

Minutes – Communications Panel April 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing – Involved Tenant Scrutiny Panel

Date of Meeting: 23rd April 2026

Subject: Communications Panel

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

Involved Tenants: AB, PR, AM, And.M, SM, ML, NBBC tenants / leaseholders

1. Introductions & House Keeping – 10:30am

Staff introductions and housekeeping information.

2. Purpose of Panel – 10:40am

Discuss the purpose of today's Communications panel. Discussion took place around the Regulator of Social Housing Consumer Standards especially around communication with tenants. Transparency Standard reviewed again.

3. Rents letter

Look at example of rents letter and discuss suggested amendments- 10.50am

- **AM:** Would like to see ARR1, ARR2, ARR3 side by side on the screen to review each letter. Agreed for next Comms letter. We've had to move rooms today due to Planning needing the room.
- **Seriousness of Letters:** Reviewed a letter for £294.89 for arrears.
- **AB** - No details on payment or how to pay.
- **AM:** Could we consider Rent Plastic Payment cards?
- **Tenant App** – Involved Tenants would like an app similar to North Warks

RECOMMENDATION: Involved Tenants want the Complaints Process on an Involved Tenant page on Engagement on the website so they can

easily access. Also, first Rent Letter wording to be reviewed by Thomas Venus & Lydia McLeod and updated in CX Housing System.

4. Asbestos reporting -11.10am

Discuss the best way to give tenants asbestos information.

Involved Tenants discussed the Asbestos Report which was presented by Lynn Joy at the last Assets Panel.

- Current report requires simplifying before going to tenants.
- Photos of exactly where the Asbestos is, the grading and what the tenant can do to keep safe and manage the Asbestos.
- Not all the technical grading required.
- When do tenants get this Asbestos report?
- Online location for all safety information.
- Map/Plan of the locations and labelled low/medium/high risk.
- Run down for each room on back of the front door.
- New tenants: sign-up pack for Asbestos.
- Timeframe of when Asbestos needs removing/dealing with.
- Colours if printing and laminating if going on doors/walls.

RECOMMENDATION: Tom to find out when tenants are due to get Asbestos reports, and to feedback the advice to Capital Projects for them to produce.

5. Newsletter -11.30am

Give feedback on the newsletter. The newsletter draft was shown to the Involved Tenants in a printed-out format as we had to move rooms due to Planning not booking Committee Room A in advance of one of their important meetings. We therefore had to show this in Black and White only.

- Independent Living printed copies requested.
- Printed copies to go to IL and Customer Services.
- Facebook posts to be made by Engagement Team regarding safety issues for Disrepair claims around rogue traders, etc.
- **RECOMMENDATION:** Proceed with current newsletter

6. Any other business 11.50am

Opportunity to ask questions or raise any other concerns

Approved: Thomas Venus – Tenancy Services and Engagement Team Leader

Signed: 

Date: 23rd April 2026