

GENERAL HOUSING

1) I can't pull my dustbin to my boundary on collection day; can you help me?

Residents can ring Hull City Council on 300300 to request to be put on a list for assisted collection due to disability. In the instance that a bin collection is missed, you can ring Hull City Council to request a special collection stating that you have been missed.

2) Can I have my own parking space?

No. The parking spaces are not allocated and can be used by any residents and visitors. The only exception to this is where there is in curtilage parking areas or where they are for properties with a carport (disabled properties only).

3) I have changed my contact details – what do I do?

You need to advise us of a change in contact numbers for yourself and / or next of kin / key holder in order for our records to be kept up to date. Any emergency contact numbers you give us must also be kept up to date as these are passed to Astraline and Housing Proactive (if applicable) and may be needed in the event of illness etc.

4) Can I apply for an Internal Transfer?

Residents can make enquiries to our Customer Support team who will advise whether you are eligible for an internal transfer. We take into account all circumstances, however you need to be able to demonstrate that you have a need to move. For example, those living in a first floor flat with no lift access, and who are experiencing difficulties with the stairs would be a suitable candidate for an internal transfer. Those who are deemed to be adequately housed may in some circumstances still apply for a transfer, but may not be considered a priority. Anyone who has been living in their current accommodation for less than a year may not apply.

Residents may also wish to consider a Mutual Exchange. This is where residents in effect 'swap' homes. If you want to apply for a mutual exchange, this needs to be done on-line via 'HomeSwapper'. Please give our Area Coordinators a call and they would be happy to advise you more about your options.

5) Am I entitled to a reduced rate TV licence?

Currently residents over 75 years of age do not pay for a TV Licence. Only some of our schemes are eligible for a Concessionary Licence (The fee is currently £7.50 per year). We renew the concessionary TV licences and hold the licence at our office – a letter is then generated requesting the £7.50 from appropriate residents. This amount is added to the rent account. All sheltered schemes are entitled, including the surrounding bungalows, with the exception of Wheatfield Close and some residents on Faroes Close.

Concessionary schemes also include:

Barham Road
Eleanor Scott Cottages
Ferens Haven
Frederic Reckitt Haven
Juliet Reckitt Haven
Mrs Richardson's Charity (Hull & Bridlington)
Pickering Crescent
Rosedale Grove
Sir James Reckitt Village Haven
Southcoates Lane
Staveley Road.

Please Note that if you do not fall into the above categories, then you are responsible for obtaining your own TV Licence.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk