repair reporting.
  - “Urgent” appointable (5-day) priority repairs, a category introduced in June, can be raised by tenants through the app, which should increase usage and improve the service offer even further.
- 2.4.2 The intention remains to move beyond the transactional uses mentioned above and for the App to also be able to facilitate better communications such as consultations, engagement and so on.

### 3. Putting residents first and meeting their needs.

#### 3.1 Council Void Properties Action Plan

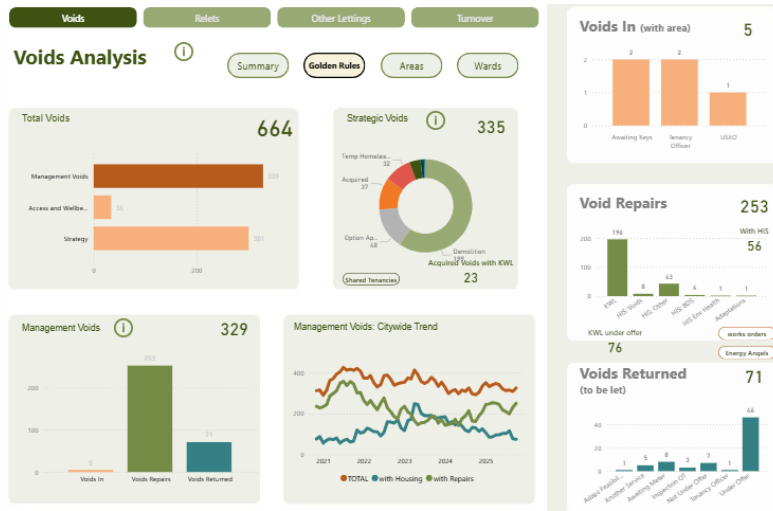
- 3.1.1 Launched in 2023, this project remains an ongoing priority and continues to be overseen personally by myself as the Assistant Director of Ns&H.
- 3.1.2 I reported in previous updates to the Commission that the voids project is a complex long-term matter and improvements would take time. Despite significant effort across a number of teams, performance still remains challenging in places, in particularly the physical repair times, with KWL but we are collectively working through the issues, as a partnership.
- 3.1.3 A key measure for whether performance is improving continues to be to reduce the number of “management voids” to a pre-Covid natural turnover rate of around 200 properties and start to see relet times move toward 35 days – this will take time to achieve. Note – “management voids” are those we are looking to relet, whereas “strategic voids” are those held for strategic purposes such as demolition/rebuild and structural surveys. In August 2025 the partnership succeeded in reducing the number of management (everyday lettable) voids to 299 (22/8/25), compared to a peak of 414 in April 2023, and 329 at time of writing this report on 14/11/25.



- 3.1.4 One of the challenges around the void property process is the number of teams/disciplines/activities involved between one tenant giving notice and another signing up for the property – Area Housing teams, Housing Investment, KWL, Lettings Team and so on. The historic working relationship between HCC and KWL also played its part in poor performance. We now have a stronger relationship in place with KWL and individual delivery teams and departments, have separate tracking measures for their own performance or part of the void process each, so we can track individual performance and pinpoint where things are going wrong.
- 3.1.5 The introduction in November 2024 of a set of “Golden Rules” (see Appendix 4) across the housing service has played a major contribution in improvement across housing teams. For example: all accompanied viewings are now being arranged within 3 days of KWL returning keys; most properties are being reallocated within 24 hours where an offer has been refused; and all callbacks are raised on the day quality assurance checks are undertaken. The below table demonstrates overall void performance in key parts of the process and highlights where performance issues still exist.

<b>Management voids</b>	<b>Apr 23</b>	<b>Nov 25</b>	<b>% change</b>
Total Voids	414	329	down 21%
Voids with Allocations (Housing)	249	76	down 69%
Voids with HCC for surveys / major Repairs	28	13	down 54%
		43	(43 used for building safety surveys so must be left empty )
Voids with KWL	137	196	up 43%

- 3.1.6 However it also shows the ongoing performance challenge at the “with repairs” stage of the process, relating to properties with KWL. It is essential that the level of voids with KWL is reduced to approx. 140 units as soon as possible.
- The Council’s Chief Executive hosted a workshop on 14<sup>th</sup> November on performance improvement options involving KWL. A follow-up workshop will take place in mid January 2026.
- 3.1.7 In regard to regular updates requested by this commission at its meeting in March 2024, the Scrutiny Officer supporting this Commission continues to circulate to its Members on a monthly basis a summary Voids Analysis of the type in the below screen shot:



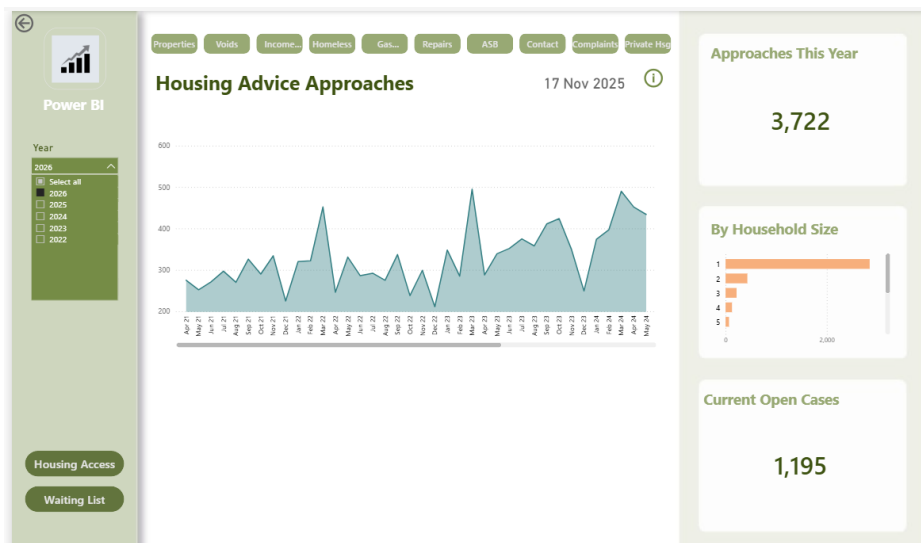
Screen-shot dated 14/11/25.

3.1.8 Average relet time is a lag indicator and remains high and is a consequence of repairing the older voids and getting them back into circulation and let. The relet figure will fall, once the overall void numbers drop.

### 3.2 Housing demand

3.2.1 There continues to be a severe shortage of affordable housing within the city and unprecedented demand for temporary accommodation – a result of the ongoing national housing crisis and homelessness emergency, so reducing void numbers and re-let times is key.

3.2.2 As described in detail in the quarterly update report of 13<sup>th</sup> March 2025, there continue to be very high numbers of households in temporary accommodation, although there are signs that this is beginning to stabilise. The issue is the numbers and the length of time people remain in temporary accommodation has increased over a period of time, due to the lack of onward permanent affordable properties being available. Officers are pushing really hard to acquire more temporary accommodation which now sits at 165 HRA units up by 65 in 12 months, we are seeking to secure a total of 200 units. See Section 2 of Appendix 1– and a high number of open housing advice cases (homelessness cases):



Screen shot dated 17/11/25

3.2.3 The landscape of social housing has changed significantly in the past decade, with demand now vastly exceeding supply, meaning that the majority of applicants for council re-housing will not be successful. The number of properties let, through the use of direct lettings, that is outside of the Choice Based Lettings system, is an area of concern and will be considered as part of the forthcoming Allocations Policy review. Significant efforts are being made to support people seeking re-housing to consider alternative options wherever possible, for instance, via the private rented sector. In order to better reflect this new reality in terms of access to social housing, a review of the Council's current Allocations Policy commenced in May 2025. Two informal discussion sessions were held with members of the Commission during September & October, the outcomes of which will feed into proposals for formal consultation with this Commission and others, before a final policy is presented to Cabinet as early as possible in 2026.

3.2.4 As highlighted above, the ongoing Property Acquisition Programme is successfully delivering an expansion of our existing stock of Council-owned accommodation, including temporary accommodation in order to discharge our homelessness responsibilities, by buying suitable properties on the open market, including buying back properties that we were obliged to release under Right to Buy legislation, where the opportunity arises. Following a request from the OSMC budget meeting on 14/2/25, updates on the progress of this Programme will continue to be included in this report each quarter.

3.2.5 Even in the current landscape, one way that existing Council tenants are able to move home is via mutual exchange - during the period Apr 25 – Oct 25 7.8% of all new tenancies resulted from mutual exchange.

### 3.3 Routine Tenancy Visits (RTVs)

3.3.1 Our programme of Routine Tenancy Visits (RTVs) commenced in November 2023 with the purpose of our staff proactively visiting all of the Council's social housing tenants once every 5 years as a minimum requirement. While officers will continue to be in contact with a proportion of tenants on a reactive basis, due to such issues as repairs or rent arrears, for example, this proactive and systematic approach to contact is an important routine in developing a knowledge and understanding of all our tenants and in particular any vulnerabilities; this in turn supports our approach around repairs, Decency and stock condition surveys – see section 4 of this update report.

3.3.2 The Regulator of Social Housing was advised in October 2025 was advised that currently, 12,853 RTVs have been completed, equating to 56.3% of the stock. This programme commenced in April 2022; additional resource has been applied over the last 18 months to accelerate progress, given its importance in the provision of a supporting dataset.

3.4 Adaptations

3.4.1 A Service Improvement Plan has been in place since late 2023 to improve performance, and this work is now bearing fruit.

3.4.2 Council tenants receive Adaptations via KWL (Kingstown Works Ltd), where works are funded from the Housing Revenue Account (HRA). £5m has been allocated for 2025-26; this is a significant uplift on previous years' budget (circa. £2.5m) for the same' reflecting the fact that there is now additional capacity for surveying and works; current improvement focus is on this area of the service. The service is also provided to owner occupiers, tenants of registered providers and private landlords via Disabled Facilities Grant (DFG) as part of the Better Care Fund, with an allocation of £3.5m for 2025-26. Improvement focus will shift to this area of the service in due course.

3.4.3 The additional works capacity secured through additional contracted resource (through KWL) and improved process and operational systems has resulted in continued increase in volume of works completed:

	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2025/26</b>
	Full year	Full year	Full year	Apr to Jun	<i>Full year (projection)</i>
Fast-track	108	102	178	294	1176
Major	84	117	120	42	168
<b>TOTAL</b>	192	219	298	336	1344

3.4.4 To the end of September 2025, the total value of adaptations works complete and orders issued (against a £5m budget) is below;

Adaptations completed (£)	£1.8m
Adaptations works orders issued (£)	£1.7m
<b>Total</b>	<b>£3.5m</b>

3.4.5 There is now a weekly HCC/KWL adaptations meeting to jointly review performance, escalation of blockages or bottlenecks and review any particularly complex cases.

3.4.6 End-to-end timescales for Council housing adaptations are slowly but steadily reducing:

	October 2023	July 2024	March 2025	2025/26 YTD
Average time (calendar days) to complete major adaptation	807	874	848	767
Average time (calendar days) to complete fast-track major adaptation	782	650	649	522

3.4.7 It must be noted that these average timescales may well increase over the short to medium term as older cases in the backlog are completed. The key

metric currently is therefore the number of jobs actually completed (3.4.3 above). We need to look to achieve performance in line with Foundation standards, which is the national body for Adaptations. Officers will include these figures in the next report.

3.4.8 The above improvements in performance are being supported by system changes: Council housing adaptations were successfully moved to the Granicus system during 2025. The intention is to move private sector adaptations to an alternative system from the current system before the contract ends at end March 2026.

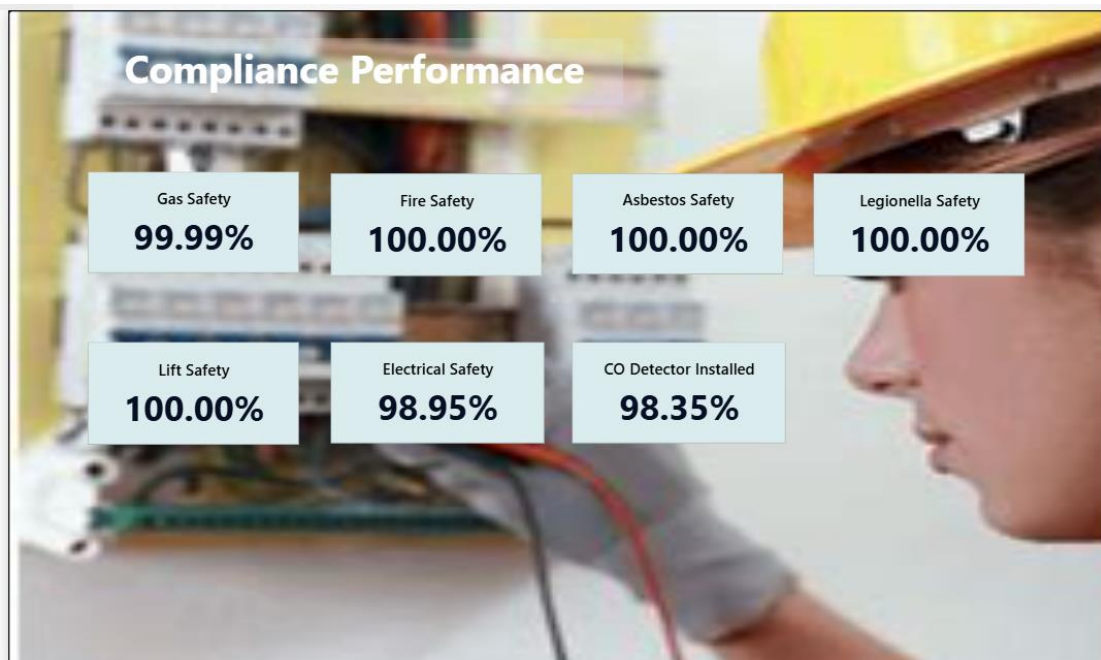
3.4.9 Within the system, pressure on Occupational Therapists /KWL capacity and performance remain under review.

#### 4. Addressing the challenges of safety, sustainability and climate change.

##### 4.1 Safety Compliance – including “Big 6” measures

4.1.1 A key area of focus for the service is the “Big 6” suite of safety compliance measures - Gas, Asbestos, Fire, Electrical, Water Hygiene, and Lifts. Of these all but Fire Safety are Tenant Satisfaction Measures which now need to be reported by the end of June annually to the RSH (Regulator of Social Housing) – see Appendix 2.

4.1.2 The below illustration is taken from a PowerBI report updated regularly and is readily available to officers/members.



Screen-shot at 26/11/25.

4.1.3 While the above illustration shows that strong compliance now continues to be achieved across all of the “Big 6” measures, there are month-by-month fluctuations.

- Performance around electrical safety is continuing to improve steadily, with tests originally planned for future years being brought forward, adding extra resilience into the system – performance was at 98.19% at the time of the last quarterly update to this commission.
- CO Detectors installed - the KPI result is being affected by poor access rates in the remnant of addresses that are outstanding. There are live orders on the system and KWL are working with us to further attempt to gain access to undertake the work, alongside our own specialist Access Team – performance was at 99.00% at the time of the last quarterly update to this commission.

4.1.4 Tenant safety measures have been a major focus for the Regulator of Social Housing since they were given enhanced proactive powers in April 2024. It is therefore significant that our annual outturn figures shown at Appendix 2 show an improvement on the previous year.

4.1.5 As well as showing performance against the “Big 6” measures and CO (Carbon Monoxide) detector installations, it is intended that performance data on a broader range of measures of safety, including Smoke Alarms and damp & mould hazards, will be added to the above PowerBI report as soon as possible. There are no issues to report currently.

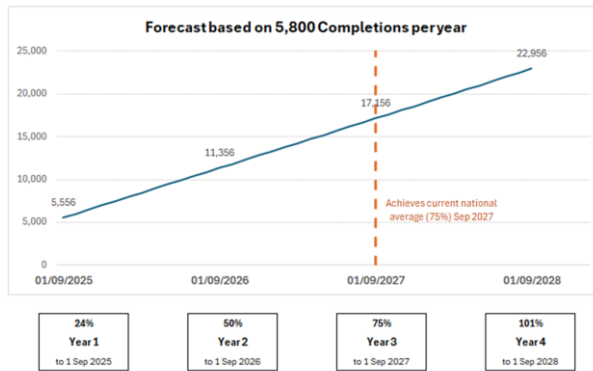
#### 4.2 Damp & mould hazards

- A key element of the Social Housing (Regulation) Act 2023 is the area referred to as “Awaab’s Law”, focussing on a range of emergency and significant hazards, but with a significant focus on damp and mould hazards.
- An initial raft of provisions came into effect, at relatively short notice, on 27<sup>th</sup> October.
- New procedures were quickly devised for this new responsibility and for tracking and recording progress on each case – both interim and longer-term procedures. The necessary additional permanent staff complement are being recruited.
- Extensive training for visiting staff across the council has been delivered and similar training is in hand for relevant colleagues from KWL.
- End-to-end performance reporting around this responsibility is in development.

#### 4.3 Compliance with stock condition survey requirements

4.3.1 As of April 2024, the Regulator of Social Housing now expects each social landlord to carry out a Stock Condition Survey (SCS) of all of its homes over a 5-year period. This information will ensure that our Decent Homes programmes are properly informed and established, which should in turn ensure that 100% of our tenants’ homes meet the Decent Homes Standard.

4.3.2 The current increased annual target to achieve full stock survey coverage is 5,800 SCS per year; this constitutes a weekly rate of c120 surveys.



4.3.3 The Council’s SCS programme has been aided by successful recruitment of more directly employed surveyors and a long-term contract with local Hull firm Enviro AC to build the skilled capacity to conduct the work; both volume and quality are monitored. During the SCS undertaken by Enviro AC, they also complete an Energy Performance Certificate survey during the same visit. The SCS target for last year was exceeded. However, due to issues with the software used to capture the data whilst out in the field, performance has been below the new target when averaged out across the last three months. We are working with our software supplier to rectify this.

4.3.4 In addition, as with the programme of Routine Tenancy Visits, the programme of SCSs is being informed by information already held on factors such as vulnerabilities or major Decent Homes work likely to be required/undertaken.

#### 4.4 Compliance with the Decent Homes Standard

4.4.1 The Decent Homes Standard was introduced by government in the early 2000s and sets minimum standards for the condition of social housing in the UK. The definition is complex. For example, significant numbers of homes within our portfolio fall out of decency each year as some elements of decency, but not all, are associated with component age. However, 100% compliance with the Decent Homes Standard year-by-year is now a requirement of the Safety & Quality Consumer Standard, enforced by the Regulator of Social Housing, and is now a TSM (Tenant Satisfaction Measure RP01).

4.4.2 As part of our first annual submission of the 22 Tenant Satisfaction Measures in June 2024, the Regulator of Social Housing was advised that 14.4% of our homes did not currently meet the Decent Homes Standard (RP01), a significant increase on the figure published a year earlier; on that basis the Council had also “self-referred” to the Regulator on this issue. However, following work by staff across the service during 2024-25, a significantly improved position against the Decent Homes standard was achieved - at the end of March 2025 our non-Decency figure had dropped to 10.6%, which is a 3.8% improvement in decency.

4.4.3 Work now continues to deliver on the Decent Homes programme in order to reach 100% compliance with the Decent Homes Standard – this will take some years to achieve. This includes a large and ambitious programme of capital works to tenants’ homes, supported by a funding commitment in the Housing Revenue

Account budget, to redress the areas of the Decent Homes Standard where we have fallen behind: for example, the Capital Programme has increased by 9.4% to £83.9m during 2025/26 compared with the previous financial year. This compares with 2021/22 when the total Capital spend was £32.2m.

- Whilst our position will not be completely resolved in the current financial year and it will take a few years to reach 100% compliance, sound progress is now being made.
- New approaches and methodologies are being introduced in order to get ahead of deadlines before homes are due to fall out of decency and tenant access arrangements are also being reviewed.
- Appropriate governance is now in place to deliver consistency and improvement and this very much includes KWL, Legal Services, BDS (Building & Design Services) and Procurement colleagues, ensuring we are pragmatic in terms of what can be delivered and by when.
- There are currently some slippages currently projected in KWL's planned works programmes (eg windows) which may impact the decency outturn and this is being closely monitored. This is being investigated to determine cause and effect.
- Staff recruitment is also improving, with a new Asset Team built and put in place.

4.4.4 The RSH recently contacted the Council for an update on Stock Condition Surveys and compliance with the Decent Homes Standard, both of which were key self-referral issues back in 2024. Alongside information on progress with Routine Tenancy Visits (see section 3.3 above), Officers were able to provide evidence that programmes in place to deliver improvements around RTVs and the DHS remain broadly on course.

4.4.5 A government consultation on a new, more ambitious Decent Homes Standard closed in September, with the resultant government proposals still awaited.

#### 4.5 Building safety / fire safety

4.5.1 This remains a high-profile area upon which the service is clearly sighted, but which continues to carry considerable challenges, particularly across the 19 high-rise blocks and 7 medium-rise blocks which remain within the Council's lettable portfolio. This area of our activity is overseen by the Building Safety Regulator (BSR), who currently works under the umbrella of the HSE (Health & Safety Executive) to effect the stringent requirements of the Building Safety Act 2022.

4.5.2 There is currently full compliance around periodic fire safety inspections across these blocks - see section 4.1 above.

4.5.3 Four of the 19 high-rise blocks are being prioritised in terms of a range of building safety factors, due to their particular size, scale and structural characteristics (Large Panel System), these being Bayswater Court, Muswell Court, Padstow House and Gatwick House.

- Intrusive surveys on these blocks are currently out to tender again, after an unsuccessful first round, which will enable surveys to take place as soon as possible; in the meantime flats becoming empty in these blocks are being held for part of these works. Intrusive surveys on remaining blocks will then follow.

- During July the BSR gave the Council 4 weeks notice of submission of completed Building Safety Case Reports two of these blocks – these extensive documents were completed and submitted by the deadline. However the BSR will give a similar notice period at any point up to the end of March 2026 for submission of completed Building Safety Case Reports for the remaining 2 LPS blocks.
- I continue to hold fortnightly steering group meetings with key colleagues to ensure that these documents are completed as required in advance of a further BSR request.

4.5.4 Other key areas for focus in regard to building safety / fire safety are as follows:

- Intrusive surveys on 5 blocks at Great Thornton Street and Cambridge Street - a report is being prepared for a forthcoming meeting of Cabinet to highlight the survey results and future investment requirements.
- Publishing a Resident Engagement Strategy for each high-rise block – a city-wide Resident Engagement Strategy document was approved by tenant reps of the Multi Story Living Group in January 2025 and is now published on the Council's website. Strategies for two blocks (Bayswater Court & Muswell Court) have been drafted and will be the subject of consultation during December.
- Completion of a Building Safety Case Report for each of the 19 blocks – these remain behind schedule but are progressing. Key building information and historical information has been compiled, information on utilities and resident profiles is being collected, but completion is dependent on completion of Resident Engagement Strategies and intrusive surveys. This work has picked up speed now the team is almost fully resourced, though there remains a risk that the BSR could ask for more of these Reports at any time after March 2026.
- Completion of programme of capital works – dry risers, sprinklers, communal fire doors, permanent fire stopping works – these are currently awaiting approval from the Building Safety Regulator (BSR), who requires HCC to submit applications for certain works in High Rise blocks.
  - However applications for these work have now been with the BSR for approaching a year resulting in a growing delay (and some unmitigated risk) to these works.
  - Due to the above delays officers are currently undertaking an assessment of any essential fire remediation actions which might be required as an interim measure.
  - Following a request from OSMC meeting on 21/2/25, updates on the delays associated with this issue will continue to be included in this report each quarter.

4.5.5 Updates on other blocks:

- Three de-commissioned blocks in West Hull, now outside the Council's lettable portfolio (so included in our total void figure as strategic voids), continue to be prepared for demolition: tenders are currently being evaluated with an expected start of site in February 2026 and approximately 6 month demolition period.
- William Booth House in the city centre, acquired in August 2024, remains vacant pending external funding being secured and stakeholder engagement on the future use of the site. There is a current meanwhile use on the site, however, in that the recreation room to the rear of the site is being utilised by

the Rough Sleeper Team for emergency, nightly shelter. In July 2025, Hull's City Centre Vision was adopted by Planning Committee – this document provides a roadmap for city centre development and provides in principle support for WBH to remain as a residential site – to this end Officers continue to progress drawings / plans to have the building made fit for self-contained, residential use; once these plans have been developed/costed and funders have confirmed whether the proposed use and design is acceptable, the Council will consult with local residents ahead of any final decision as soon as possible in 2026. Following a request from OSMC budget meeting on 14/2/25, updates on this issue will be included in this report each quarter.

- Rossett House, a “medium rise” block near the city Centre – plans for demolition and suitable replacement are progressing, after the rehousing of residents. This follows a demolition decision by Cabinet March 2025, based on the high cost of remedying the current polystyrene external wall insulation and necessary sprinkler installation. In the meantime Housing Facilities Operatives patrol the block twice nightly and three times daily to mitigate any risks and day to day repairs / compliance checks continue.

## **5. Our role in strengthening Hull's neighbourhoods & communities.**

5.1 During the spring Hull City Council's Cabinet approved a Housing Growth Plan for 2025 – 2031, which outlines plans to facilitate the delivery of 5,958 new homes to the city's housing stock over the next six years from all sources. Of these homes, 1,452 will be in the affordable homes category in order to meet identified need - it is estimated 800 will be for rent from the Council - and the remainder for sale or rent on the open market.

5.1.1 The outline guidance for the Social and Affordable Homes Programme was published by Homes England in November – this sets out how £39bn worth of affordable housing grant will be distributed to Registered Providers of Social Housing over the next 10 years; Officers are aligning Growth Plan sites and opportunities with that programme ahead of the full guidance/prospectus being published at a later date. If successful, these much-needed funds will provide grants to help towards the total cost of building new homes and make them financially viable.

5.1.2 A housing development framework is being presented to Cabinet in December 2025 which sets out how the 800+ Council homes referred to in the Housing Growth Plan will be procured and delivered, prior to which is a separate item on the agenda of this meeting of the Commission to enable pre-decision scrutiny

5.1.3 Of those committed to in the Growth Plan 228 Council homes are already on site or complete.

5.1.4 Our Small Sites Programme continues to make a valuable contribution to the overall Growth Plan. An update on this is included as a separate item on the agenda of this meeting of the Commission.

## 5.2 Renters Rights Act 2025

- 5.2.1 After an extended period being considered at the various stages of the Parliamentary process, the Bill received Royal Ascent on 27<sup>th</sup> October.
- 5.2.2 The necessary guidance has been emerging during November up to the time of drafting this update, but it is now clear that the provisions of the Act will be phased as follows:
- 27<sup>th</sup> December 2025 – extension of existing investigation powers.
  - 1<sup>st</sup> May 2026 – abolition of Section 21 evictions; requirement for all private landlords to register on a property database provided by Government but administered by local authorities; introduction of Ombudsman for private sector.
  - A number of further provisions will be introduced in late 2026 / early 2027;
- 5.2.3 Details of further provisions to be introduced will be shared with the Commission as they become available.

## 5.3 Anti-social behaviour (ASB)

- 5.3.1 As some detail around ASB figures were part of the self-referral to the RSH back in 2024, the Service Improvement Board continues to monitor this area of service closely.
- 5.3.2 Neighbourhood Nuisance Team data will continue to be provided to the Board on 6 monthly basis (January & July) – and will be shared with this Commission at its March 2026 meeting.
- 5.4 Street Scene Maintenance of Shared Spaces – tenant reps have asked for easy access to grass cutting schedules in order to be better informed about the service received on housing land – an IT solution is currently being developed.

## 6. Investing in modernisation and organisational development.

- 6.1 The Service Improvement Board for Neighbourhoods & Housing, chaired by the Chief Executive, continues to oversee all work required to reach full compliance as quickly as possible against all four new Consumer Standards issued by the Regulator of Social Housing in April 2024 and the Building Safety Regulations 2022.
- A summary of the new Consumer Standards is provided at Appendix 4.
  - Attendees include the Portfolio Holder for Regeneration & Housing and the tenant chair of the Tenants Forum.
  - In order to secure assurance of our readiness for inspection by the Regulator (which is expected to take place at any point in the next few years) the Board recently commissioned a piece of work by consultants DTP (David Tolson Partnership). Findings are currently being collated and will be shared with the Commission in a dedicated report as soon as possible.

6.2 Annual TSMs submitted to the Regulator June 2025

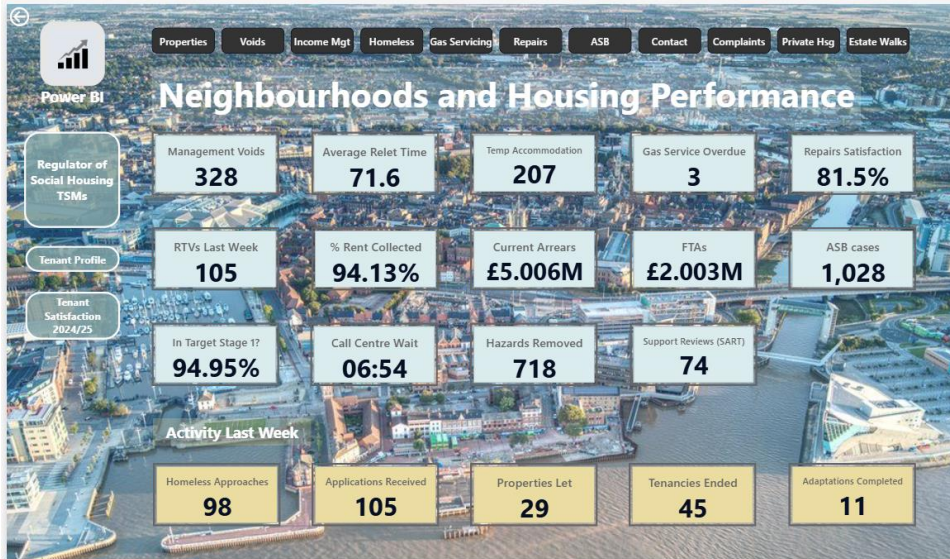
- The figures submitted are laid out at Appendix 2 and show improvements in a number of respects against those submitted last year.
- Half of these are obtained from a tenant satisfaction survey carried out on the Council's behalf each autumn. This year's survey completes in early December – results will be available in the next quarterly update to the Commission.

6.3 Tenant involvement continues to underpin everything we do as a landlord and listening carefully to the tenants' voice and responding is a priority for the service.

- The Chair and Vice-chair of the Tenants Forum were to attend the Commission's October 2025 meeting to provide an update on Tenants Forum activity and to raise directly with the Commission any concerns or compliments they may have, but were unable to due to ill health; they will continue to attend on a 6-monthly basis if invited.
- The Chair of the Tenants Forum continues to sit on the Service Improvement Board – see section 7.4 below.
- A significant element of the tenants' voice which continues to be heard is around the importance of effective neighbourhood nuisance services addressing anti-social behaviour (ASB). In response tenant volunteers have established a Neighbourhood Nuisance Scrutiny Panel; initial meetings were held during the autumn and while the Panel have now suspended meetings in the run-up to the Festive Period, they will begin again in the New Year.
- Another key element of the tenants voice is messages from residents of higher risk buildings around building safety (section 4.5 above); processes now in place are not yet sufficiently embedded to demonstrate what our residents are telling us in this regard.

6.4 The Social Housing (Regulation) Act 2023 requires registered housing providers to ensure a certain level of professionalisation for senior managers overseeing social housing services. A response to a period of consultation by central government has been issued, but definitive guidance is now needed in order for registered providers to put plans in place in order to comply – these are now expected imminently. In the meantime an initial cohort of 17 staff are undertaking a wave of qualification courses with Chartered Institute of Housing – this number representing around a third of all staff who would fall within the requirement.

6.5 Officers have now moved from the use of spreadsheets for the capture and sharing of performance information to the use of PowerBI. A "live" or interactive version of the below overview PowerBI report is now available to Members who wish to use it, via the following link: [https://app.powerbi.com/links/7y\\_M2RGxK-?ctid=998b793d-d177-4b88-8be1-6fe1f323a70b&pb\\_source=linkShare](https://app.powerbi.com/links/7y_M2RGxK-?ctid=998b793d-d177-4b88-8be1-6fe1f323a70b&pb_source=linkShare). The summary page looks like:



Screen shot taken at 17/11/25.



## 7. Preparedness for forthcoming legislative changes

- 7.1 The expectation remains that the Decent Homes Standard for the social housing sector will be reviewed, but no timescale or further detail has yet been given. There is a growing expectation that the Decent Homes Standard will be applied to the private rented sector going forward – progress on this matter may remain linked to phased implementation of the Renters’ Rights Act, about which more detailed information is given at section 5.2 above.
- 7.2 The government announced in late summer last year a target for all social homes to reach Energy Performance Certificate (EPC) “C” by 2030. This is not yet formalised but will mean a lot of activity to accelerate our programmes of work in this area. An additional contract has been let to speed up the collection of EPC data, in conjunction with Stock Condition Surveys.



## 8. Overall Financial Health

- 8.1 As at Period 7 the projection for the end of the 2025/26 financial year is of a balanced budget.
- 8.2 However the element of the Council’s General Fund revenue budget for 2025/26 allocated to Neighbourhoods and Housing is projecting an overspend of £1.632m, due to continued heavy demand for temporary accommodation; the overspend would be greater if it were not for the contribution played by the service’s Property Acquisition Programme, see section 3.2 above.
- 8.3 A more detailed Period 7 briefing paper is included as a separate item on the agenda of this meeting of the Commission.



## 9. Management of strategic risks

- 9.1 The Neighbourhoods & Housing service maintains a service risk register, which is now reviewed on a 6-weekly basis by my Senior Management Team to ensure reasonable mitigation to key risks identified is in place.
- 9.2 The level of risk faced by the service remains high, the most significant risks currently being:
- Failure of compliance with health and safety responsibilities, leading to injury or adverse regulatory comment, resulting in staff absence, fines and reputational harm - Specifically that intervention by the Building Safety Regulator due to non-compliance re high rise blocks, leads to Council losing management & worsening Council reputation.
  - Ineffective response to new government proposals or legislation, leading to missed opportunities and breaches of the law, resulting in service failure, reputational harm, financial loss and regulatory intervention. Specifically that the Regulator of Social Housing will conduct short-notice inspection diverting resource from improvement or decide to intervene in service provision due to non-compliance, leading to loss of control by Council & worsening reputation.
  - Ineffective use of assets, resulting in sub-optimal service delivery. Specifically that the service area is unable to keep up with the technological change required, including KWL changing its systems (Commit), and sheltered housing moving from analogue to digital technology to support Lifeline services.
  - That capital schemes become undeliverable due to lack of contractor capacity, those with the right skills to deliver everything we need to do – East Yorkshire might lose out to other areas of Yorkshire with greater influence.
  - That the cost of temporary accommodation escalates due to any further unexpected rises in housing need which cannot be accommodated in existing provision on our current temp accommodation expansion programme
  - That our net-zero targets will not be met due to insufficient materials available for our works, as a consequence of severe competition in the market by customers for limited resource.

## 10. Summary

- 10.1 The service continues to make progress against the overall vision of our business plan for 2021 – 26, which is “building great places together, putting residents first”, but sustained improvements will take time to implement.
- 10.2 A number of challenges exist but progress is now being made, as described in sections above, and specific areas of improvement are being addressed.

### Contacts:

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Steve Shirra, Business Insight & Quality Manager x 4332.



**Appendix 1 – performance data to support progress against each strategic theme**

See separate Excel spreadsheet attached.

- Please note that on many lines in the appendix more recent figures are compared against the position at March 2020, this being our performance position at beginning of Covid 19 pandemic.

**Appendix 2 – Tenant Satisfaction Measures (TSMs) at March 2025**

See separate Excel spreadsheet attached for data at end March annually, submitted to the Regulator of Social Housing by end June annually.

## Appendix 3: New Consumer Standards for Registered Providers of social housing

### **Safety and Quality Standard**

- a) Stock quality
- b) Decency
- c) Health and safety
- d) Repairs, maintenance and planned improvements
- e) Adaptations.

### **Transparency, Influence and Accountability Standard**

- a) Fairness and respect
- b) Diverse needs
- c) Engagement with tenants
- d) Information about landlord services
- e) Performance information
- f) Complaints
- g) Self-referral

### **Neighbourhood and Community Standard**

- a) Safety of shared spaces
- b) Local cooperation
- c) Anti-social behaviour and hate incidents
- d) Domestic abuse.

### **Tenancy Standard**

- a) Allocations and lettings
- b) Tenancy sustainment and evictions
- c) Tenure
- d) Mutual exchange.

- These new standards are supported by a Code of Practice.
- The full standards documents can be found at [Regulatory standards for landlords - GOV.UK](#)

## Appendix 4: Council Void Properties Review - “golden rules” agreed November 2024

Item No.	Item name/description/team
1.	<p><b>It is our responsibility ensure we <u>ALL</u> enter accurate data into NEC in a timely manner.</b></p> <p><b>The <u>Voids and Relets - Power BI</u> reports should be used to help us understand performance and what we need to do to and when to move the void properties along the process quicker.</b></p> <p><b>Data must be input right first time, in a timely manner.</b></p> <p><b>We <u>ALL</u> have a part to play.</b></p>
2.	<p><b>Keys not received when expected (i.e. expected void date) – Area Teams</b> Team to chase the keys and if not received on expected void date, extend expected void date by another week and end tenancy when keys received.</p>
3.	<p><b>Left in Occupation cases – Area teams</b> Allocations to be informed of left in occupation cases within 24hrs of the area housing team being made aware with them inputting the USEO on the void status.</p>
4.	<p><b>Property clearance relating to properties that Hull City Council have a legal responsibility to clear and storage possessions - Area team</b> To be as soon as possible, no later than 3 working days.</p>
5.	<p><b>Keys received by KWL – Contracting and Investment team</b> KWL will survey the property within 3 days/72 hours of receiving the keys, if the outcome of survey indicates an exceptional void, CIS to update NEC and email allocations team with estimated KWL completion date within 24 hours of receiving.</p>
6.	<p><b>Allocating properties – Housing Access team</b> Allocation process to start within 48 hours of notification of void, when notice has been received (exception to this is if pre-void inspection clearly identifies likely to be an exceptional void; in these cases allocate as appropriate when expected date known &amp; add clear notes). Allocations to be monitored using spreadsheet with target keys returned date to prioritise PTIs etc. to ensure ready for viewing when keys back.</p>
7.	<p><b>Clear for Transfers/Pre-notice inspections – Area team</b> Where CFT or Pre Notice Inspection is needed, contact is made within 48 hours to book the inspection, with the aim of the inspection to be carried out as soon as possible (CFT within 3 working days, Pre Notice Inspections 70% (best practice) within 5 working days), including follow up work such as reclassification process &amp; elements being updated on NEC. If no response within 3 days to reasonable attempts to contact (to arrange CFT etc.), to be passed back to Allocations to treat as refusal. CFTs to be completed <u>before</u> direct let awarded.</p>
8.	<p><b>Refusals &amp; re-allocation – Housing Access team</b> Reallocate within 24 hours of refusal or withdrawal</p>
9.	<p><b>No response from customer in relation to property offer/viewing – Housing Access team</b> If no response within 24 hours (to reasonable attempts to contact), to be treated as refusal. <b>This excludes 72 hour policy for homeless cases as per policy, and discretion in exceptional cases (to be monitored closely by Allocations Officer).</b></p>
10.	<p><b>Customer wants time to think about offer – Housing Access team</b></p>

	Allow 24 hours maximum and then treat as refusal. <b>This excludes 72 hour policy for homeless cases as per policy, and discretion in exceptional cases (to be monitored closely by Allocations Officer).</b>
11.	<b>Viewing when keys returned from KWL – Housing Access team</b> Viewing and signup arranged as soon as possible, (no longer than 3 days) of keys being returned. Any information regarding delays beyond this should be detailed on void details and closely monitored by Allocations Officer.
12.	<b>Call back required – Housing Access team and Contracting &amp; Investment</b> If a property is not lettable standard, it must be sent on a call back same day via email and call back raised via NEC, with photos taken to document issues found. Void events to be updated same day and sent to KWL by Contracting and Investment.
13.	<b>Post inspection – Contracting &amp; Investment team</b> The number of QA's are executed inline to meet KPIs (20 minimum per month), QA's to be completed within 24 hours of keys being returned, if property fails, a callback is raised the same day via the same process as 12.

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**Appendix 5: Latest quarterly customer insight report, Neighbourhoods & Housing**

Separately attached