

Tenants Charter for Nuneaton and Bedworth

Relationships: The Council will treat all residents with respect in all of their interactions. Relationships between Tenants and Leaseholders will be based on openness, honesty, and transparency. This will be a professional, empathetic two-way relationship between staff, elected members, tenants, and leaseholders. This also requires Tenants and Leaseholders to treat staff, contractors, and elected members with courtesy and respect in a similar fashion.

Communication: Tenants and Leaseholders will receive clear, concise, accessible and timely information from Nuneaton and Bedworth Borough Council on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues. Data Protection will be taken seriously and all relevant legal rules followed.

Voice and Influence: Nuneaton and Bedworth Borough Council will seek and value the views of Tenants and Leaseholders and will use this information to inform decisions. This will be done via a range of Engagement Opportunities including the Housing Scrutiny Panels. Every individual Tenant and Leaseholder will feel listened to by the Council on the issues that matter to them and can speak without fear.

Accountability: Collectively, residents will work in partnership with Nuneaton and Bedworth Borough Council to independently scrutinise and hold the Council to account for the decisions that affect the quality of their homes and services.

Quality: Tenants and Leaseholders can expect their homes to be good quality, well maintained, safe and well managed. This includes meeting the Decent Home Standard at time of letting and includes Nuneaton and Bedworth Borough Council following all applicable laws including Awaab's Law and the Housing Health and Safety Rating System.

When things go wrong: Tenants and Leaseholders will have simple and accessible routes for raising issues, making complaints, and seeking redress. Tenants and Leaseholders will receive timely advice and support when things go wrong. Nuneaton and Bedworth Borough Council will review Complaints, Policy, and Procedure at the regular Involved Tenants Complaints Panels. The Council will also advertise where things go right and promote positive interactions between the Council and Tenants and Leaseholders.

Equality, Diversity and Inclusion: Nuneaton and Bedworth Borough Council will be inclusive and seek views from all groups. Approaches to the Involved Tenant programme will be inclusive by engaging with Tenants and Leaseholders from a range of backgrounds and experiences. Consultations with Tenants and Leaseholders will include outreach to underrepresented communities, including through targeted communications where appropriate.

For more information visit -
www.nuneatonandbedworth.gov.uk/tenant-engagement