

Homesearch

Hull City Council Homesearch use information you provide to assess -

- whether you are eligible for social housing
- whether you meet our qualification criteria and can be added to our housing list
- the type(s) of property you are eligible to be considered for
- what your priority on our housing list will be

We can be contacted by the following methods -

Freepost RSJC-KKBE-ABXZ

Homesearch

Hull City Council

Hull

HU1 2AA

Telephone - 01482 300 300

Email - HousingAccess.Enquiries@hullcc.gov.uk

We process information about -

- our customers' applying to register onto the council's housing list
- current and previous household members
- professionals involved in providing housing services

The types of information we process includes -

- names and contact information
- biographical and family information
- details of current and previous tenancies/accommodation and any housing issues or concerns
- health, welfare and safeguarding information

We receive information from -

- customers
- other council departments
- professionals at other organisations including GPs, health, police and probation
- current/previous housing providers

We process personal information to deliver our public functions as a local authority, working with customers to assess their housing needs, providing housing advice, assisting applicants with the bidding process, nominating applicants to other social landlords (where the applicant asks us to) and assisting those making successful bids with the pre-tenancy and sign up process.

We also have statutory obligations to deliver housing and homelessness services. We also have legal obligations to safeguard the welfare of applicants and other persons to prevent and detect fraud in order to protect public funds.

We retain current/live housing applications for as long as that application remains live (even if the applicant is not actively bidding for properties). We retain cancelled/closed applications for six months. Where an application results in a council tenancy the details will be transferred to the housing tenancy file and retained for 12 years from the end of tenancy.

If you would like more details about how we use your personal information or wish to complain please contact -

Hull City Council
Data protection officer
Room 11
The Guildhall
Hull
HU1 2AA

Email - information@hullcc.gov.uk
Tel - 01482 300 300

You also have the right to complain to the regulator -
Information commissioner's office
Wycliffe house
Water lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

[Online enquires can be made on the Information Commissioner's Office website](#)