

Agenda & Minutes – Scrutiny Panel 26^h March 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing – Involved Tenant Scrutiny Panel

Date of Meeting: 26th March 2026

Subject: Housing Scrutiny Panel

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

Involved Tenants: Housing Scrutiny Panel of Tenants and Leaseholders including WS, AB, AP, AB, PR, SM, AM, DG, BC, SM, MR, MW, WM

1. Introductions & House Keeping – 10:30am

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

2. Purpose of Panel – 10:45am

Discuss the purpose of the scrutiny panel.

- Anonymous vote held to elect the Chair and Vicechair

3. Tenant Charter discussion & finalisation – 11am

Discussion and finalisation of the tenant's charter to share with other departments at NBBC.

- A discussion took place around the Tenants Charter and what specific terms the Involved Tenants would like to be in the Tenant's Charter. The 7 key points for the Charter were agreed and signed off with some feedback, comments, and additions to our proposed 7 bullet points.

4. Feedback / updates on complaints and assets panels 11:30am-12pm
Receive feedback and updates from our two earlier panels on 12th March & 2nd March 2026

- Discussion took place about the two previous panel discussions and recommendations.
- It was approved by the Housing Scrutiny Panel.
- The Assets Panel recommended that the Tenant Alteration and Home Improvement Policy, Right to Buy Policy, and Damp and Mould Policy were approved and sent to Single Member Decision or Cabinet to review. This was with one recommended change to the Right to Buy Policy on point Number 9.
- The Complaints Panel reviewed 3 not upheld complaints and were happy with the Council's approach. They will review 3 not upheld complaints next time.
- Involved Tenants recommended a review of the initial rent letters (at least the first) as the wording of the letter is quite harsh and some tenants had been sent automated letters in error. It was felt this negatively impacts the relationship with the Council.
- Concerns raised around general communication improvements required by NBBC to tenants and leaseholders. This will be discussed at the first Communications Panel in April. However Repairs and Capital Projects communication about works in communal blocks, flats, and at individual properties was raised as a concern.

5. Any other business 12:00-12:30pm

Opportunity to raise any issues or comments with housing staff.

- **TV:** Lots of new policies coming through to panels so attendance encouraged.
- Interviews for 3 Housing Officers and ASB Admin Support role coming up and gauged interest for Interview Panels.
- Discussed on-going work on newsletter and that this would be raised at the Communications Panel alongside issues around how NBBC communicate with tenants.

Signed:



Role: Tenancy Services and Engagement Team Leader – Thomas Venus

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