

Spring / Summer NEWSLETTER



Welcome to your My Blackpool Home Newsletter

Inside this edition you will find information on:

- Renters Rights Act
- Rent Increase and Financial Support
- Reporting Repairs
- Warm & Healthy Homes
- Damp & Mould
- Keeping Communal Areas Safe
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Renters Reform Bill

The Renters' Rights Act 2025 is the biggest change to private renting in England since the Housing Act 1988. It received Royal Assent on 27 October 2025 and will be introduced in phases starting 1 May 2026.

Its main purpose is to strengthen tenant rights, provide more security, and improve the quality and fairness of privately rented homes.

What This Means for Our Existing Tenants

If you're already a tenant:

- Your tenancy will automatically transition to a periodic tenancy in line with the government timetable — you do not need to take any action.
- You will receive a government Information Sheet by the required deadline (no later than 31 May 2026 for existing tenancies).
- We will write to all tenants ahead of the changes to explain how the new rules apply to your tenancy.
- We will continue to communicate updates through:
 - Email and letter notifications
 - Website updates and FAQs
 - Newsletters

Our aim is to ensure every tenant understands their rights and what the reforms mean for them well before 1 May 2026.



In Summary:

The Renters' Rights Act is designed to give tenants:



More Security



More Fairness



More Protections



More Transparency



More Rights when dealing with Landlords

As a responsible private rented sector housing provider, we welcome these reforms and are preparing to implement all changes smoothly and clearly.

If you have questions, please contact our tenant support team we're here to help every step of the way.



Rent Increase: What Do I need to do?

- If you pay by standing order please contact your bank to amend to your new rent amount.
- If you pay by Direct debit we will increase this from your first instalment in April 2026.
- If you claim Universal Credit please update your claim via your journal: 0800 328 5644 / Universal Credit: Report a change of circumstances- GOV.UK (www.gov.uk)
- If you pay by Housing Benefit please contact them to update your claim: 01253 478847 / benefits@blackpool.gov.uk
- Benefit Local Housing allowance rates will increase from April.

How do I pay my rent?

- Over the phone by card
- In our office by card or cash,
- You can also pay your rent online at www.myblackpoolhome.co.uk, you will need to contact us for your payment reference number if you don't already have one.
- You can also contact us to set up a Standing Order or Direct Debit on 01253 477222.



Financial Support

We know that life can sometimes make it harder to manage day-to-day costs and responsibilities. If you're experiencing financial pressure or other challenges that could affect your tenancy, we're here to help. Our support service can help you access the right advice, services, and benefits to maximise your income and sustain your tenancy with us. The service is confidential, if you would like to find out further information contact a member of the team on 01253 477222 or by email: hello@myblackpoolhome.co.uk

Discretionary Support Scheme: The Blackpool discretionary support scheme can provide assistance to vulnerable people who need help with: Short term emergency support and maintaining independence. To contact the discretionary support scheme visit: www.blackpool.gov.uk for more details

Warm & Healthy Homes Project The warm and health homes project offers affordable warmth advice and assistance with: Warm Homes Discount Reducing fuel bills Energy Efficiency Budgeting money Dealing with fuel debt Fuel Incentives Tariff differences Addressing damp For more information contact Care and Repair: Tel. 01253 476646 Email: care&repair@bch.co.uk



Reporting Repairs

We want to ensure you have a comfortable home and we handle most repairs needed in your home. However, if any damage occurs due to tenant actions, it will be the tenants responsibility to address those repairs.

We ask that you keep your home clean and well maintained. If you notice any issues like leaks, please report them promptly so we can prevent further damage.

If you have any repairs at your property which require attention, please call the repairs line on 01253 477875 or email the repairs mailbox:
repairs@myblackpoolhome.co.uk

Opening Hours

Monday to Friday 9am—5pm
Out of hours number: 0800 073 0184
/ 01253 477678

From 5pm on Friday/bank holidays this becomes an emergency line, the number automatically diverts to an out of hours service.

When you contact us to report a repair, you'll need to provide the following information:

- Your name, address and contact number
- Details of the issue; the more information that you can provide will help us to complete the repair on the first visit
- Dates and times as to when you will be at home
- Any circumstances we need to take into account, such as whether you have hearing difficulties or have difficulty getting to the door

Heating and Ventilating your home

Through household activities such as showering, washing dishes and clothes, cooking and even just by breathing, we generate a lot of moisture that enters the air inside our homes. Without effective ventilation, this moisture can be trapped in the home and turn into condensation, particularly in the winter when surfaces such as walls are cold. The condensation can lead to damp and mould growth which can cause damage to your home.



To Support Airflow:

- Keep trickle vents open year-round to maintain airflow and prevent condensation.
- Avoid drying clothes on radiators.
- Wipe away condensation on windows and sills, especially in the morning.
- Leave doors open for cross-ventilation (except when cooking or bathing); never wedge fire doors open.
- Clean and use extractor fans in kitchens and bathrooms as needed.



The above measures can ensure that your home stays free from condensation and any risk of health issues arising.

Damp and Mould



Important Information for Tenants:

Damp and mould can have serious impacts on both your health and your home. That's why it's important to report any signs of damp or mould to us as soon as possible. Early reporting allows us to act quickly to investigate and fix the problem before it gets worse. It also helps us meet our legal responsibilities as your landlord and ensures your home remains safe and comfortable. Below is some key information on why reporting is so important and what you can do to help us carry out repairs effectively:

Why Reporting Damp and Mould is So Important:

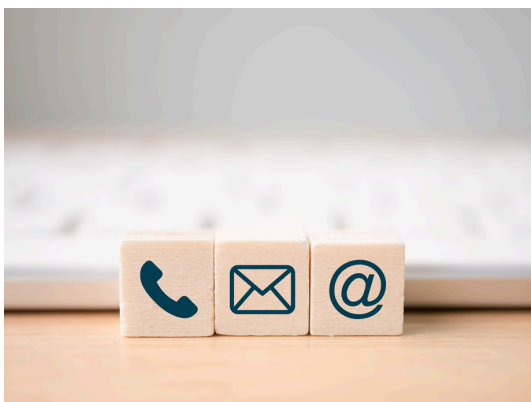
- Protects your health – Damp and mould can affect and cause health issues.
- Prevents further damage – Reporting issues early helps us stop the problem from spreading and causing more serious damage to your home.
- Ensures a safe home – We want every home to meet a safe, healthy living standard, and your reports help us achieve that.
- Required by law – Landlords have a legal responsibility to address damp and mould issues. Your reports help us fulfil that duty quickly.

Damp and Mould



Access and Appointments – What You Need to Know:

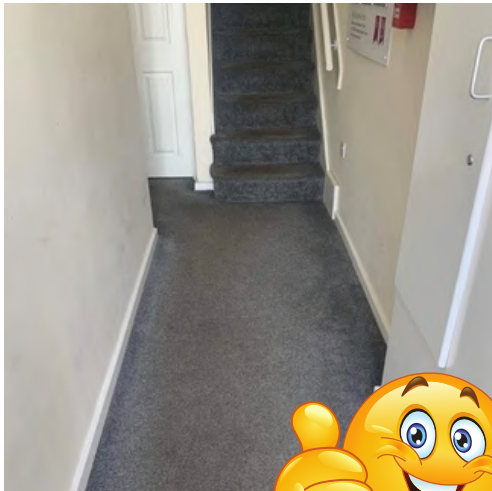
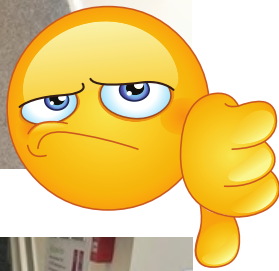
- Access is essential – We can't complete inspections or repairs without being able to get into the property.
- Missed appointments cause delays – If you're not home or we can't gain access, it may take much longer to fix the issue.
- Keep us updated – If you can't make an appointment, let us know as soon as possible so we can reschedule.
- Multiple visits may be needed – Some repairs may take more than one visit, including drying out walls and checking for recurring issues.
- Help us help you – By keeping appointments and giving our team access, we can resolve the problem faster and more effectively.



Need to Report Damp or Mould?

Contact our repairs team on 01253 477875
or email repairs@myblackpoolhome.co.uk

Keeping Communal Areas Safe



We actively manage and monitor both internal and external communal areas to maintain a safe environment. To ensure the health and safety of yourself, fellow residents and all building users please refrain from leaving items in these spaces.

It is important that communal areas are not used to store your belongings or as a place to leave unwanted goods or waste items.

Clear and unobstructed spaces will enable the Fire and Rescue Service to gain access in an emergency situation and in the event of a fire will eliminate the risk of such items acting as a further accelerant.

We appreciate your cooperation in maintaining a tidy and respectful living environment.

Electric Vehicles Safety Reminder

For everyone's safety, E-scooters or E-bikes without the appropriate UKCA / CE marking (including modified E-bikes and E-scooters) must not be stored or charged in communal areas. This includes hallways, stairwells, landings, and shared spaces. Charging electric vehicles indoors can pose a serious fire risk and is strictly prohibited.

Thank you for helping to keep shared areas safe for all residents.

Safety in the home



Gas

We have a legal responsibility to conduct a gas safety check in your home every 12 months. Annual gas safety checks are vital and required by law to ensure your gas appliances are working correctly and safely. We will contact you when this is due and you must allow us access to your property for this check to be completed.

If you smell gas, think you have a gas leak or are worried that carbon monoxide fumes are escaping from a gas appliance, please call the gas emergency number immediately on 0800 111 999.

- Turn off the gas at the meter
- Contact us on 01253 477222 once you have reported the gas leak
- Do not smoke, strike a match or operate lights/switches
- Open the property windows



Electric

We are legally required to keep the electrical installations – the wiring, the plug sockets, the consumer units and light fittings in your property safe and in proper working order. An electrical

installation condition report is required by law to be completed every 5 years. We will contact you when this is due and you must allow access to your property for this check to be completed.

We carry out periodic checks of the electrical wiring on your home and test portable appliances in communal areas. You are responsible for any electrical equipment you have brought into your home and how to use it. You must never attempt to do any electrical related work or repairs yourself.

If you have electrical faults please contact the office on 01253 477222.

To report a power cut in your area or to see if there is a power cut in your area please visit: <https://www.enwl.co.uk/forms/ping-form/>

For more information on electrical safety please visit: <https://www.electricalsafetyfirst.org.uk/>



Our Developments

We have successfully completed and returned numerous properties back into the community, each facing its own unique challenges during acquisition and development.

Our focus has remained on creating warm, safe, and compliant homes for tenants while staying true to our mission for Blackpool.

Our work continues to bring neglected properties back into positive use, supporting a better housing future: for more details on available properties contact a member of the My Blackpool Home Team on 01253 477222.



Community engagement activities

Working together with My Blackpool Home, contractors and other local authority services during the year we arranged community clean up days.

Our stock is spread across the inner areas of Blackpool so by working together we are able to have an impact on areas of Blackpool that have a mixture of tenure ie: privately owned, social housing and privately rented.



Before



After

If you would like to get involved in our next community clean-up day please contact a member of the team to register your interest on 01253 477222 or by email: hello@myblackpoolhome.co.uk



Getting to know you better

We are asking our customers to update their contact details and let us know who lives in their home. If you or anyone in your household has specific needs, we want to be aware so we can offer the right support.

For example, if English isn't your first language, we may be able to arrange a translator to help when speaking with us.

Updating your contact details helps us tailor our services to better meet your needs, especially if you have additional support requirements. By sharing this information, our Tenancy Sustainment Service can connect you with the right support to help you maintain your tenancy and access the services you need.

Please contact a member of the team to update your communication preferences or to tell us if your circumstances have changed. You can do this by any of the following communication methods:

Tel. 01253 477222

Email: hello@myblackpoolhome.co.uk

Visit us at our office: My Blackpool Home, 348-350 Lytham Rd,
Blackpool, FY4 1DW



Seasonal Events and Festivals



Blackpool Pride Festival: 5–7 June 2026



A bright, colourful celebration with parade, live music and performances around Tower Festival Headland — perfect for all ages and a highlight of the early summer calendar.

Lytham Festival: 1–5 July 2026

Big-name music nights by the estuary just a short trip out of town — great for summer evenings.

World Fireworks Championship: September Saturdays 2026 (exact dates TBC) Free, spectacular pyrotechnic displays over the Tower headland.

Ride the Lights (Illuminations Preview Ride): Late August 2026 (date TBC)

The Promenade transforms as cyclists take over under the early Illuminations — a fun, free, family tradition.



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LYTHAM FESTIVAL
music · comedy · culture



Shows & Theatre — All Summer Long



Blackpool Pleasure Beach Resort Shows & Experiences

Hot Ice XC (ice skating show) – Thu 9 July 2026

Alice, Frozen in a Wonderland of Dreams (new family ice show) – Mon
20 July 2026

Gala Showcase (local talent night) – Sat 25 Apr 2026

Walk The Big One & Walk the Woodie (unique coaster challenges) – 27
Mar / 8 May / 13 May 2026

Live Tribute & Theatre Nights

Tribute and theatre shows like Viva Voulez Vous (ABBA tribute) and Soul & Motown Extravaganza are on regularly throughout summer 2026 at local venues — weekly through July, August and into autumn.

Winter Gardens Festivals

Blackpool International Soul Festival – 19–21 June 2026

Rebellion Festival – 4–9 August 2026

British Country Music Festival – 4–6 September 2026

Blackpool 80s Weekender – 25–26 September 2026

These multi-day music celebrations bring big names and brilliant vibes to town.