

# *Housing On-Line Self Service*

## *User Guide*



**Hull**  
City Council

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## What is Housing Self Service?

Housing Self Service allows customers of Hull City Council to securely access their personal information online including rent account details, contact details and communication preferences.

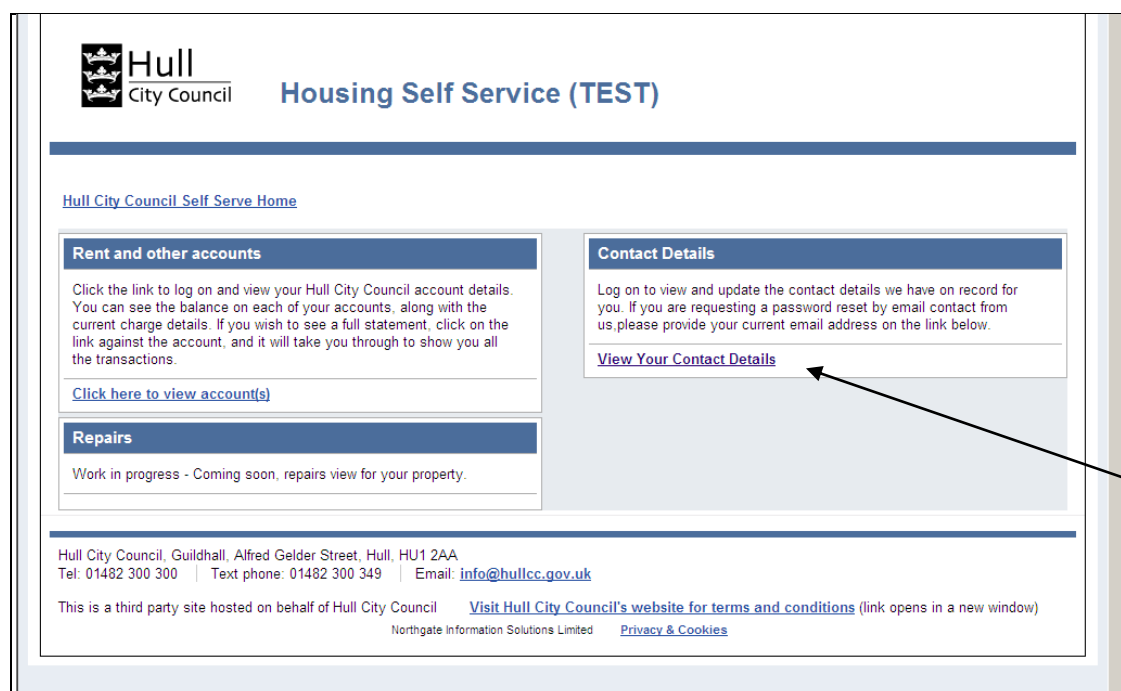
In the future we will look to expand Housing Self Service to enable customers to log and track repair requests and complete online surveys.

The tenancy information that you can view on Housing Self Service is accurate and the same information is held by Hull City Council and used by members of staff.

Housing Self Service can be accessed from the Hull City Council website on the following link <http://www.hullcc.gov.uk> and clicking on 'Housing' link under the 'Services' header on the right hand side of the page.

To log in to Housing Self Service or to register for the first time, click on the 'View your contact details' link under the Contact Details section.

This will launch a screen which will allow users to enter a user name, password and memorable question (which is selected as part of the registration process)



**Hull City Council** Housing Self Service (TEST)

[Hull City Council Self Serve Home](#)

**Rent and other accounts**  
Click the link to log on and view your Hull City Council account details. You can see the balance on each of your accounts, along with the current charge details. If you wish to see a full statement, click on the link against the account, and it will take you through to show you all the transactions.  
[Click here to view account\(s\)](#)

**Repairs**  
Work in progress - Coming soon, repairs view for your property.

**Contact Details**  
Log on to view and update the contact details we have on record for you. If you are requesting a password reset by email contact from us, please provide your current email address on the link below.  
[View Your Contact Details](#)

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA  
Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)

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## How to register for Housing Self Service

To register for Housing Self Service, click on the 'View your contact details' link under the Contact Details section (see previous page). This will launch the log in screen (as below).

Click on the 'I do not have an account yet (register)' link

Hull City Council **Housing Self Service (TEST)**

[Hull City Council Self Serve Home](#) [Log in](#)

**Login**

\* Username

\* Password

Answer to your Memorable Question  
(If this is your first login, leave blank)

[Cancel](#)

- [I have forgotten my password](#)
- [I do not have an account yet \(register\)](#)

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA  
Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)

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The registration screen will open, and will require you to entry information to confirm your registration. This includes **surname**, **date of birth**, **payment reference number** this can be found on your rent card or rent statement, email address (if known), mobile phone number (if known), and preferred contact method.

These last two items will enable Hull City Council Housing to contact you in the event of a problem.


See screen shot of registration page

**Hull**  
City Council **Housing Self Service (TEST)**

[Hull City Council Self Serve Home](#) Register for Self Service

**Register**

\* Your Surname

\* Your Date of Birth    
(format DD/MM/YYYY)

\* Enter your payment reference number

Email Address

Mobile Phone Number

\* Preferred Contact Method  Email  
 Letter

[Cancel](#)

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA  
Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)

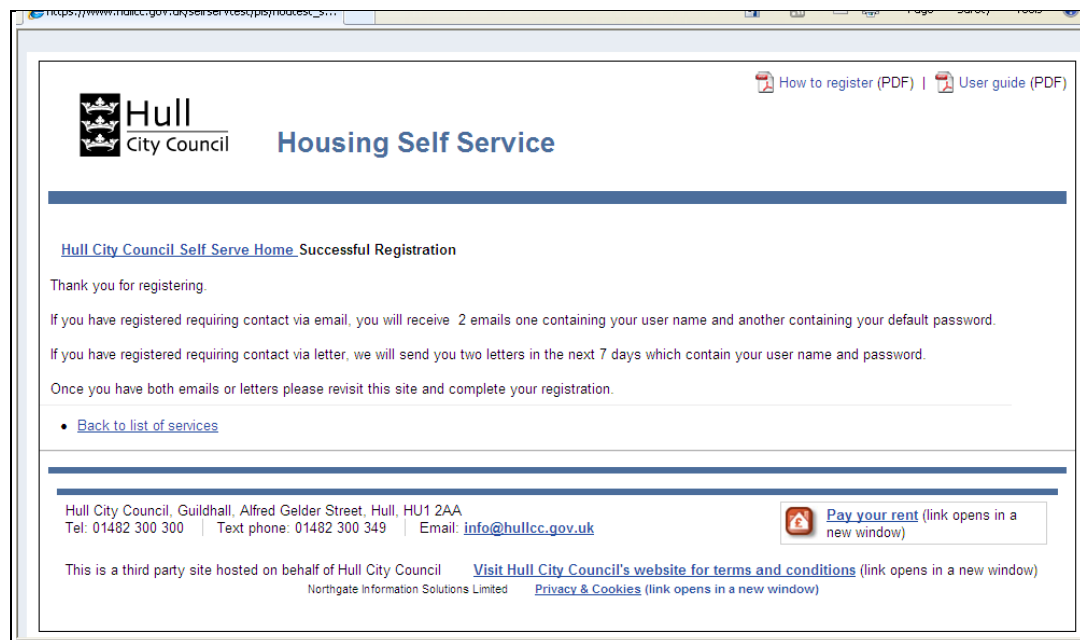
This is a third party site hosted on behalf of Hull City Council [Visit Hull City Council's website for terms and conditions](#) (link opens in a new window)  
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- Enter Your Surname.
- Enter Your Date of Birth. Click on the calendar drop down button to the right of this section to open an online calendar. This ensures that dates are entered into the system correctly.
- Enter your unique payment reference number (which is quoted on your rent card/paper rent statements).
- Enter a valid email address. Housing Self Service will use this email address to contact you should you choose to be contacted by email rather than by post.
- Other email addresses and phone numbers can be registered (see updating contact details section).
- If you have a mobile phone number, please enter the valid mobile number.
- Select the preferred contact method, either email or letter. This value is mandatory. Should you select the email correspondence option, then a valid email address is required.

If you have entered the information correctly, registration will be automatic.

If you have registered requiring contact via letter, we will send you two letters in the next seven days which contain your user name and password.

If you have registered requiring contact via email, you will receive 2 emails once you have completed the registration process, one containing your user name and another containing your default password.



If any of the details entered do not match the records held by Housing Department then an error message will be displayed, stating that the “system is unable to uniquely identify you from the details given”.

Please try again, however if too many unsuccessful attempts have been made the site will close. If this happens, please contact:

[HS-SystemsSupportTeam@hullcc.gov.uk](mailto:HS-SystemsSupportTeam@hullcc.gov.uk) or telephone 01482 300 300 for further help.

## **After registration - using Housing Self Service for first time**

If you have registered requiring contact via email, you will receive 2 emails, one with your unique user identifier (user name) and a second one containing the system generated password. You will not receive the letters stated below.

If you have requested contact via letter, within seven working days from date of registration, users will receive two separate letters addressed to their recorded correspondence address.

One letter contains a unique user identifier (user name); the other letter contains a system generated password.

These two separate letters provide additional security for users.

If either letter is not received within 10 days, please contact [HS-SystemsSupportTeam@hullcc.gov.uk](mailto:HS-SystemsSupportTeam@hullcc.gov.uk) or telephone 01482 300 300

When either both letters or both emails have been received, you will be able to log in to Housing Self Service from the link from Hull City Council website or from Housing Self Service if you have saved this link on your computer.

[https://www.hullcc.gov.uk/selfserv/pls/houlive\\_selfserv/f?p=12000:200:](https://www.hullcc.gov.uk/selfserv/pls/houlive_selfserv/f?p=12000:200:)


At the first log in, users will be able to

Re-enter the current password and choose a new one, if needed, to something more memorable, (this needs to be at least eight characters and contain at least one number, one uppercase character and one lowercase character for example NewYear12).

Type a memorable question and the answer. This helps provide an additional level of security for users to be able to reset their own password if this has been forgotten.

**\*\*Please note if you are asking for a password reset, this will remove the memorable question you have set and you will be required to create a new question and answer\*\***

Click on the Log in button

 **Hull**  
City Council

## Housing Self Service (TEST)

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[Hull City Council Self Serve Home First Login](#)

### Login

\* Default username 536079

\* Choose a new username

\* Re-enter current password

\* Choose a new password (Min 8 characters inc 1 capital, 1 lowercase and 1 number)

\* Re-type new password

\* Type in a memorable question (you will be asked for the answer whenever you log in)

\* Type in the answer to your memorable question

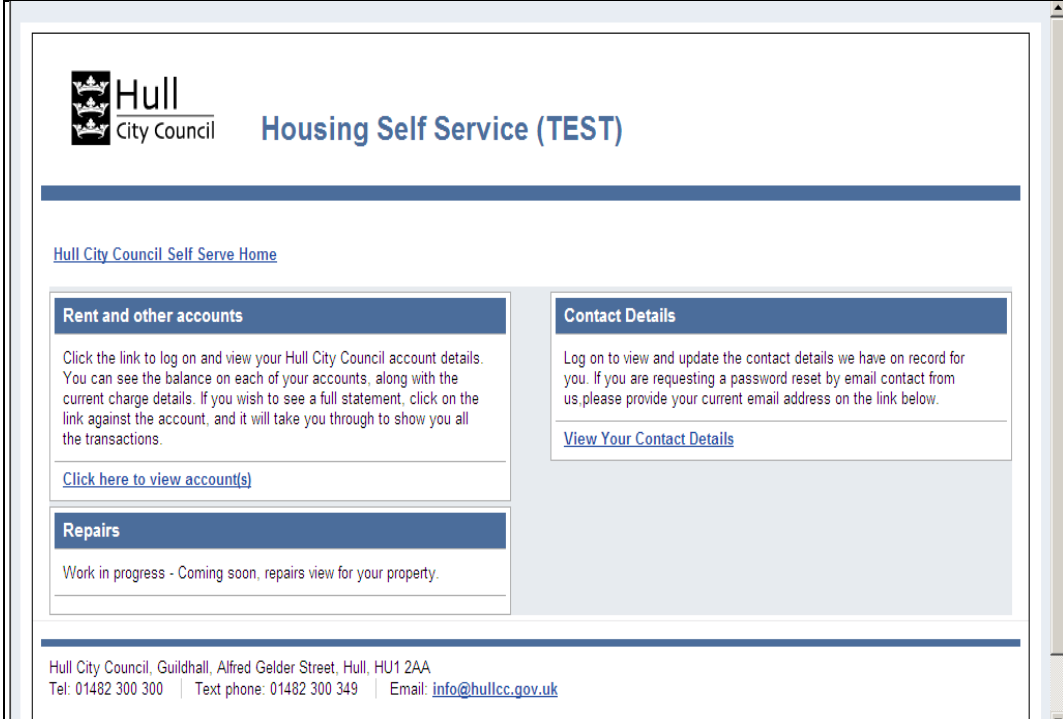
[Cancel](#)



## After registration - using Housing Self Service for the first time (continued)

This will take you to the Housing Self Service home screen where:

- Contact details held by Hull City Council Housing can be accessed and updated
- Online rent statements, including payments can be viewed
- Mail preferences can be viewed and updated
- You can log out of Housing Self Service.



The screenshot shows the 'Hull City Council Housing Self Service (TEST)' home screen. At the top left is the Hull City Council logo. Below it, there is a link for 'Hull City Council Self Serve Home'. The main content area is divided into three sections: 'Rent and other accounts', 'Repairs', and 'Contact Details'. The 'Rent and other accounts' section includes a description of account details and a link to 'Click here to view account(s)'. The 'Repairs' section states 'Work in progress - Coming soon, repairs view for your property.'. The 'Contact Details' section includes a description of how to update contact details and a link to 'View Your Contact Details'. At the bottom, there is contact information for Hull City Council, including the address, telephone number, text phone number, and email address.

**Hull City Council** Housing Self Service (TEST)

[Hull City Council Self Serve Home](#)

**Rent and other accounts**

Click the link to log on and view your Hull City Council account details. You can see the balance on each of your accounts, along with the current charge details. If you wish to see a full statement, click on the link against the account, and it will take you through to show you all the transactions.

[Click here to view account\(s\)](#)

**Repairs**

Work in progress - Coming soon, repairs view for your property.

**Contact Details**

Log on to view and update the contact details we have on record for you. If you are requesting a password reset by email contact from us, please provide your current email address on the link below.

[View Your Contact Details](#)

Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA  
Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)

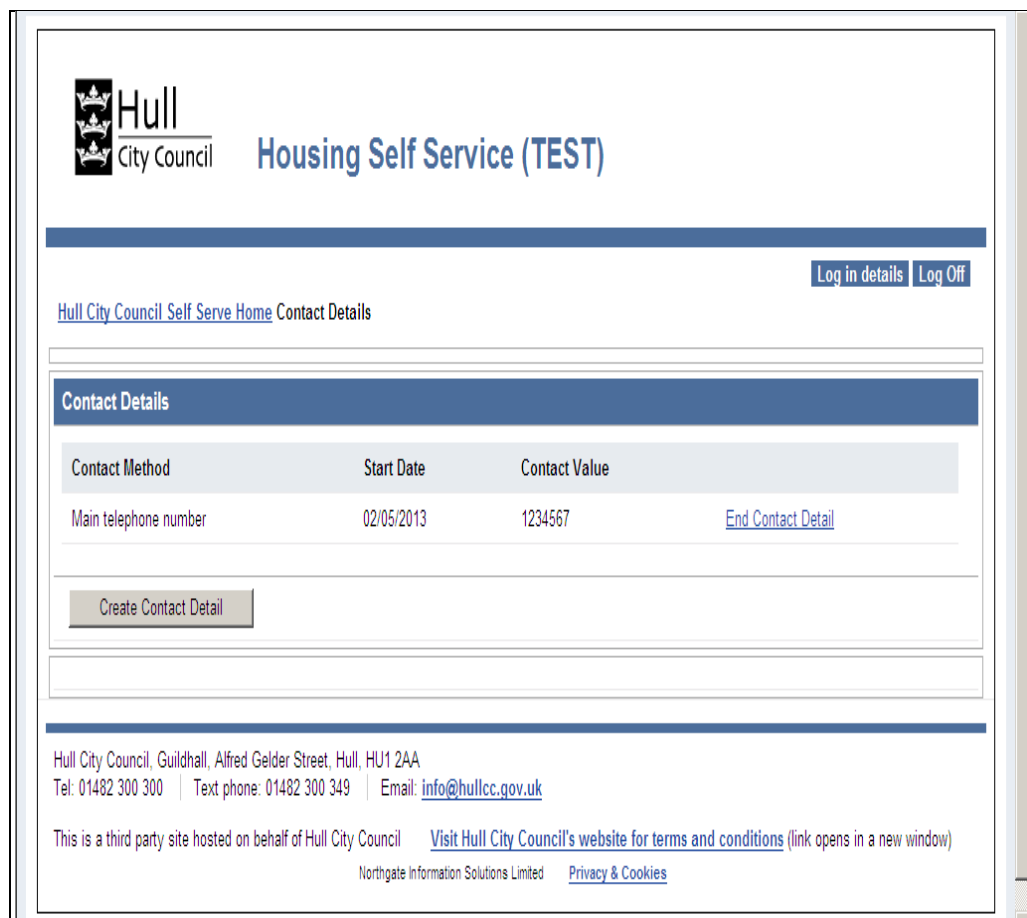
## How to access and update your contact details

1. Click on the View [Your Contact Details](#) link
2. Existing contact details held by Hull City Council Housing Department will be shown. These details can include telephone numbers and any email addresses we have on record for you.

Correct contact details enable the Housing Department to deliver excellent customer care at all times.

## Creating new contact details

1. To create new contact details, click on the **'Create new contact Details'** button



The screenshot displays the 'Hull City Council Housing Self Service (TEST)' interface. At the top left is the Hull City Council logo. To its right, the text 'Hull City Council' is displayed above 'Housing Self Service (TEST)'. Below this, there are two buttons: 'Log in details' and 'Log Off'. A breadcrumb trail reads 'Hull City Council Self Serve Home Contact Details'. The main content area features a table titled 'Contact Details' with the following data:

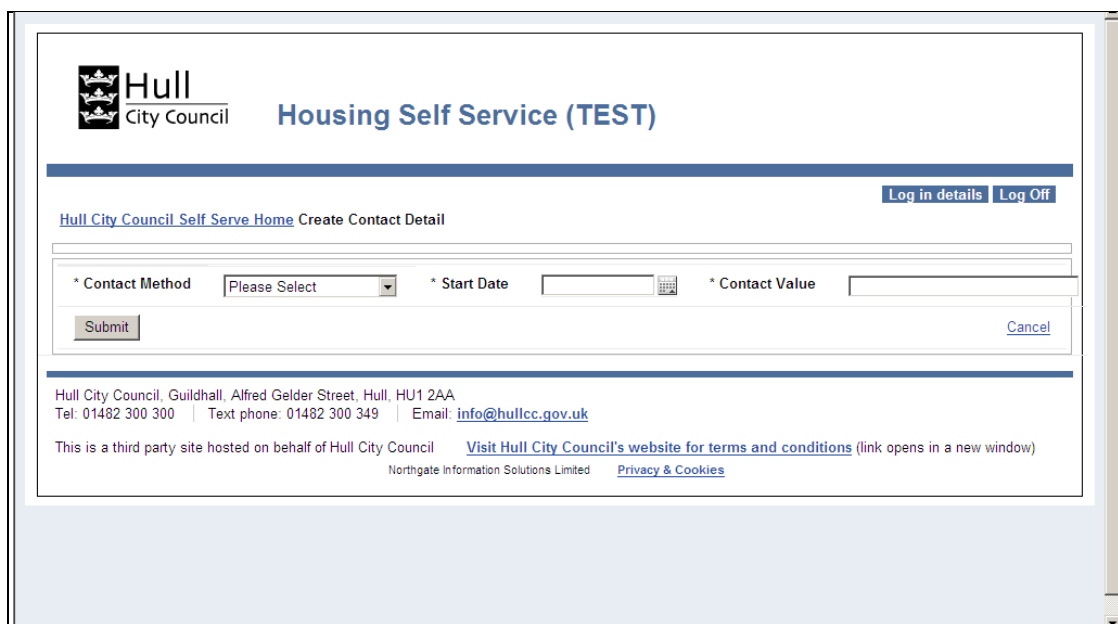
Contact Method	Start Date	Contact Value	
Main telephone number	02/05/2013	1234567	<a href="#">End Contact Detail</a>

Below the table is a button labeled 'Create Contact Detail'. At the bottom of the page, contact information is provided: 'Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA', 'Tel: 01482 300 300 | Text phone: 01482 300 349 | Email: [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)', and a footer with 'This is a third party site hosted on behalf of Hull City Council', 'Visit Hull City Council's website for terms and conditions (link opens in a new window)', 'Northgate Information Solutions Limited', and 'Privacy & Cookies'.

## How to access and update your contact details (continued)

Select from the Contact Method, (either Telephone or Email address) the effective start date of this contact method (if you don't fill this in, it will automatically be set to the current date) and the contact value (either email or phone number).

Once all details have been entered, click on the **Submit** button



The screenshot displays the 'Hull City Council Housing Self Service (TEST)' interface. At the top left is the Hull City Council logo. The main heading is 'Housing Self Service (TEST)'. Below this, there are links for 'Log in details' and 'Log Off'. The main content area is titled 'Create Contact Detail' and contains a form with the following fields: '^ Contact Method' (a dropdown menu currently set to 'Please Select'), '^ Start Date' (a date picker), and '^ Contact Value' (a text input field). Below the form are 'Submit' and 'Cancel' buttons. At the bottom of the page, there is contact information for Hull City Council, including the address, telephone number (01482 300 300), text phone number (01482 300 349), and email address (info@hullcc.gov.uk). There is also a disclaimer stating the site is hosted on behalf of Hull City Council and a link to the terms and conditions.

## Removing out of date contact details

Contact details that are no longer relevant can be removed from Housing Self Service by simply selecting the [End Contact Detail](#) link relating to the contact method.

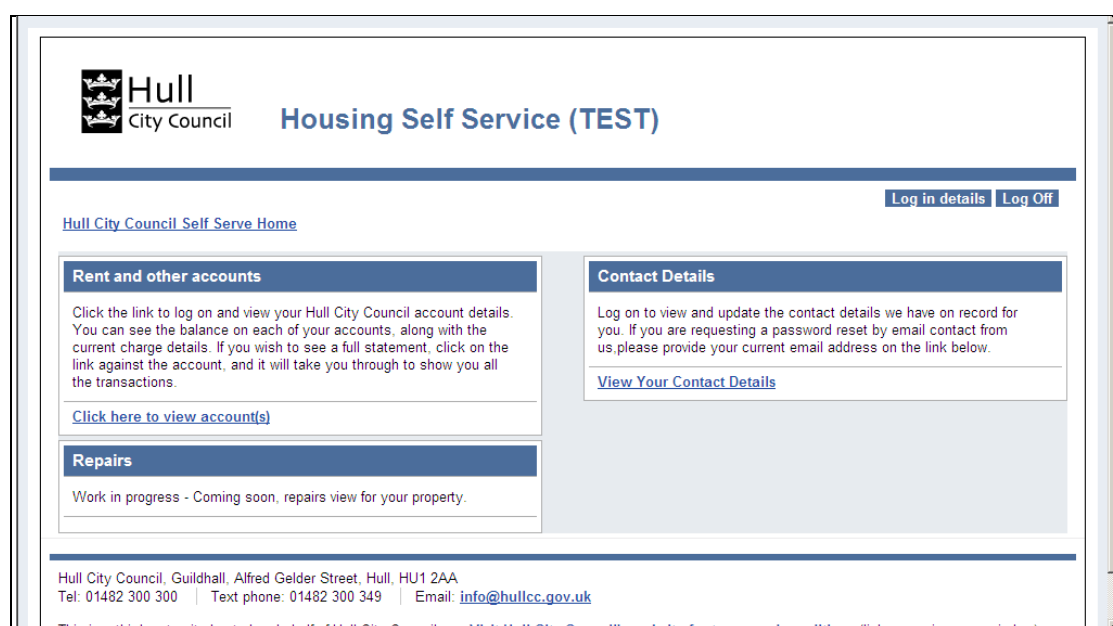
This will remove the associated contact details from records held by Hull City Council, Housing Department.

## Online rent statements

One of the key benefits of Housing Self Service is to allow customers to securely access details of rent balances and payments.

Hull City Council Housing encourages as many users as possible to access this information to ensure that customers can always get the latest balance and payment details, to assist them keeping in keeping rent payments up to date.

After successful log in to Housing Self Service, click on the Housing Self Service Home link at the top left of the screen. This will take you back to the home page, where the Housing online rent statement can be accessed.



Click on the 'View your account details' link. This will open the Rent Account Details screen. This initially is a summary by account type of the current balance. Multiple accounts will be shown where relevant.

**The information displayed on accounts cannot be edited or deleted.**

## Online rent statements

- 1 The Current Balance will show the current balance of the account
- 2 Account shows the account type
- 3 Account Status will show this as a current or former account
- 4 Payment Reference will show the unique payment reference of the account holder
- 5 Account Address shows the current recorded address of the account holder

Clicking on the '**Click here to see the account statement**' provides a detailed statement for the account

The screenshot displays the 'Hull City Council Housing Self Service (TEST)' interface. At the top, there are navigation links for 'BBC website', 'Hull City Council website', and 'Google'. The Hull City Council logo is on the left, and the page title 'Housing Self Service (TEST)' is in the center. Below the title, there are 'Log in details' and 'Log Off' buttons. The main content area is titled 'Hull City Council Self Serve Home Rent and other accounts'. It features two side-by-side tables: 'Rent Account Details' and 'Breakdown'. The 'Rent Account Details' table lists: Current Balance (0.00 DR), Account (Rent Account), Account Status (Current), Your Payment Reference Number (302794911X), and Account Address (88 Lapwing Close, Kestrel Avenue, Kingston Upon Hull, HU7 4SZ). A link 'Click here to see the account statement' is provided below the address. The 'Breakdown' table lists: Gross Rent (71.31), Service Charge (0.00), Rebate (0.00), Sp Subsidy (0.00), and Net Rent (71.31). At the bottom, contact information for Hull City Council is provided: 'Hull City Council, Guildhall, Alfred Gelder Street, Hull, HU1 2AA', 'Tel: 01482 300 300', 'Text phone: 01482 300 349', and 'Email: info@hullcc.gov.uk'.

Rent Account Details	
Current Balance	0.00 DR
Account	Rent Account
Account Status	Current
Your Payment Reference Number	302794911X
Account Address	88 Lapwing Close, Kestrel Avenue, Kingston Upon Hull, HU7 4SZ
	<a href="#">Click here to see the account statement</a>

Breakdown	
Gross Rent	71.31
Service Charge	0.00
Rebate	0.00
Sp Subsidy	0.00
Net Rent	71.31

## Online rent statements

This screen shows all transactions recorded on the account, with the most recent transactions first.

The list of transactions can be refined by selecting the calendar 'From' and 'To' dates and clicking on Search.

The screenshot shows a web browser window displaying the 'Hull City Council Housing Self Service (TEST)' account statement page. The page header includes the Hull City Council logo and the title 'Hull City Council Housing Self Service (TEST)'. Below the header, there are links for 'Log in details' and 'Log Off'. The main content area is titled 'Account Statement' and displays the following information: 'Account Rent Account', 'Payment Reference 302794911X', and 'Balance 0.00 DR'. There are two date selection fields: 'From (DD/MM/YYYY)' with the value '29/04/2013' and 'To (DD/MM/YYYY)' with the value '05/05/2013'. A 'Search' button is located to the right of the 'To' date field. Below the search fields, it says 'No Transactions' and provides a link to 'Back to Account Summary'. At the bottom of the page, there is contact information for Hull City Council, including the address, telephone number, text phone number, and email address. There is also a disclaimer stating that the site is hosted on behalf of Hull City Council and a link to the terms and conditions.

## Key to account details

<b>Date</b>	Date the transaction was recorded
<b>Transaction</b>	Transaction description
<b>Credit</b>	Any payments credited to the account
<b>Debit</b>	Any charges debited from the account (e.g. rent charge)
<b>Balance</b>	The running balance on the account

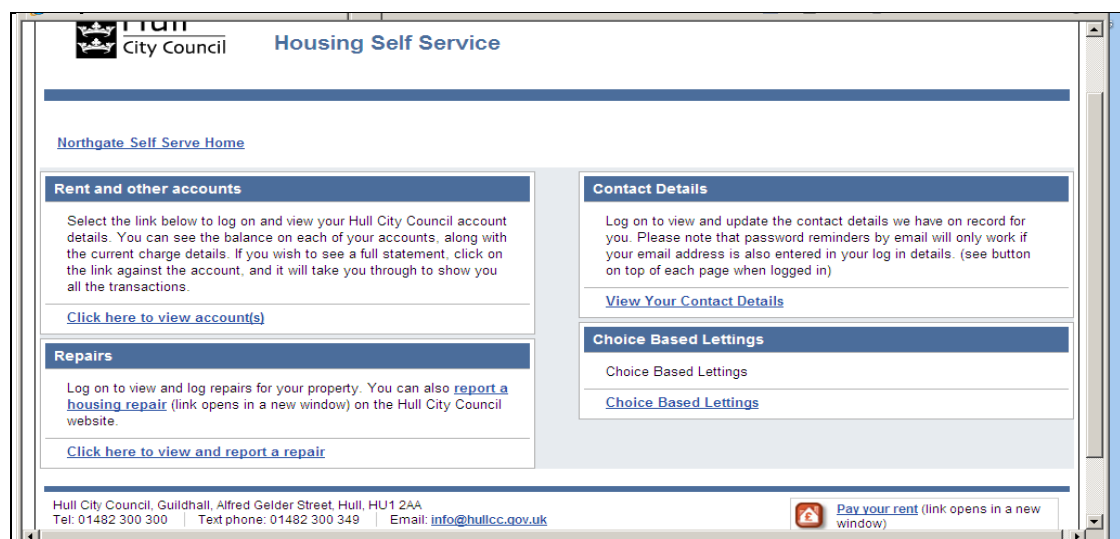
# On Line Housing Repairs

## You can only report a repair or view repairs for your property if you are logged on to your account

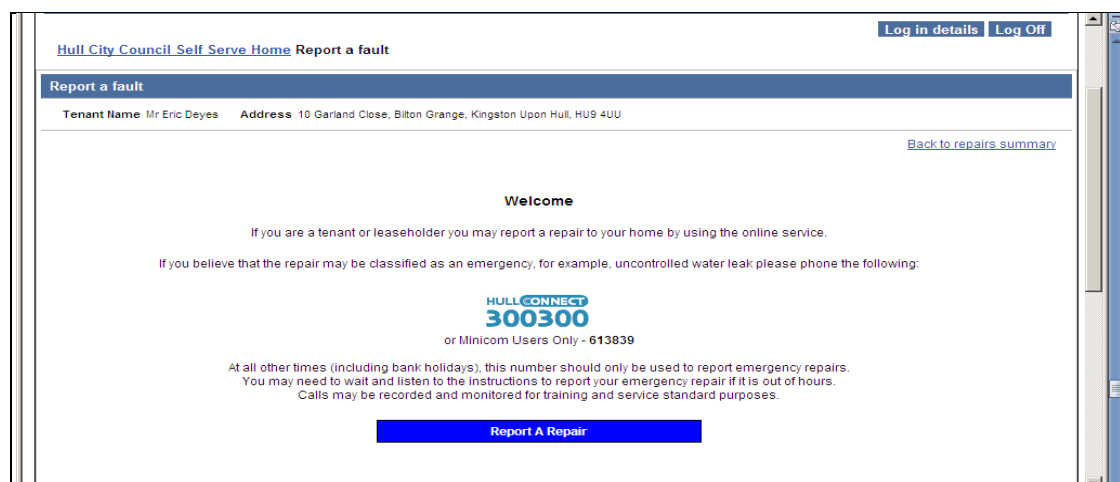
*Please check the contact details we are holding for you are correct by clicking on the View your Contact Details link on the home page, prior to requesting your repair/appointment and update as necessary.*

### ➤ How to report a repair

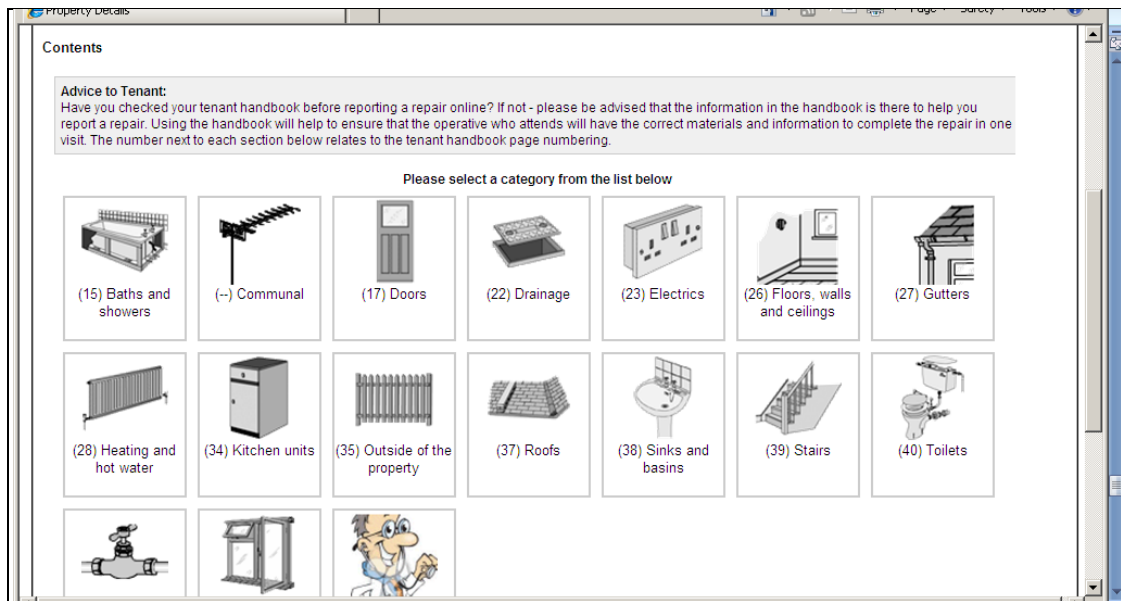
Click on the link to view and report a repair



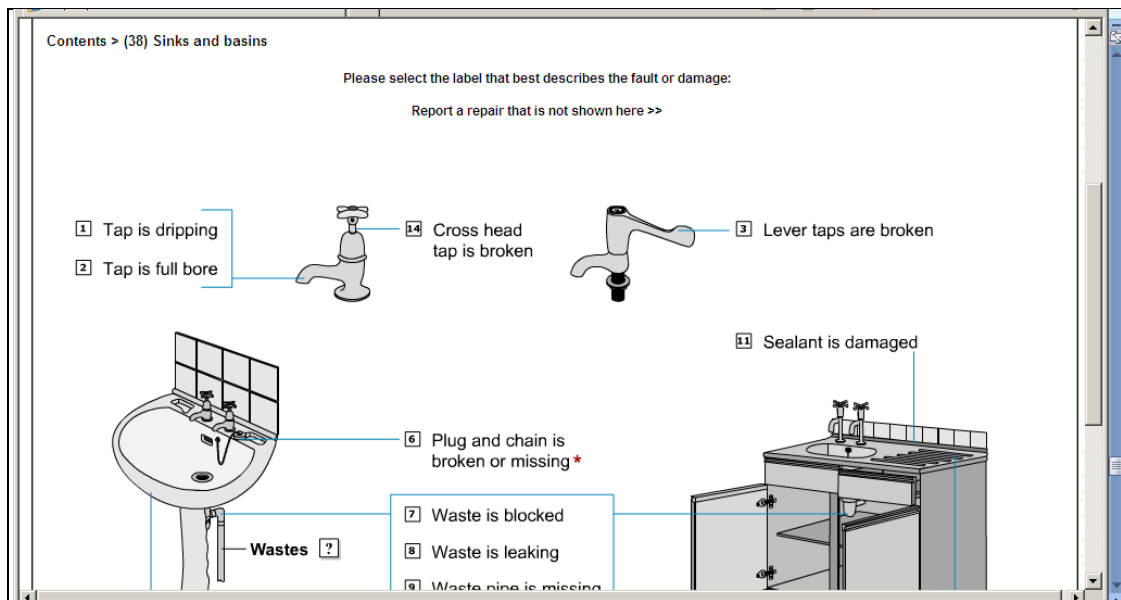
Click on the link next to your address to 'Report a fault for this address' the following screen will be displayed



Click on the blue button Report a Repair and the screen below will be displayed



Click in the area you are requesting the repair and a diagram will be displayed see next page



Select the appropriate diagram for your repair and the screen will move on automatically for you to check the details are correct and update location of the repair if appropriate, if all correct click on the blue 'Order' button.



Contents > (38) Sinks and basins > Job ordering

**Cross head tap is broken**

Here is the repair description. Once you are happy that you have provided the relevant information, please proceed to order this job:

Job Details

<b>Tenant advice</b>	Please select the most relevant location from the list below.
<b>Description</b>	Cross head tap is broken
<b>Quantity</b>	1
<b>Location</b>	Bathroom

[Order](#)

A confirmation screen will be displayed with your name, telephone number and any email address you have registered with us, if all of these are correct click blue 'Submit' button.

(The details on this screen should always be correct if you have checked them prior to reporting the repair)

Once you have clicked submit, a message will appear to say your request is being processed and will take approximately 60 seconds, once successful the next screen will display your repair and the repair number.

Once your repair is processed the screen will then move on to display available appointments (if applicable for your repair – no appointment necessary for any work outside of the property)

Click in the appropriate time box to select when you want the contractor to attend, add any comments and click on blue button 'Book Appointment'

Please indicate when you require an appointment. Only one appointment may be selected. A tick means you are available.

Please indicate your availability by selecting an appointment

<b>Friday, October 17, 2014</b>			
08:00 to 11:59 <input type="checkbox"/>	12:00 to 18:00 <input checked="" type="checkbox"/>		
<b>Monday, October 20, 2014</b>			
08:00 to 11:59 <input type="checkbox"/>	12:00 to 18:00 <input type="checkbox"/>		
<b>Tuesday, October 21, 2014</b>			
08:00 to 11:59 <input type="checkbox"/>			

If you choose to make an appointment, please enter any additional information you feel may be relevant for the appointment.

Note, the maximum number of characters is 240.

[Book Appointment](#)

**You will now have raised your repair and booked an appointment**

# How to amend or cancel an appointment

Click on the link Amend Appointment

Description	Handle is broken
When Reported	15-OCT-2014 10:17
Location	Bathroom
Reference	3581289
<a href="#">Action History</a>	
<b>Action Taken</b>	The work was passed to the contractor and an appointment has been made for 21-OCT-2014 between 12:00 and 18:00.
<b>Contractor Name</b>	KWL - JM CONTRACT (LC01 East)
<b>Target Date</b>	22-OCT-2014
<b>Works Order Ref</b>	3581289/1
<a href="#">Access History</a>	
1. WC CISTERN-OVERHAUL ANY TYPE , Bathroom	
<a href="#">Amend appointment</a>	
Description	Door surround is loose

The following screen will appear, select either Change appointment or Cancel appointment, as appropriate.

Description	Handle is broken
When Reported	15-OCT-2014 10:17
Location	Bathroom
Reference	3581289
<b>Action Taken</b> The work was passed to the contractor and an appointment has been made for 21-OCT-2014 between 12:00 and 18:00.	
<b>Contractor Name</b>	KWL - JM CONTRACT (LC01 East)
<b>Target Date</b>	22-OCT-2014
<b>Works Order Ref</b>	3581289/1
1. WC CISTERN-OVERHAUL ANY TYPE , Bathroom	
<a href="#">Change appointment</a>	
<a href="#">Cancel appointment</a>	
<a href="#">Back to repairs summary</a>	

Click on **change appointment** to amend the appointment day/time and new available slots will be displayed, click on the down arrow to display further available slots, select which slot you would prefer.

Click on **Yes** to confirm you wish to change this appointment  
If you wish to cancel the appointment, click on **cancel appointment**  
Click **Yes** to confirm

Description	Handle is broken
When Reported	15-OCT-2014 10:17
Location	Bathroom
Reference	3581289
<b>Action Taken</b> The work was passed to the contractor and an appointment has been made for 21-OCT-2014 between 12:00 and 18:00.	
<b>Contractor Name</b>	KWL - JM CONTRACT (LC01 East)
<b>Target Date</b>	22-OCT-2014
<b>Works Order Ref</b>	3581289/1
1. WC CISTERN-OVERHAUL ANY TYPE , Bathroom	
<b>Available slots</b>	Friday 17-Oct-2014 between 12:00 and 18:00
<b>Please confirm</b>	Friday 17-Oct-2014 between 12:00 and 18:00
	Monday 20-Oct-2014 between 08:00 and 11:59
	Monday 20-Oct-2014 between 12:00 and 18:00
	Tuesday 21-Oct-2014 between 08:00 and 11:59
	<a href="#">Yes</a> <a href="#">No</a>

## Viewing repairs on your property

This screen shows you a view of repairs on your property within a specified period (currently 6 months but subject to change) and any repairs not completed on your property

The list of repairs shows:-

When the repair was reported,

Location of the repair within the property,

Action taken i.e. Work passed to Contractor

Target date for resolution of your repair

Works order reference number

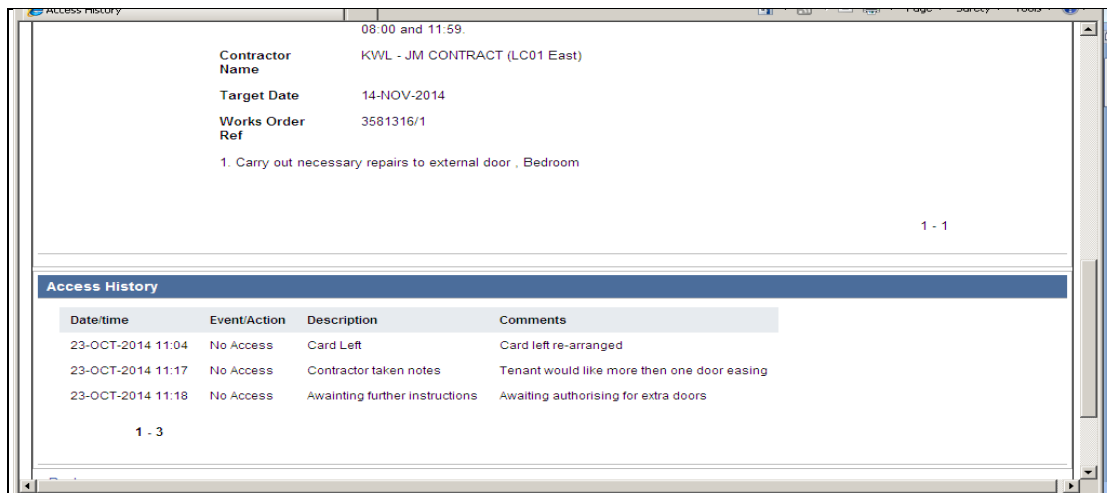
Description of work requested i.e. TAP: OVERHAUL ANY TYPE OF TAP, Bathroom

Any action/access history for the repair – see page below for explanation of codes

View related repairs – this is any repairs logged against a street or if you live in a flat, any communal repairs raised on your block.

<b>Description</b>	Cross head tap is broken
<b>When Reported</b>	14-OCT-2014 11:41
<b>Location</b>	Bathroom
<b>Reference</b>	3581278
	<a href="#">Action History</a>
<b>Action Taken</b>	The work was passed to the contractor and an appointment has been made for 17-OCT-2014 between 12:00 and 18:00.
<b>Contractor Name</b>	KWL - JM CONTRACT (LC01 East)
<b>Target Date</b>	21-OCT-2014
<b>Works Order Ref</b>	3581278/1
	<a href="#">Access History</a>
	1. TAP:OVERHAUL ANY TYPE OF TAP - Bathroom
	<a href="#">Amend appointment</a>
<b>Description</b>	Lever taps are broken
<b>When Reported</b>	14-OCT-2014 11:30

Click on Access History link to view further access details, you will then need to scroll down to the bottom of the page and this will display the event/actions and any relevant code (description of the codes below)



Description Of Access History - Non Access Codes	Explanation of code
Unable to gain access 1st card left	<p>Our contractor has tried to gain access to your home but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
Unable to gain access 2nd card left	<p>Our contractor has tried a second time to gain access to your home but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>

Introductory letter sent to customer	An introductory letter has been sent to you detailing what works are required to your home.
Card left-access required to property	Our contractor has tried to gain access to your home but you were unavailable at the time they called.  A card has been left. Please contact the number on the card to arrange a convenient appointment
New appointment date	The appointment for the planned works in your home has been amended
Appointment made	The appointment for the planned works in your home has been raised
Awaiting further instructions	The job has been referred to the Housing Investment Team.  Please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300 for further information.
Awaiting further instructions - PM	The job has been referred to the Housing Investment Team.  Please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300 for further information.
Progress update-awaiting materials	Materials have been ordered to complete the repair outstanding at your home.  As soon as the materials arrive in stock our contractor will contact you to make a convenient appointment.
Job delayed-customers request	The job is now on hold as per your request.  Please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300 if you would like the work to commence.
Planned works started	Our contractor has confirmed that the planned works have started in your home

Awaiting materials – Planned work	<p>Materials have been ordered to complete the repair outstanding at your home.</p> <p>As soon as the materials arrive in stock our contractor will contact you to make a convenient appointment.</p>
Unable to complete work-referred to HCC	<p>The job has been referred to the Housing Investment Team.</p> <p>Please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300 for further information.</p>
Job delayed-unfavourable weather	<p>Due to the weather conditions at the time of attendance, we are unable to complete this job and have therefore put the job on hold.</p> <p>Our contractor will contact you as soon as possible to arrange a convenient appointment</p>
Gas Appliances capped off	<p>The gas appliances have been capped off and isolated at your home</p>
Card left to confirm capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
1st letter sent regarding capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
2nd letter sent regarding capped gas	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A second reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>

<p>Legal letter (3) sent regarding capped gas</p>	<p>Our contractor has tried to gain access to your home to confirm if the gas is capped at meter but you were unavailable at the time they called.</p> <p>A letter from our legal department has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
<p>Check &amp; Test Letter 1 sent</p>	<p>A gas check and test is required to your home. Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
<p>Check &amp; Test Letter 2 sent</p>	<p>A gas check and test is required to your home. Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A second reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
<p>Check &amp; Test referred to Housing Teams</p>	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have now referred this issue to your Area Housing Team.</p> <p>If you would like to arrange an appointment please contact <a href="mailto:HISCSSS@hullcc.gov.u">HISCSSS@hullcc.gov.u</a> or ring 300300</p>
<p>Check &amp; Test 2<sup>nd</sup> referral to Housing Teams</p>	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have referred this issue to your Area Housing Team (2nd Referral)</p> <p>If you would like to arrange an appointment please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300</p>

<p>Check &amp; Test 3<sup>rd</sup> referral to Housing Teams</p>	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have referred this issue to your Area Housing Team (3rd Referral) If you would like to arrange an appointment please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300</p>
<p>Check &amp; Test 4<sup>th</sup> referral to Housing Teams</p>	<p>A gas check and test is required to your home. Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have referred this issue to your Area Housing Team (4th and final referral) If you would like to arrange an appointment please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300</p>
<p>Confirmed gas is capped at the meter</p>	<p>A gas engineer has attended property and confirmed the gas is capped at the meter</p>
<p>Further 1st visit following gas repair</p>	<p>A further visit is required to your home following the original repair. Our contractor will contact you as soon as possible to make a convenient appointment</p>
<p>2nd visit following original gas repair</p>	<p>A further visit is required to your home following the original repair. Our contractor will contact you as soon as possible to make a convenient appointment</p>
<p>Gas Servicing referred to Housing Teams</p>	<p><b>A gas service is required to your home.</b></p> <p>Our contractor has tried to gain access along with sending reminder letters but have still been unable to gain access.</p> <p>We have now referred this issue to your Area Housing Team.</p> <p>If you would like to arrange an appointment please contact <a href="mailto:HISCSSS@hullcc.gov.uk">HISCSSS@hullcc.gov.uk</a> or ring 300300</p>



<p>Gas Servicing reminder letter 1 sent</p>	<p><b>A gas service is required to your home.</b></p> <p>Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
<p>Gas Servicing reminder letter 2 sent</p>	<p><b>A gas service is required to your home.</b></p> <p>Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A 2nd reminder letter has been sent to your home. Please contact the number on the letter to arrange a convenient appointment</p>
<p>Failed appointment at DL4 stage</p>	<p><b>A gas service is required to your home.</b></p> <p>Our contractor has tried to gain access but you were unavailable at the time they called.</p> <p>A card has been left. Please contact the number on the card to arrange a convenient appointment</p>
<p>Unable to gain access-final letter sent</p>	<p>We have tried a number of times to contact you regarding works that are required in your home. We have sent you a final letter.</p> <p>Please telephone us urgently on the number provided on the letter to arrange a convenient appointment.</p>
<p>No Meter in property</p>	<p>A gas engineer has attended property and confirmed there is no gas meter present</p>
<p>Awaiting materials following gas repair</p>	<p>Materials have been ordered to complete the repair outstanding at your home.</p> <p>As soon as the materials arrive in stock our contractor will contact you to make a convenient appointment.</p>
<p>Property Void at time of Service</p>	<p>The property was void when the contractor visited to undertake the gas service</p>

## **Housing Self Service security**

Hull City Council takes the security of all customer information extremely seriously. In order to protect the security of personal data held within Housing Self Service, the system will automatically timeout after 20 minutes of inactivity.

## **Password and user name reminders**

Should you forget your password, this can be reset and reissued automatically by clicking on the 'I have forgotten my password' link on the log in screen.

The password will be reset automatically and a letter issued to your registered correspondence address containing these revised details. If you have requested email contact, we will send you a password reset by email.

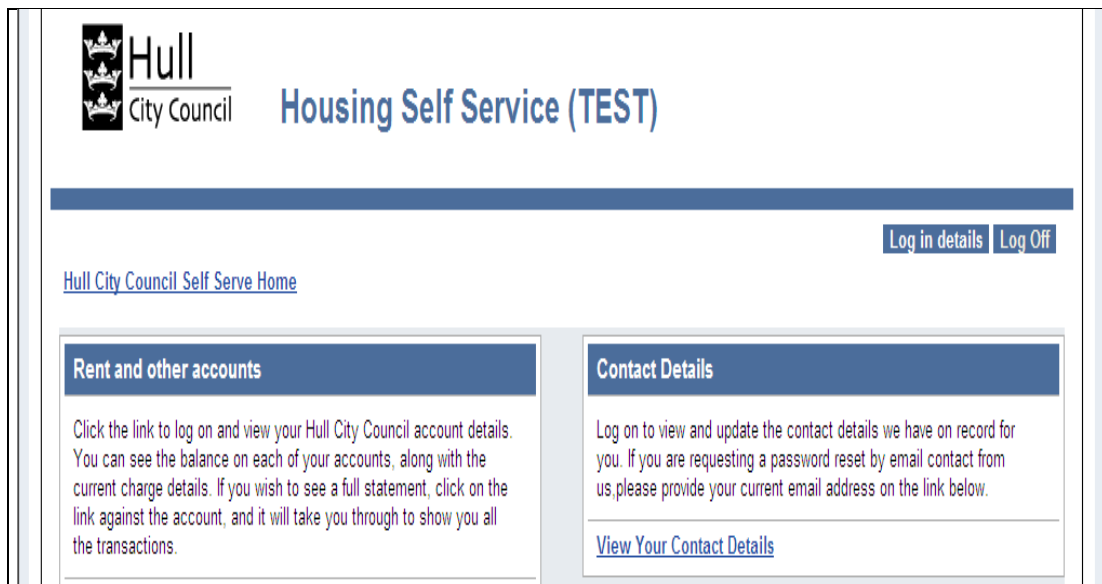
If you do not receive this reminder within 10 working days, please contact [HS-SystemsSupportTeam@hullcc.gov.uk](mailto:HS-SystemsSupportTeam@hullcc.gov.uk) or telephone 01482 300 300 for further help.

Hull City Council Housing will then contact you using the contact details held on record. You will be asked a number of security questions to confirm your identity to ensure that we only pass information to the correct customer.

## Accessing Housing Self Service from a shared computer.

If the computer used to access details is a shared one, it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

Simply click on the Log Off button in the top right of Housing Self Service web page and then close the current web session, and ideally delete your browsing history.



**Hull**  
City Council

### Housing Self Service (TEST)

[Log in details](#) [Log Off](#)

[Hull City Council Self Serve Home](#)

#### Rent and other accounts

Click the link to log on and view your Hull City Council account details. You can see the balance on each of your accounts, along with the current charge details. If you wish to see a full statement, click on the link against the account, and it will take you through to show you all the transactions.

#### Contact Details

Log on to view and update the contact details we have on record for you. If you are requesting a password reset by email contact from us, please provide your current email address on the link below.

[View Your Contact Details](#)

## Further information

Should you have any questions about registering, accessing or using Housing Self Service, please contact:

[HS-SystemsSupportTeam@hullcc.gov.uk](mailto:HS-SystemsSupportTeam@hullcc.gov.uk) or telephone 01482 300 300