

# IN HOUSE

NUNEATON AND BEDWORTH BOROUGH COUNCIL'S TENANCY MAGAZINE

ISSUE 2: MARCH 2024

Meet  
**the team**

**TENANT  
ENGAGEMENT**

*Gardening  
Competition  
Winners*

**INSIDE**





# MAKE SURE YOUR BELONGINGS ARE INSURED

You may not realise that the Council cannot replace any of your personal belongings should you be unfortunate enough to experience a fire, theft or flood that damages or destroys your possessions.

It's really important that you think about insuring your possessions. Although you may choose whichever insurance company you wish, the Council is working with Crystal Insurance to offer you an affordable insurance deal, with discounts for Council tenants.

**Please read the information below and contact Crystal Insurance directly if you have any questions.**

## CRYSTAL INSURANCE SCHEME

# Get the cover you need this Winter!

Did you know that the Crystal Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Crystal insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **[www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)**, where you can also request someone to call you back!



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**Nuneaton  
Bedworth**  
United to Achieve

# WELCOME

to the latest edition of the IN HOUSE  
tenants' newsletter.

I'd like to start by saying a big thank you to everyone who attended one of our Tenant Engagement Days or took the time to talk to us at one of our regular market stalls.

It's always good to have some quality time to talk to you and to learn about the things that are most important to you.

This newsletter tells you about some of the things we've been doing over the last few months to improve our services and the ways in which we can better involve you as tenants.

We have included in this mailing our Annual Report for 2022/23, which I hope you find informative. It lets you know what we've been doing and how well we've been performing as your landlord in the last financial year.

Dawn Dawson, Strategic Director for Housing and Community Safety



We had a busy year making sure we do all we can to improve our services for our tenants.

We have concentrated on improving our communication with you, focused on tackling anti-social behaviour and making sure we have all the right information to ensure your homes are safe, warm and affordable.

Along with our Annual Report, this newsletter is one of our main ways of keeping you up to date with the work we do to improve our services, provide decent housing, and the important information you need as residents.

I hope you enjoy reading this edition of In House and the Annual Report.

Councillor Clare Golby, Deputy Leader and Portfolio holder for Housing and Communities



Follow us @NBBCouncil  
or Scan the QR Code:



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](mailto:tenant.engagement@nuneatonandbedworth.gov.uk)

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# TENANT ENGAGEMENT

In August 2023, during two resident engagement days held in Nuneaton and Bedworth, we were delighted to talk with over 150 residents of all ages.

These two events provided an opportunity for people to tell us about their concerns, to get to know their neighbours and to meet a range of community representatives, such as Financial Inclusion and Tenancy Management Officers,

Citizens Advice, The Prince's Trust, Police Community Support Officers, and the Family Information Service.

We'll be holding more Engagement Days in 2024 – watch out for the dates on the Housing Facebook Group, the Council's website and future editions of In House.



Follow us @NBBCouncil or Scan the QR Code:





**WINNER**

**Best Individual Garden Winner:  
Mr Malcolm Bower from Exhall**



# RESIDENTS' Gardening Competition

Last summer, we held our annual tenant gardening competition. It was lovely to see so many beautiful gardens, and the competition was fierce!

Nuneaton and Bedworth Mayor, Councillor Martin Walsh, judged the competition entries and after much consideration, chose the winners.



He said: "All entries showed lovely work and care to attention, and it was very difficult to choose the winners."

The winner of the Best Individual Garden was Mr Malcolm Bower from Exhall.

Ms Suzanne MacIntyre of Weddington was the victor for the Communal Garden category.

We received lovely feedback from our tenants:

"That is a lovely idea. It's great for people's efforts to be recognised. This should be a thing all over the country."

"Wow they are good entries, well done."

We look forward to seeing your entries for this coming summer.

**WINNER**

**Best Communal Garden Winner:  
Ms Suzanne MacIntyre of Weddington**







# REPAIRS INSPECTORS

Repairs Inspectors will be starting a home inspection programme to identify any needed repairs so that we can catch things early and hopefully stop them from becoming a problem for you.

Inspectors will also be looking for any damp and mould issues, again so that we can catch problems early and ensure your homes are safe and healthy.

**A** Repairs Inspection Team was established last September to provide a way for us to proactively look for repairs.

Each of the five Inspectors will concentrate on a particular area of the Borough, in the same way as your Anti-Social Behaviour and Tenancy Management Officers.

If you have a repair that you need to report or want to request an inspection of a particular repair problem in your home, please either email us on [repairs@nuneatonandbedworth.gov.uk](mailto:repairs@nuneatonandbedworth.gov.uk) or ring our Repairs Team on **024 7637 6344** or **024 7638 2153** for out of hours emergencies.

**Left to right** – Angela (Inspections Team Leader) Rachel (Damp and Mould Tenant Liaison) Darren (Repairs Inspector) Jason (Responsive Repairs Manager) Paul (Repairs Inspector) Rob (Repairs Inspector) Matthew (Repairs Inspector)



**GOT AN ARTICLE IDEA? EMAIL US**  
[tenant.engagement@nuneatonandbedworth.gov.uk](mailto:tenant.engagement@nuneatonandbedworth.gov.uk)



# ANTI-SOCIAL BEHAVIOUR OFFICERS

Sam, Tom and Alex

In our last In House newsletter, we introduced you to our Anti-Social Behaviour Team, who are working to investigate and tackle any anti-social behaviour impacting our homes.

We know that anti-social behaviour (ASB) can be devastating for you, and for your neighbours, so it's really good to be able to tell you about one big success story.

In November last year, after working with the Police and others living in the area, the team obtained a 'Full Closure Order' on a property at Balmoral Court, Nuneaton.

While the Closure Order is in place no one is allowed to enter the property without a good cause.

This brings to an end months of serious ASB and shows just how serious the Council is about protecting its tenants and others from this type of behaviour.

Our Anti-Social Behaviour Officer, Samantha won the 2023 staff Local Hero award in our annual staff award celebration, for her dedication to combating anti-social behaviour. The feedback that was given for Sam was:

*"Sam works tirelessly in her role to ensure victims and perpetrators of anti-social behaviour get the help and support they need, taking legal action where necessary to ensure that the quality of life for residents is improved."*

**Great work Sam and well done!**

If you need to report anti-social behaviour or would like to talk to a member of the team, please contact **Customer Services 024 7637 6376** and they will direct you to the Officer responsible for your area.

## GET INVOLVED

**W**e 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 below 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](mailto:tenant.engagement@nuneatonandbedworth.gov.uk) for an informal chat.

# OUR TEAMS TAKE TO THE WHEEL

In November last year, we told you about the exciting initiative to take to the road in our new tenant engagement van, bringing our officers closer to you in your own neighbourhoods.

The van will help us to meet more of you face to face and provide a space where you can chat to us about any concerns you have or give us ideas about how we can continue to improve our services.



We asked you to suggest a design for the van and you did not disappoint! You also came up with a nickname for the tenant engagement van. We are surprised but delighted to tell you that **STAN the VAN** was suggested. STAN stands for:

## Supporting Tenants And Neighbourhoods

We want to thank Mr George Ion from Bulkington who wowed us with his eye-catching design.

We are putting together the finishing touches to Mr Ion's design – watch this space for the big reveal of **#STANTHEVAN** and let us know if you spot him near your home.

**GOT AN ARTICLE IDEA? EMAIL US**

[tenant.engagement@nuneatonandbedworth.gov.uk](mailto:tenant.engagement@nuneatonandbedworth.gov.uk)



Look out for our Tenant Engagement Officer Emma, who will be driving around in the van





# PAYING YOUR RENT



**If you are struggling with paying your rent, we are here to help you.**

We have a new Customer Accounts Team who want to hear from anyone experiencing financial difficulties – we are here to work with you to make sure your home is not put at risk.

We encourage you to take the first step and talk to us. You can reach out in the following ways:  
Customer Accounts Team email: [recovery.section@nuneatonandbedworth.gov.uk](mailto:recovery.section@nuneatonandbedworth.gov.uk) Tel: 024 7637 6530

We also have a dedicated Tenancy Support Officer who is waiting to help you with any problems you may have. You can get in touch by emailing [tenancy.support@nuneatonandbedworth.gov.uk](mailto:tenancy.support@nuneatonandbedworth.gov.uk)

We are trying to get as much help and information out there as possible. Look out for more tenant engagement events during 2024, where we aim to visit as many of the wards in the Borough as we can.

## THERE ARE A NUMBER OF WAYS TO PAY YOUR RENT:

### Direct Debit - the easy way to pay your rent

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 ([www.nuneatonandbedworth.gov.uk/info/20017/rents/158/rent\\_payments](http://www.nuneatonandbedworth.gov.uk/info/20017/rents/158/rent_payments)) and post it to: **Rent Direct Debit Mandate, Nuneaton and Bedworth Borough Council, Coton Road, Nuneaton, CV11 5AA**

## OTHER WAYS TO PAY YOUR RENT

- **Arrange a standing order payment with your bank or building society**
- **At the Post Office with your rent payment card or bar code letter**
- **Any outlet displaying the Pay Zone facility logo (visit the Pay Zone website for locations) <https://storelocator.payzone.co.uk>**
- **By 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 [www.nuneatonandbedworth.gov.uk](http://www.nuneatonandbedworth.gov.uk)**
- **By debit card over the phone, 24 hours a day, seven days a week on 024 7637 6172**
- **By debit card over the phone between 9am and 5pm Monday to Friday on 024 7637 6323**

**GOT AN ARTICLE IDEA? EMAIL US**  
[tenant.engagement@nuneatonandbedworth.gov.uk](mailto:tenant.engagement@nuneatonandbedworth.gov.uk)

# GARAGES TO RENT



**T**he Council has a number of garages at various locations in the Borough available to rent. These are currently priced at £10 per week for council tenants and £20 per week for non-council tenants, please visit our website at [www.nuneatonandbedworth.gov.uk/info/20018/garages/100/council\\_garages](http://www.nuneatonandbedworth.gov.uk/info/20018/garages/100/council_garages) or call 024 7637 6376. If a garage is not currently available in your preferred location, you can be placed on a waiting list.

## STOCK CONDITION SURVEYS

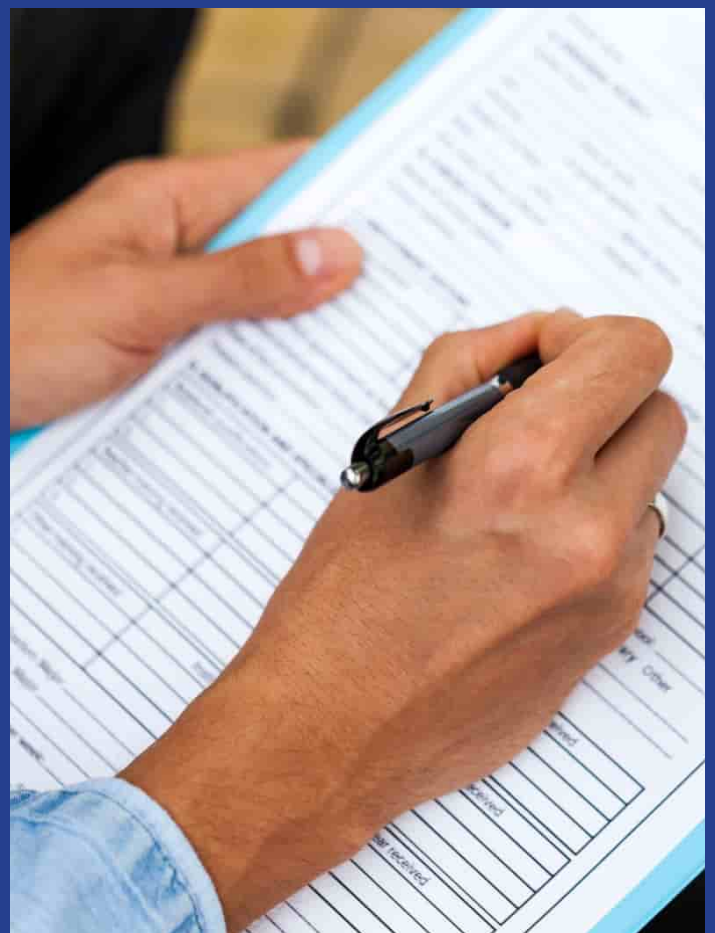
**S**tock condition surveys of all our homes are currently being carried out by a company called Michael Dyson Associates Ltd.

These surveys will tell us about the overall condition of both the inside and outside of your home, and identify any works that need to be carried out to ensure it meets the requirements of the Decent Homes Standard.

The Standard says that your home must be warm, weatherproof and have reasonably modern facilities. A survey of your home will help us to plan in repairs and improvements.

All surveys are due to be completed by the end of February 2024 and to date more than 3,500 have been carried out.

We would like to ask all our tenants to co-operate with us by allowing access to your home so that the survey can be carried out when required.







# LOOKING TO SWAP YOUR HOME?

## JOIN HOMESWAPPER FOR FREE

**We are really pleased to announce that Nuneaton and Bedworth Borough Council has signed up as a member of HomeSwapper.**

Tenants wishing to use the HomeSwapper service no longer have to pay for membership as the Council will now pay it for you.

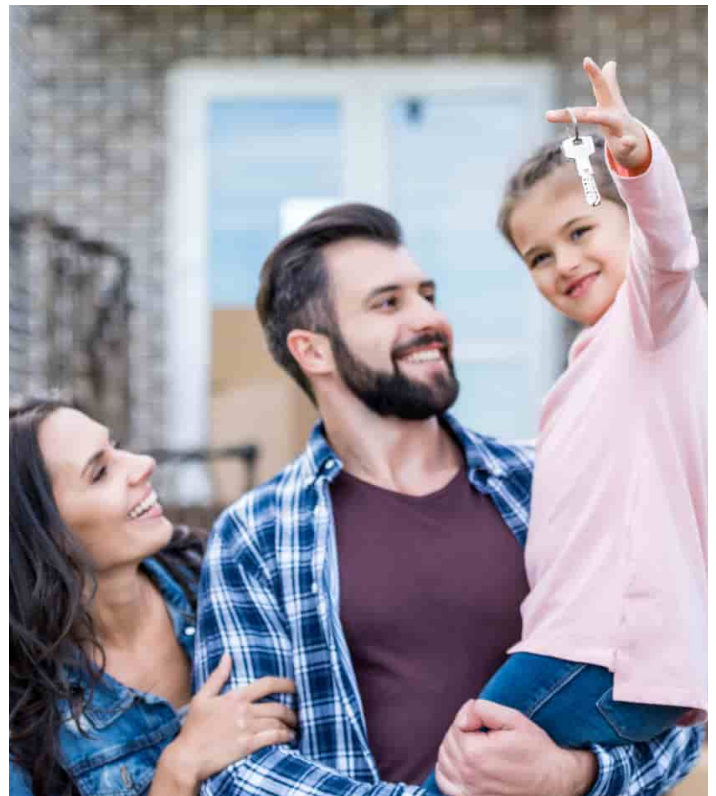
HomeSwapper can help you swap your home with other council or housing association tenants - a process called Mutual Exchange.

A mutual exchange can happen for many reasons, such as needing more (or less) space, moving for work or to be closer to family.

It's a great option for tenants who can't access or don't want to wait for the normal allocation process. It gives you more control and means you're able to choose a home that suits your needs better, in a place you want to live.

HomeSwapper is the UK's leading mutual exchange service for social housing with over 500,000 tenants looking to swap.

To register visit [www.homeswapper.co.uk](http://www.homeswapper.co.uk)  
Please allow up to five working days for our staff to authorise your account.



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](mailto:tenant.engagement@nuneatonandbedworth.gov.uk)



Follow us @NBBCouncil  
or Scan the QR Code:





# 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](mailto: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

## 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](http://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](http://www.nuneatonandbedworth.gov.uk/dhp)

## HOMELESSNESS PREVENTION OFFICERS

The Homelessness Prevention Officers 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 7637 6406

## 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 359 182

## 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](mailto:info@brancab.org.uk)

visit: [www.brancab.org.uk](http://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](mailto:advice@actonenergy.org.uk)

visit: [www.actonenergy.org.uk](http://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](mailto: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 61 61 71

visit: [www.wellbeingforwarwickshire.org.uk](http://www.wellbeingforwarwickshire.org.uk)

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or Scan the QR Code:



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