

MINUTES – Complaints Panel 12th March 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing – Involved Tenant Scrutiny Panel

Date of Meeting: 12th March 2026

Subject: Housing Complaints Panel

Staff Attendees: Thomas Venus (Tenancy Services and Engagement Team Leader), Emma Neale (Engagement Officer), Lynette Sparrow (Engagement Officer)

Involved Tenants: 5 Involved Tenants and Leaseholders including WS, DG, SM, PR, and AB.

1. Introductions – 10:30am

- Thomas Venus, Tenancy Services Team Leader and Engagement Officers – role introductions and Housekeeper

2. Purpose of Panel – 10:45am

- Discussed the purpose of the Complaints Panels and the Regulator of Social Housing Consumer Standards. Discussed the specific requirements around Complaints under the Consumer Standards and Complaint Handling Code from the Housing Ombudsman

3. Policy Discussions – 11am

- Discussion of 3 Genuine (Redacted) Complaints

The Involved Tenants were given 3 redacted complaints to consider.

Complaint 1 – Rent Arrears Letter:

The first complaint discussed a rent arrears letter that was sent to a tenant when she did not believe she should be in arrears. The letter was sent on 4th January 2026 due to the Housing Benefit system not processing the payment until 5th January 2026 due to the Christmas and New Year holiday period.

An apology was issued but the complaint was not upheld. The tenant was confirmed as having no arrears and it was an automated arrears letter. The automated letter is important to ensure that tenants are notified as soon as possible about any arrears that arise.

Involved Tenants were happy with the decision.

Complaints 2 – Medical Management Move:

This complaint involved a complaint that we had not immediately moved a tenant due to a change in their medical conditions. However, we had approved a Management Move in December 2025. Discussion around this complaint and the Involved Tenants were happy with the decision and support offered.

Complaints 3 – Mutual Exchange Refusal:

The third complaint reviewed was a request for a Mutual Exchange. This was refused due to suspected tenancy fraud. The Involved Tenants were given the details of this (redacted without disclosing any personal information or identifying information) and the Involved Tenants approved of our approach to refuse the application and not uphold the complaint.

4. Any Other Business 11:30am-12.30pm

- Open the floor to the Involved Tenants around Complaints, recommendations, any other concerns.
- **DG:** Raised a question about where the funding for Discretionary Housing Payments (DHP) comes from.
- **SM:** Raised a question about Leaseholder Fees and who organises legal action for unpaid fees.
- **AB:** Windows at Templar Court constantly being pushed back for leaseholders.
- **WS:** Communication from Repairs or Capital regarding works is poor was raised.

5. Recommendations

- Involved Tenants requested a review of rents letters and the wording of the letters to be less harsh in the initial letters. (To go to Communication Panel)
- Consider e-mail instead of post to save money for rents letters.
- Happy with the response to the 3 not upheld cases. Would like to review 3 upheld complaints at next panel.
- Capital notification letters for works and communal works and general communication from Repairs was stated to be poor – which was a theme generally during the discussions with the panel even though it was a Complaints related panel.

Meeting Ended – 12:35pm.

Signed Off:

 Tom Venus

Role: Tenancy Services and Engagement Team Leader – Thomas Venus