

IN HOUSE

NUNEATON AND BEDWORTH BOROUGH COUNCIL'S TENANCY MAGAZINE

ISSUE 3: MAY 2024



INSIDE

WE'RE ON THE ROAD WITH STAN THE VAN COME AND MEET US.

INTRODUCING CUSTOMER ACCOUNTS TEAM



What will the Satisfaction Measure



Repairs



Customer Engagement

TENANT SATISFACTION MEASURES
OUR PERFORMANCE

Nuneaton & Bedworth
United to Achieve

TENANTS' Gardening Competition

OPEN FROM 3 JUNE UNTIL 2 AUGUST 2024

GET OUTDOORS AND GET GROWING

JUDGING WILL TAKE PLACE FROM MONDAY 5 AUGUST

WINNERS WILL BE ANNOUNCED ON FRIDAY, 19 AUGUST

PRIZES FOR: INDIVIDUAL GARDEN AND COMMUNAL GARDEN

HOW TO ENTER

Please email your pictures to tenant.engagement@nuneatonandbedworth.gov.uk

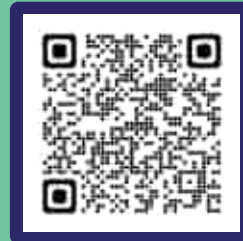
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&
Bedworth**
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Operation Talkative

Intelligence regarding possession of knives

Have
information
about
someone
carrying a
knife?



Scan the QR code to
contact Crime Stoppers
anonymously

Report it to us



999 in an emergency
101 to report info



report online
warwickshire.police.uk



**WARWICKSHIRE
POLICE**

**Nuneaton
&
Bedworth**
United to Achieve

WELCOME

to the Spring edition of your
IN HOUSE newsletter.

It's been a busy few months for the Housing Service, with the teams working to improve our communication with you, and to support a number of tenants and groups to be involved and lead changes in their neighbourhood.

We have also seen an increasing number of tenants being approached by Claims Management Companies, regarding making a claim against the Council for disrepair. Tenants are telling us that they are cold calling and claiming to be from the Council. I want to take this opportunity to ask you to be careful about who you let into your home. All Council staff carry identification and are very happy to be asked to let you see that identification in more detail. And of course, if you're still not sure, please give us a call – we are always happy to hear from you and very happy to play our part in keeping you safe. We have included an article on Disrepair Claims, to give you more information. I hope you find the articles in this newsletter informative. Both I and the Housing Team are keen to hear from you about how we can improve future newsletters. So, please get in touch with your feedback, including if you have an idea for an article, or a particular topic you would like to see featured. or idea you'd like to see included.



Dawn Dawson, Strategic Director for Housing and Community Safety

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If you would like to get in touch with us about anything you read in this edition, or have any feedback for us, please contact us on tenant.engagement@nuneatonandbedworth.gov.uk

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GOT AN ARTICLE IDEA? EMAIL US
tenant.engagement@nuneatonandbedworth.gov.uk

INTRODUCING YOUR CUSTOMER ACCOUNTS TEAM

PAYING YOUR RENT:

There are several ways to pay your rent:

- **DIRECT DEBIT** - the easy way - Direct Debit takes the hassle out of paying your rent - you'll never have to wait and never pay late. With Direct Debit your rent payment automatically comes out of your bank or building society account. It's flexible too - you can choose from weekly on a Friday or monthly on the 1st, 15th, or 28th day of each month. To start paying your rent by Direct Debit simply download and complete our housing rent Direct Debit mandate and post it to: Rent Direct Debit Mandate, Nuneaton and Bedworth Borough Council, Coton Road, Nuneaton, CV11 5AA.
- **STANDING ORDER** - Arrange a standing order payment with your bank or building society.
- **POST OFFICE** - with your rent payment card or bar code letter.
- **PAY ZONE** - at any outlet displaying the Pay Zone facility logo (visit the Pay Zone website for locations).
- **CHEQUE** - at the Town Hall or by post (remember to write your name, address and rent account reference on the back - this is at the top of rent letters).
- **ONLINE** - via the council's website Payments - Nuneaton and Bedworth Borough Council
- **DEBIT CARD** - over the phone, 24 hours a day, seven days a week on **024 7637 6172** or between 9am and 5pm Monday to Friday on **024 7637 6323**.

DID YOU KNOW THIS YEAR IS A 53-WEEK RENT YEAR?

There are usually 52 Mondays in a rent year, which runs from 1 April to 31 March. Every few years, there are 53 Mondays between 1 April and 31 March - and you will be liable to make 53 weekly rent payments.

This year which runs from 1 April 2024 to 31 March 2025 is a 53-week rent year.



For full details on how this will affect you and what it means for your rent payments please visit our website.

MANAGING RENT ACCOUNTS

The team will always attempt to contact any tenant in arrears to discuss their circumstances and find a way forward for the tenant to pay off their arrears.

Unfortunately, if payment of arrears cannot be agreed, the Council will have to serve a statutory notice, giving the tenant four weeks' notice of the commencement of court proceedings. In some circumstances the Council may have to seek a County Court Possession Order, to then apply for a warrant for the Council to take back possession of the home.

If a warrant is granted, a date and time will be given to the tenant for a Bailiff to attend the property, accompanied by a Customer Accounts Officer, a locksmith and a Tenancy Management Officer.



Nuneaton and Bedworth Borough Council's Customer Accounts team handle all aspects of rent collection, with five Customer Accounts Officers looking after specific areas.




Victoria, Customer Accounts Team leader

Aaishah, our Client Support Officer, helps tenants with rent charges for Universal Credit claims, alongside supporting the rest of the Customer Accounts Team when needed.

Our team are here to help and support our tenants in sustaining their tenancies and their homes. If you have any questions or you are concerned about being able

to pay your rent, please contact us on:

 024 7637 6323

 customer.accounts@nuneatonandbedworth.gov.uk

WE CAN HELP BY:

- Supporting you in ensuring Universal Credit are paying you the correct housing costs.
- Discussing affordable payment plans to pay any arrears.
- Signposting you to organisations that can help you such as Citizens Advice Bureau or P3.
- Make referrals with your permission to other Officers that may be able to help you, such as our Homeless Prevention team.
- Offering different methods of communication to suit your needs.

We also work closely with the Tenancy Management Officers to ensure that our tenants get the appropriate support when needed.



We do not want our tenants to lose their homes, and eviction is a last resort.

Please contact us on 024 763 76323 if you have any issues or concerns about your rent.

MAKE THINGS RIGHT CAMPAIGN

Everyone deserves a home that is safe, secure, and well maintained.

The government has launched the 'Make Things Right' campaign to ensure social housing tenants who have issues with their property know their rights, know how to complain, and feel empowered in the knowledge that their voice will be heard.

Nuneaton and Bedworth Borough Council is fully behind the 'Make Things Right' campaign, and we are promoting this to ensure tenants living in our properties understand their rights, know how to complain to us about any issues, and feel confident that we will listen to you.

Further information can be found at www.socialhousingcomplaints.campaign.gov.uk or Council Housing Tenants - Make Things Right | Make Things Right Campaign | Nuneaton and Bedworth Borough Council

If you want to raise any issues about your home, you can do so in the following ways:

- Online at Request a housing repair | Housing repairs | Nuneaton and Bedworth Borough Council
- Telephone: 024 7637 6344
- Email: repairs@nuneatonandbedworth.gov.uk
- Emergency out of hours: 024 7638 2153

To report anti-social behaviour:

- Online at Report anti-social behaviour | Anti-social behaviour | Nuneaton and Bedworth Borough Council
- Telephone: 024 7637 6376
- Email – asb.team@nuneatonandbedworth.gov.uk

To report damp and mould:

- Online at Report damp and mould | Damp and mould | Nuneaton and Bedworth Borough Council
- Telephone - 024 7637 6344
- Email: repairs@nuneatonandbedworth.gov.uk



For any other tenancy related enquiry:

- Online at Find your tenancy services officer | Supporting your tenancy | Nuneaton and Bedworth Borough Council
- Telephone: 024 7637 6406
- Email: tenancy.officers@nuneatonandbedworth.gov.uk

If you need to raise a formal complaint about the level of service you have received from the Council, you can do so in the following ways:

- Online at Compliments, complaints and comments | Customer feedback | Nuneaton and Bedworth Borough Council
- Telephone: 024 7637 6376
- Email – customer.services@nuneatonandbedworth.gov.uk

LET'S MAKE THINGS RIGHT!



HOW THE COUNCIL HANDLES YOUR COMPLAINTS

In **2023/2024** the Council received and responded to **267** formal complaints from tenants, **35** of which were escalated to Stage 2 of the Council's complaint handling process. **97% of Stage 1** and **91% of Stage 2** complaints were responded to within the Housing Ombudsman's Handling Code timeframes.

From 01 April 2024, all social housing landlords must comply with a new Complaints Handling Code issued by the Housing Ombudsman. The purpose of the Code is to ensure there is a positive complaints culture across the social housing sector, extending fairness to benefit all residents.

The new Code requires the Council, as your landlord, to adopt the universal definition of a complaint – understanding the difference between a service request and making a formal complaint about the level of service already provided.

The Council should be given the opportunity to deal with a service request before a formal complaint is made. A service request is therefore the first point of call for tenants when requesting a repair or reporting an issue. Tenants can call 024 7637 6344 to report housing repairs or issues about a council-owned property, or request a service online on the Housing page of the Council's website.

The new Complaint Handling code also requires the Council to:

- provide easy access to the Council's complaints procedure - ensuring tenants are aware of it, including their right to access the Housing Ombudsman Service;
- have a clear complaint procedure and process - only two stages with clear response times;
- ensure fairness in complaint handling that is resident focussed;
- take action to put things right when we have got it wrong with appropriate remedies; and
- create a positive complaint handling culture through continuous learning and improvement.

The Council will also demonstrate learning and improvement in performance reports and through an annual self-assessment against the Complaint Handling Code.

You can view a copy of the Council's Complaints Policy and Procedure online at Council housing complaints | Customer feedback | Nuneaton and Bedworth Borough Council.

“ A service request is a request requiring action to provide or improve a service, fix a problem or reconsider a decision. ”

If you are dissatisfied with the standard of a service you have requested, the actions, or lack of action following your request, you can make a formal complaint to the Council within 12 months of first becoming aware of the issue or of it occurring. If you prefer you can nominate a named representative to deal with the complaint on your behalf.

- **Complaint form:** Fill in the online complaint form
- **Email:** info@housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
Phonelines are open Monday to Friday 9am to 5pm. Lines will be closed for staff training every Thursday from 3.30pm to 5pm. Calls are recorded for training and monitoring purposes.
- **Write to:**
Housing Ombudsman Service
PO Box 1484
Unit D
Preston PR2 0ET
- **Fax:** 020 7831 1942

Please note: We would strongly encourage customers to use email or the online complaint form rather than sending post to our PO Box address in Preston as there will be delays. Please do not send original documents by post as we are unable to post them back to you. Also note that we will not be able to deal with large bundles of documents by post.

“ A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents. ”

**IMPORTANT
INFORMATION**

DISREPAIR CLAIMS

For more advice read our handy Disrepair Guide on the Council's website.



The Housing team is aware that some of our tenants are being approached by Claims Management Companies/Solicitors about making a claim against the Council for disrepair.

We have received feedback that some of these companies may not always be what they seem, and some tenants are telling us that they are knocking on doors claiming to be from the Council.

In a number of cases, tenants are telling us that because they thought the person was from the Council, they have signed forms without understanding what the form was. As it turns out, they have signed agreements to allow the company to make a disrepair claim against the Council. It is important that you understand the risks in signing these agreements. Once you have started a claim and signed the solicitor's documentation, very rarely will the solicitor allow you to change your mind and stop the claim. They will advise you that, if you want to stop the claim, you will be liable for:

- Charges for the survey they have arranged, often up to £1000
- Credit agreement charges of over £500 for "no win, no fee" to cover legal cost insurance

These companies may not explain that if your case goes to court and is dismissed, you could be ordered to pay our legal costs, which could be thousands of pounds.

Please be careful before you commit to any agreements with these companies, as they could put you at financial risk.

We know that keeping your home well maintained is really important.

We recommend that tenants initially request any required repairs directly to the Repairs service:

- Online at Request a housing repair | Housing repairs | Nuneaton and Bedworth Borough Council
- Telephone: 024 7637 6344
- Email: repairs@nuneatonandbedworth.gov.uk
- Emergency out of hours: 024 7638 2153

If you are unhappy with any part of our repairs service, please get in touch for help:

- Online at Council housing complaints | Customer feedback | Nuneaton and Bedworth Borough Council
- Telephone: 024 7637 6376
- Email – customer.services@nuneatonandbedworth.gov.uk

If you prefer to seek your own independent support, help and advice is on offer from other organisations, including:

- Citizens Advice Bureau
- Shelter
- Housing Ombudsman Service

CHECK BEFORE YOU SIGN!!

You are free to seek your own legal advice if you still wish to do so, but we advise you to carefully carry out checks before you allow anyone access to your home; always ask to see ID to ensure they are who they say they are – don't take anyone's word for it that they are from the Council, whatever they say they are there for.

We urge you to check before you sign up for a firm to act on your behalf; are you satisfied and happy with who they are, clear about what they are agreeing to do for you and how much they will charge you?



LYNETTE

Following a career of 22 years working in further education, supporting and teaching learners in subjects ranging from basic cookery and nutrition to independent living and childcare, I felt ready for a new challenge.

Following a period of volunteering for a local charity I secured a job with them. The work we did helped reduce inequalities by ensuring that people with varying needs were provided access to services such as lunch clubs, exercise classes and cookery courses.

In 2021 I began working for the Council as a Resident Involvement Officer in the communities' team. As COVID-19 was prevalent at the time I became involved in activities such as surge testing, emergency food parcel provision, the track and trace initiative and later, engagement activities associated with the cost-of-living crisis.

I also worked with Ukrainian families that had fled the war, providing guidance and support through information sessions as well as facilitating a social group so families could support each other.



LYNETTE

Last year I was given the opportunity to work in a new role as a Skills Development Officer. This role allowed me to use my knowledge of skills and learning to facilitate people's journey into a new career or direct them to opportunities that would improve their chances of finding a better job.

I am looking forward to working as a Tenant Engagement Officer because I want to ensure that our housing tenants are listened to and given the opportunity to work with us to help improve the services we deliver.

Emma and I are eager to begin work on the Tenant Engagement Strategy to make a positive difference to people's lives.

GOT AN ARTICLE IDEA? EMAIL US
tenant.engagement@nuneatonandbedworth.gov.uk

TENANT ENGAGEMENT STRATEGY

Your views are key to the Council developing excellent services

The Council needs your feedback on the draft Tenant Engagement Strategy for 2024 – 2029.

The strategy will set out how we will ensure that you have your voices heard and will give you the opportunity to scrutinise, influence and shape our services for the next five years.

We are committed to putting you at the heart of everything we do. We want to make sure you can have your say on the issues that affect you, but in a way that suits you best. As a landlord, we recognise that it is essential that we listen to, understand, and act upon what you are saying about your housing services. **Your feedback on the strategy is vital to make sure we get the right things in place, ensuring you can influence the housing services you receive.**

In the next few months, we will be asking you to give

us your feedback on the draft strategy. We want your thoughts about things like; how we can engage with you better in the future, how you would like to be involved in designing the housing services we offer you, what you think about the content outlined in the strategy or is there anything you feel we haven't covered and you would like to see?

The strategy will be uploaded to our website and Facebook pages throughout July 2024. We will provide a link for you to access a form so that it is easy for you to provide your feedback to us.

If you would prefer, you can contact Emma and Lynette , who are our Tenant Engagement Officers on 024 7637 6243 or via email at tenant.engagment@nuneatonandbedworth.gov.uk and they will be happy to take your feedback from you directly. We would be more than happy to facilitate a tenants focus group on this issue too – just let us know.

HAVE YOUR SAY!

TENANT SATISFACTION MEASURES (TSM's)



In June 2023 we wrote to all tenants and asked them to complete a satisfaction survey so we could get feedback on what we are doing well, where we can improve and what our priorities for 2024/25 should be. Thank you to everyone who took the time to complete the survey.

Why did we do this?

The Regulator of Social Housing (RSH) has introduced a new way for all housing providers to collect information from their tenants, to understand how they are performing in key areas such as building safety, complaint handling and anti-social behaviour.

These are called the Tenant Satisfaction Measures (TSM). Please watch out for the survey covering the period 2023/24, which will be sent out in June.



What were the results?

Based on your responses, the overall satisfaction score on the service you received from your landlord was 80.85%.

While this score is promising, we know that there is significant room for improvement across all areas and much more we can do for you and your communities.

Proportion of respondents who reported that they are satisfied with the overall service of their landlord.	80.85%
Proportion of respondents who reported that they are satisfied with the overall repairs service.	80.89%
Proportion of respondents who reported that they are satisfied with the time taken to complete their most recent repair.	78.82%
Proportion of respondents who reported that they are satisfied that their home is well maintained.	79.56%
Proportion of respondents who reported that they are satisfied that their home is safe.	80.32%
Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them.	66.37%
Proportion of respondents who reported that they are satisfied their landlord keeps them informed about things that matter to them.	72.89%
Proportion of respondents who reported that they are satisfied their landlord treats them fairly and with respect.	75.83%
Proportion of respondents who reported that they are satisfied with their landlord's approach to complaint handling.	49.96%

Proportion of respondents who reported that they are satisfied that their landlord keeps communal areas clean and well maintained.	70.04%
Proportion of respondents who reported that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	58.37%
Proportion of respondents who reported that they are satisfied with their landlord's handling of anti-social behaviour.	51.92%

MANAGEMENT INFORMATION

Proportion of homes for which all required gas safety checks have been carried out.	99.23%
Proportion of homes for which all required fire risk assessments have been carried out.	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
Proportion of homes that do not meet the Decent Homes Standard.	1.62%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	46%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	62%
Number of responsive repairs raised during the reporting year.	14,260
Number of responsive repairs that were cancelled by the landlord during the reporting year (for any reason, and including those cancelled at tenant request).	565
Number of responsive repairs reclassified as planned or cyclical works during the reporting.	0
Number of responsive repairs completed within the reporting year.	10,312
Number of responsive repairs that have not been completed ('work-in-progress') at year end.	3948
Number of Anti-Social Behaviour cases, opened per 1,000 homes	78
Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes	0.9
Number of stage one complaints received per 1,000 homes	47.5
Number of stage two complaints received per 1,000 homes	6.2
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	97%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	91%

What next?

Our teams are scrutinising the results to understand the trends highlighted in the survey results so that we can get to the heart of the issues that really affect you. Over the coming months, we will be working hard to work with you as tenants, to understand how you feel we can improve our services, particularly in the areas where you didn't score us so well. As you will see in this newsletter, we are already drafting our tenant engagement strategy and really

want to listen to your views and find out what is important to you. We want to improve the services we offer you and really need your help to do this.

To get involved please contact Emma and Lynette, who are our Tenant Engagement Officers on 024 7637 6243 or via email at tenant.engagment@nuneatonandbedworth.gov.uk

NBBC TENANT PORTAL

We know that providing easy and quick access to our services is very important to you, and our teams have been looking at ways to make this happen.

We are pleased to announce that in June the Council will be launching a fast, reliable way for tenants to interact with us. Our new tenant portal will act as your personal online account, where you can:

- view your tenancy details
- update your contact details
- view tenancy records, such as your rent statements
- set up a direct debit

The portal which is accessible via a website has been tested by tenants and feedback on the look and usability of the system has been positive along with suggestions on how the Council can enhance the portal further by adding additional reporting and access functions. This feedback will be used to grow and develop the portal over this next year, and we will keep you updated on its progress.



If you would be interested in registering for your own account, please contact the tenant engagement team at tenant.engagement@nuneatonandbedworth.gov.uk or joining our housing Facebook page where further details will be shared.

COMING TO A NEIGHBOURHOOD NEAR YOU....

Supporting
Tenants
And
Neighbourhoods

In the Winter Newsletter, we told you about the progress in getting STAN the VAN on the road, allowing Housing staff to come to you, in your own neighbourhood.

We are pleased to tell you that the finishing touches are being made to STAN, with a private seating area fitted out, to provide space for you to talk to us in confidence about anything you need to.

STAN the VAN will be on the road in the next few weeks – make sure you've joined the Housing Facebook page to see the big reveal!



TENANT ENGAGEMENT DAYS

Wednesday 7 August 2024 -
10:30-3:00PM @Bailey Park, Bedworth

Wednesday 14 August 2024 -
10:30- 3:00pm @Riversley Park, Nuneaton

SAVE THE DATE!



Following on from last year's success, which saw over 150 people attend our tenant engagement days, we want to make this year's events bigger and even better!

- More free activities for children
- Find out about becoming an involved resident
- Take part in estate walkabouts
- Report any repairs
- Discuss anti-social behaviour
- FREE bike marking from Warwickshire Police
- FREE safe and well checks from Warwickshire Fire and Rescue

Our Waste and Customer accounts teams will also be on hand to answer any questions regarding the service they offer you.

Help us get rid of NUISANCE BIKES

The Police have powers to serve notice on people or bikes that are causing a nuisance and if the bikes are not insured they can be crushed.

TELL US WHO, WHERE AND WHEN
www.warwickshire.gov.uk/dobemin

DOB EM IN



safe in...
warwickshire

From this...



...to this



TENANTS WORKING TOGETHER

Our Tenant Engagement Officers, Emma and Lynette are dedicated to working with tenants and leaseholders on the issues that matter most to them. Below are some examples of how they are doing that.

LEXINGTON COURT

Tenants of Lexington Court told us that they were concerned about the amount of anti-social behaviour, littering and fly tipping around the court.

The Housing Team responded to these concerns by setting up quarterly meetings with staff, tenants, and Warwickshire police to work in partnership to combat these issues.

We have supported the residents to set up a neighbourhood watch group and have been running neighbourhood engagement events such as regular litter picks and community days.

The Lexington Court Neighbourhood Watch Co-ordinator said: *"I am very happy with all the efforts of the staff that are involved in supporting us.*

"I feel we are being listened to and all of Abbey Green working together can make the area a better place for us all."



WORKING TOGETHER



CLEAVER GARDENS

Cleaver Gardens has undergone a transformation following our slabs to tarmac programme, which saw old, unsightly slabs replaced with smooth, safe tarmac. This has made a big improvement to the way the area looks, and now several of our tenants are now working together to maintain and plant flowers within the garden area.



Rosemarie, a Cleaver Gardens tenant said:

“Since our back garden has been completed, my neighbours and I are outside most days working together to make it a welcoming garden. We have planted flower tubs, hanging baskets, rose trees and have also made a rockery area. The garden being made more accessible helps me feel less isolated and has had such a positive impact on my wellbeing and mental health.”



NEIGHBOURHOOD WALKABOUT



Nuneaton and Bedworth Borough Council is committed to working with tenants and leaseholders to improve the quality of their neighbourhoods. We believe that the quality of the area you live in is just as important as the home you live in.

One of the ways in which we do this is by holding Neighbourhood Walkabouts. Conducting one Walkabout per ward each year, staff from the Landlord Services Team and Repairs Team formally inspect all areas where there are Council houses in the Borough.

The Walkabouts look to identify issues that are causing particular concern. This can include anything from overgrown gardens to exterior housing repairs, dog fouling, abandoned cars, dumped rubbish and graffiti.

Walkabouts are designed to give tenants a level of ownership whilst also engaging those people who would not ordinarily take part in any tenant involvement activity.

We acknowledge that people are more likely to take pride in their neighbourhood if they are involved and encouraged to keep the area clean and tidy.

The dates for the 2024 Walkabouts are detailed below. Please note these are subject to change and it is advisable to contact the Tenant Engagement team on 024 76 376 243 or email tenant.engagement@nuneatonandbedworth.gov.uk for confirmation of the date.



GOT AN ARTICLE IDEA? EMAIL US
tenant.engagement@nuneatonandbedworth.gov.uk

JUNE 2024	AREA
6 June Meeting Point: The Chess Centre at 11:00 am	Camp Hill Ward (Part 2) & St Marys: Camphill: Cedar Road (from The Dingle up to the top) Edinburgh Road Orchard Way St Marys: Queen Elizabeth Road Half of Cedar Road (up to The Dingle from QE Road) The Dingle
13 June Meeting Point: BAILEY Park (car park)	Bede Ward: Marston Lane Armson Road Grant Road Marshall Road Manse Close Butler Crescent
20 June Meeting Point: Ashby Court at 11 am	Attleborough Ward: Highfield Road Ashby Court Ivanhoe Avenue Roxburgh Road Waverley Avenue Marston Lane
25 June Meeting Point: Cleaver Gardens at 10:30am	Weddington Ward: Cleaver Gardens Ryde Avenue

JULY 2024	AREA
4 July Meeting Point: Hill Top & Caldwell Big Local at 10am & 1:30 pm	Chilvers Coton Ward: Marner Road Barton Road Gilfil Road Middlemarch Road College Street Tulliver Road Sorrell Road Sudeley Road Poyser Road Donnithorne Avenue Knebley Crescent Raveloe Drive Bradestone Road Fir Tree Grove Red Deeps Caldwell Road Morris Drive
9 July Meeting Point: Byford Court at 10:30 am	Stockingford East: Barpool road Blackatree Road Tryan Road Byford Street Wood street
16 July Meeting Point: Potters Road at 10:30am	Heath Ward Henson Road McMahan Road Cashmore Road Potters Road Smercote Close

SEPTEMBER 2024	AREA
5 September Meeting Point: Brewer Road Park at 10:30am	Bulkington Ward Brewer Road Neale Close Winterton Road
12 September Meeting Point: Hays lane at 10:30am	Exhall Hays Lane
19 September Meeting Point: Braemar Way at 10:30am	Arbury Ward Braemar Way Aviemore Close

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 or Scan the QR Code:



LOOKING AFTER THE WELLBEING



OF INDEPENDENT LIVING RESIDENTS

As part of Nuneaton and Bedworth Borough Council's Independent Living Service, a team of four Wellbeing Officers work alongside Independent Living Officers, to provide support for health and welfare, and promote tenant independence.

Wellbeing support enables residents to live as well and as independently as possible within the Council's Independent Living Schemes.

The Wellbeing Team can offer:

- Financial support
- Health related referrals
- Advice and guidance on tenancies (benefits, property condition etc)
- Care referrals
- Mental health referrals and any other support that may have an impact on a resident's tenancy or wellbeing.

How do I contact the Wellbeing team?

An Independent Living Scheme resident can:

- Approach their scheme's assigned Independent Living Officer who can make a wellbeing referral on their behalf
- Attend their scheme's monthly surgery and speak directly to a Wellbeing Officer
- Obtain the direct contact details of the Scheme's assigned Wellbeing Officer which is displayed on the noticeboard in the communal area.

When we receive a referral, a member of the Wellbeing team will contact the resident to discuss their needs and advise them of the support available.

The team will continue to support the resident by making any necessary referrals to the relevant agencies that can offer help and assistance, and they will stay in touch with the resident until all their support needs have been met.

Wellbeing Officers also respond to, and if needed, attend resident lifeline callouts.

All Independent Living Scheme properties are fitted with an emergency alarm and speech module, meaning residents can call for emergency support 24 hours a day, 7 days per week, including overnight and at weekends.

If, following a callout, further support is required, the scheme's Wellbeing Officer will follow this up with the resident during normal working hours.



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or Scan the QR Code:



BYFORD COURT

The Council continues to move forward in building new homes to add to its stock for rent to local people. Byford Court is an exciting new development in Nuneaton, providing a total of 12 new homes, through a mix of two, three and four bedroom homes, due for completion Summer 2024.

Each house is spacious, having been built to the government's nationally described space standards, offering a modern living space with an open plan kitchen and lounge area, off-road parking, a downstairs cloakroom and patio doors opening onto a private garden area.

These environmentally friendly homes are supplied with hydrogen ready boilers and solar panels to help with energy costs and ensure sustainability.

Special bricks have also been built into the houses to encourage wildlife and provide nesting areas for birds and bats.

This development, built adjacent to Byford Court flats, is self-contained, and so provides security for our existing residents who were consulted to ensure the new development was also in keeping with their needs.



For further information about this exciting new development please visit www.nbbchomes.org.uk.



GET INVOLVED

We are always looking for new ways to make it easier for you to talk to us about our services.

We want you to tell us what we could do better, what we do well, what's most important to you and what would be the easiest way for you to tell us.

We already have the popular Housing Facebook group where you can keep up to date with our services and ask any questions about housing. The group is for tenants only and if you



haven't already joined, scan the QR code to find out more about becoming a member.

If you have any suggestions about how we can make it easier for you to become involved or have any suggestions about what tenants would like us to focus on, please get in touch by emailing: tenant.engagement@nuneatonandbedworth.gov.uk for an informal chat.



USEFUL SERVICES AND FINANCIAL SUPPORT

Here you will find a list of useful services that can offer help with a range of matters such as debt and budgeting, housing issues, family, finances, and mental health.

NBBC CUSTOMER SERVICE

Our customer services team can support with refuse and recycling, Council Tax enquiries, ground maintenance enquiries any environmental health issues, and general support enquiries.

Tel: **024 7637 6376**

Email: customer.services@nuneatonandbedworth.gov.uk

NBBC REPAIRS

Ring our repairs line for any housing related repairs or questions.

Tel: **024 7637 6344**

Emergency out of hours number: **024 7638 2153**

CUSTOMER ACCOUNTS

Manage rent accounts for Council tenants.

Tel: **024 7637 6323**

Email: customer.accounts@nuneatonandbedworth.gov.uk

COUNCIL TAX SUPPORT

If you are on low income, you may be entitled to receive council tax support of up to 100% of your net Council Tax bill. You will be required to complete an application form and provide relevant information concerning your income and household, so that your entitlement can be assessed. To apply, complete the form online

Visit: www.nuneatonandbedworth.gov.uk/ct-support.

DISCRETIONARY HOUSING AND HARDSHIP PAYMENTS

Discretionary Housing Payments (DHP) and Hardship Payments are paid at the Council's discretion where it considers extra help with housing costs are needed. These payments are made from a limited budget allocated by the Department for Work and Pensions (DWP).

To apply for a DHP you will need to be in receipt of either Housing Benefit or the Housing Element of Universal Credit.

To apply for a Hardship Payment (help towards council tax only) you will need to be in receipt of Council Tax Support. For more information and to make an application for DHP Visit: www.nuneatonandbedworth.gov.uk/dhp

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**Nuneaton
&
Bedworth**
United to Achieve

HOMELESSNESS REDUCTION TEAM

The Homelessness Reduction Team are here to give you advice on your council tax bills, rent payments, and help you manage arrears, including setting up affordable payment arrangements. They will also help identify and signpost you to any other support services required.

Tel: **024 637 6700**

WARWICKSHIRE LOCAL WELFARE SCHEME

The Warwickshire Local Welfare Scheme provides support towards food, energy, and water bills or other essentials. The support is given either in vouchers, emergency food parcels or with credit for energy.

Tel: **0800 408 1448** (free phone number from landlines)
or **01926 414 124**

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE (BRANCAB)

For any help and support with benefits, consumer advice, debt, budgeting, energy saving, pensions, financial capability, life events and the money matters toolkit.

Tel: **0808 250 5715**

Email: info@brancab.org.uk

Visit: www.brancab.org.uk

ACT ON ENERGY

Energy bill advice, fuel switching, referrals for physical measures, grant availability and onwards referrals to other agencies if appropriate.

Tel: **0800 988 2881** (freephone number)

Email: advice@actonenergy.org.uk

Visit: www.actonenergy.org.uk

FAMILY INFORMATION SERVICE

Offers free help and advice on all aspects of family life to parents, carers, young people and anyone working with families in Warwickshire.

Tel: **01926 742 274**

Email: fis@warwickshire.gov.uk

WELLBEING FOR WARWICKSHIRE

A single place to go for help with your mental health. 24/7 365 days a year.

Tel: **0800 616 171**

Visit: www.wellbeingforwarwickshire.org.uk
