



# Keeping Nuneaton & Bedworth Looking Good



This guide shows you how you can help us to keep the Borough clean, safe and attractive. It gives information on what services we provide and shows the relevant contacts to access or comment on our services.

Not only does it cover the responsibilities of Nuneaton & Bedworth Borough Council, but it also covers Warwickshire County Council and other partner agencies.

Together we can  
Keep Nuneaton and Bedworth Looking Good.

## Abandoned Cars

- ☎ 0800 16 999 00
- ✉ [abandoned.vehicles@nuneatonandbedworth.gov.uk](mailto:abandoned.vehicles@nuneatonandbedworth.gov.uk)  
As part of the Warwickshire Car Clear Group the Council will investigate any vehicles reported as abandoned within the Borough. The vehicle will be removed if it is considered to be abandoned.

## Fly Tipping

- ☎ 024 7367 6170
- ✉ [refuse@nuneatonandbedworth.gov.uk](mailto:refuse@nuneatonandbedworth.gov.uk)  
We will remove any fly-tipped material from Council land (and private land on receipt of the landlord's written consent) within 5 working days of notification. We will make every effort to identify and prosecute those people who unlawfully dump their rubbish. We will also provide advice to private land owners on measures they can take to reduce fly tipping.

## Parking

- ☎ 024 7637 6434
- ✉ [parking@nuneatonandbedworth.gov.uk](mailto:parking@nuneatonandbedworth.gov.uk)  
We manage the town centre car parks, ensuring that they are regularly patrolled, ticket machines maintained and excess charge notices issued where appropriate. We also deal with all queries regarding car parking charges, season tickets and residents' parking permits.

## Anti-Social Behaviour/Nuisance

- ☎ 024 7637 6406
- ✉ [housing@nuneatonandbedworth.gov.uk](mailto:housing@nuneatonandbedworth.gov.uk)  
This can include shouting, abusive language, fighting, revving car engines, threats and barking dogs. All forms of anti-social behaviour and nuisance can be very distressing and disruptive to people's lives. The Council does not tolerate this kind of behaviour from any of its residents and will take action against perpetrators. Contact the Nuisance Behaviour Officer.

## Excessive Noise and Loud Music

- ☎ 024 7637 6405
- ✉ [env.health@nuneatonandbedworth.gov.uk](mailto:env.health@nuneatonandbedworth.gov.uk)  
Reasonable levels of noise are permitted to enable residents to carry out normal every-day activities. It is can be acceptable to carry out DIY jobs during the day, but not during the evening or throughout the night when neighbours can be disturbed. Music should not be played at such a level that disturbs other residents.

## Council House Tenancies

- ☎ 024 7367 6376
- ✉ [housing@nuneatonandbedworth.gov.uk](mailto:housing@nuneatonandbedworth.gov.uk)

### Parking within the Boundary of the Property

Tenants wanting to park a motor vehicle on their property should have a dropped kerb and a hard standing constructed to the approved specification. Contact your Housing Officer for more information. All requests for the construction of a dropped kerb should be made to WCC County Highways (see 1).

### Hedges and Trees

Garden maintenance, including the cutting, pruning and removal of hedges and trees, is a tenant responsibility. However, for trees damaged by storms or where there is a danger to the health or safety of residents, the Council may arrange for the tree to be made safe or removed. Contact your Housing Officer.

### Fencing

Fencing between adjoining properties will usually be the responsibility of the tenant. Exceptions to this will be where the property adjoins a garage site, public footpath or passageway, or backs onto a canal, railway line or public open space. Contact the Housing Officer to determine responsibility to repair or replace, or alternatively the Contact Centre to report a defect.

### Overgrown Gardens

Gardens are a tenant responsibility. Where a garden has been left uncultivated and has become overgrown with long grass, weeds and is generally untidy, contact the Housing Officer.

### Rubbish in Gardens

Tenants are required to keep their gardens tidy at all times. For the removal of bulky household waste, see item 7 overleaf. For removal of all other forms of rubbish, contact the Housing Officer.

### Flytipping on Council Housing Sites

For large items of rubbish including 3-piece suites, washing machines, fridges, carpets etc. dumped in communal areas at blocks of flats, your Housing Officer will arrange for removal usually within 3 working days.

### Car Repairs

The repair of motor vehicles for financial gain on Council-owned property is strictly forbidden. Tenants should not undertake or allow this type of work to be undertaken at their home or garage site. Misuse should be reported to the Housing Officer.

### Disrepair

The Council is responsible for most of the repairs to its own properties. Defects commonly seen on the outside of properties include tiles broken or blown off roofs, blocked guttering, running overflows and broken or missing rainwater down-pipes. However, the replacement of broken glass is a tenant responsibility. Where a crime number can be provided, the Council may replace the glass. For all repair enquiries, call the Contact Centre.

### Damaged and Burnt-out Bins

Damaged bins in communal areas, whether through wear and tear, vandalism or fire, should be referred to your Housing Officer.

### Smell of Gas

Refer to Transco as an emergency on 0800 111 999.

### Drains/Manhole covers within the Property

For drains and manholes covers within the boundary of the dwelling that become dislodged, broken or blocked, call the Contact Centre. For drains and manholes outside the boundary of the property, contact Severn Trent Water on 0800 783 4444.

### Discarded Syringes and Needles

Should you find any discarded syringes or needles, the Council will arrange for their removal. Contact your Housing Officer.

### Caravans

The Council permits tenants to keep a caravan on the property, where the caravan is parked on an approved hard-standing behind the building line of the main dwelling. Permission to park a caravan on the front garden area will be refused. Caravans should not be left parked on the public highway and under no circumstances should caravans be parked in parking bays and communal parking areas or on garage sites. Contact your Housing Officer for more information.

### Garage Sites and Areas of Communal Land

For overgrown and untidy garage sites, corner plots and communal open spaces, contact your Housing Officer.

### TV Aerials and Satellite Dishes

Permission is required before the erection of a TV aerial or satellite dish. Contact your Housing Officer.