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Information for council tenants

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Council housing in Blackpool is managed by Blackpool Coastal Housing.

If you are a council tenant in Blackpool and need advice about your home or you need to report a repair, please visit [Blackpool Coastal Housing's website](#).

Blackpool Coastal Housing responsibilities

[Blackpool Coastal Housing](#) is responsible for the day-to-day management services for all council homes, including:

- Lettings
- Collecting rent
- Repairs, maintenance and improvements to homes and estates
- Supporting tenants to manage their tenancies
- Supporting tenants with money issues, jobs, training and much more
- Keeping estates clean and tidy and dealing with antisocial behaviour
- Engaging with and listening to tenants and communities

Blackpool Council's responsibilities

Blackpool Council remains responsible for decisions about the future of council housing which includes:

- Landlord and owner of your home
- Decisions on investments
- Setting your rent
- Key policies
- Being the responsible person for building safety

Responsible persons

The [housing regulator](#) expects social housing landlords to deliver services to their tenants and communities. This includes requirements to provide safe and quality homes, as well as describing what responsibilities landlords have to their tenants.

Blackpool Council has appointed 2 members of staff to monitor that [Blackpool Coastal Housing](#) (BCH) is meeting these requirements.

These are:

- **Health and safety lead** - Paul Jones (Blackpool Council's head of property services) is responsible for monitoring BCH's compliance with health and safety regulations
- **Consumer standards responsible person** - Kate Aldridge (Blackpool Council's head of corporate delivery, performance and

commissioning) is responsible for monitoring that BCH is meeting the requirements set out in the consumer standards

To make contact with Paul or Kate, you can email customer.first@blackpool.gov.uk.

Please note: If you need to get in touch with BCH, e.g. to report a repair, make a request for service, comment or complain, [then please contact them directly](#).

Gov.uk publishes details about the [responsibilities landlords have towards their tenants](#). This includes information on the Social Housing (Regulation) Act 2023 and associated consumer standards, which is the piece of legislation that covers these requirements.

Compliments and complaints

Blackpool Coastal Housing deal with all compliments and complaints about the council's housing service.

[Contact them directly to report and compliment or complaint](#)

- [Blackpool Coastal Housing complaint policy and procedure](#)
- [Complaint and service improvement annual report 2024 to 2025](#)

Tenant engagement

There are range of ways Blackpool Coastal Housing tenants can influence how services are delivered to them and scrutinise performance. More details can be found on [Blackpool Coastal Housing's website](#).

Apply for council housing

Blackpool Coastal Housing work with My Home Choice Fylde Coast to provide a single point of contact for applying for social housing across the area.

All applications for Blackpool Council housing are assed and managed by [housing options](#)

[Find out more about applying for council housing in Blackpool](#)

Additional information

[Pay your council housing rent or leasehold service charges](#)

[Council house repairs](#)

[Housing ombudsman](#)

[Blackpool Coastal Housing performance](#)

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