

Minutes – Independent Living Panel April 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing – Involved Tenant Scrutiny Panel

Date of Meeting: 27th April 2026

Subject: Independent Living Panel

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

Involved Tenants: WM, MW, DG, AB 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 independent living panel

3. Washing machines in Independent Living Complex's 10:45
Discuss the pros and cons of residents having a washing machine in their property.
All panel members in agreement that washing machines should be on a case-by-case basis and proof shown if required- i.e. mobility issues/ allergies, due to numerous issues installing individual washing machines and managing issues they could cause (taking the following into consideration) :
 - Noise
 - Flooding risks
 - Action NBBC can take if people do not adhere to rules
 - Additional costs and staff time at NBBC
 - Drainage / electrical issues

All tenants agreed that any washing machines that are given permission need to be installed by a professional and signed off to ensure it is safe.

4. Panel discussion any other issues in Independent Living -11.30am
Opportunity to discuss any other issues within Independent Living.

- Request to look at the fire doors banging within complex's and request for soft close hinges to prevent this.
- All tenants stated lots of residents in their complex's struggle to open their own front doors and fire doors due to how heavy they are, especially those that have mobility aids – more needs to be done to support these tenants and stop noise interference from doors. (can HEART team support)
- The panel feel Independent Living tenants are not always aware they have to get permission for items such as washing machines / alterations.
- When the washers and dryers break it takes weeks and weeks to sort out.
- Pet blankets being washed in communal washing machines is leaving hairs all over other people's clothes (is there a solution to this)
- To investigate the number of washing / drying machine in complex's i.e. Katherine ward 24 flats 1 washer dryer. Poplar 20 flats 2 washing and drying machines.
- Reminder letters regarding disposing of baby wipes / toilet wipes due to drainage issues at a few complex's

5. Any other business 12:00
Opportunity to ask individual / personal questions

Approved: Thomas Venus – Tenancy Services and Engagement Team Leader

Signature: 

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