

IN HOUSE

NUNEATON AND BEDWORTH BOROUGH COUNCIL'S TENANCY MAGAZINE

ISSUE 4: SPRING 26

INSIDE THIS ISSUE

Community Safety Teams awarded the ASB Pledge

We are proud to present the ASB Pledge award to the Community Safety Teams in Nuneaton and Bedworth. The award is given to teams that have demonstrated a commitment to safety and security in their communities.



Motorcycle safety

Motorcycle safety is a key priority for the Council. We are working with the police and other partners to reduce the number of motorcycle accidents and casualties.



Award winning resident

Our Award winning resident, Mrs. [Name], has been recognized for her exceptional contributions to the community and her dedication to making a positive difference.



Gardening Competition

The Gardening Competition is a great way to showcase your gardening skills and win prizes. The competition is open to all residents and will be held on Monday 21st April.



Accessing your homes

It is important to ensure that your home is safe and secure. We provide advice and support on how to access your homes safely, including information on fire safety, gas safety, and other hazards.

- Potential Hazards**
 - Gas-related risks** - Gas leaks can be dangerous and cause fires or explosions. It is important to have your gas appliances checked regularly.
 - Electricity safety** - Faulty wiring and overloaded circuits can cause fires. It is important to have your electrical system checked regularly.
 - Fire safety** - Fire is a major cause of injury and death. It is important to have your fire alarm tested and your fire escape routes clear.
 - Slips, trips and falls** - These are common causes of injury in homes. It is important to keep your floors clean and free of clutter.
 - Structural issues** - Structural problems can affect the safety of your home. It is important to have your home inspected regularly.

Welcome

to the spring edition of your IN HOUSE newsletter

Welcome to Nuneaton and Bedworth Borough Council's Housing Spring Newsletter for 2026!

This newsletter is a vital channel for us to be able to communicate to our tenants throughout the year and provide updates on our Housing Services.

It has been a busy few months for Landlord Services with the recruitment of extra Housing Officers and on-going recruitment for an Anti-Social Behaviour Officer and Anti-Social Behaviour Support Administration Officer.

We have held Involved Tenant Recruitment Panels and launched the full Housing Scrutiny Panels which any Nuneaton and Bedworth Borough Council tenant is welcome to apply to join.

We have also held the vote and elected our first Chair and Vice Chair of the Housing Scrutiny Panel which provides a good voice for Tenants and Leaseholders alike. We remain committed to providing safe and decent homes, maintaining properties to a good standard, tackling anti-social behaviour, supporting

Follow us @NBBCouncil
or Scan the QR code!



If you would like to get in touch with us about anything you read in this edition, or have any feedback for us, please contact us on tenant.engagement@nuneatonandbedworth.gov.uk

residents with rent arrears, and improving how we respond to complaints and document outcomes and improvements.

By putting residents at the heart of what we do, we look forward to continuing to improve our services together with our Involved Tenants being able to provide meaningful scrutiny of how we provide our service.



We hope you enjoy reading our Spring Newsletter and welcome any feedback on the newsletter and our services to be sent through to tenant.engagement@nuneatonandbedworth.gov.uk

Dawn Dawson
Strategic Director for Housing and Community Safety

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Community Safety Teams awarded the ASB Pledge



We are excited to announce that Nuneaton and Bedworth Borough Council's Anti-Social Behaviour (ASB) and Community Safety Teams have been awarded the ASB Pledge by the charity ASB Help.

ASB Help works with various partners, including local authorities and law enforcement to provide tailored support and raise awareness of the impact of anti-social behaviour on communities.

They provide guidance, advice and resources to individuals affected by ASB, helping them understand their rights and the steps they can take to address the issue.

The ASB Pledge seeks to encourage all agencies involved in the ASB Case Review process to embed best practice into their policy and procedures.

This helps ensure that any victim of persistent ASB (when the threshold is met), regardless of where they live, is truly given a voice, and that partners work together to secure a satisfactory resolution.

As part of this pledge, the Council has strengthened its case review process, providing more opportunities for individuals and communities to be heard and supported.



ASB pledge awarded!



As a Nuneaton and Bedworth Borough Council social housing tenant, your tenancy agreement requires you to ensure that neither you nor anyone living at or visiting your property engages in anti-social behaviour (ASB).

Allowing anti-social motorbike use, such as excessive noise from revving engines or exhausts, dangerous riding on public land or roads near the property, or the storage of illegally used off-road bikes, constitutes a breach of these tenancy conditions, and your tenancy agreement could be at risk.

Warwickshire Police has powers to be able to seize bikes ridden in an anti-social manner.

Nuneaton and Bedworth Borough Council can also take enforcement action against you, ranging from initial warnings, Acceptable Behaviour Contracts and Community Protection Notices, to seeking court injunctions to prohibit this behaviour.

Persistent issues or serious incidents could lead to possession proceedings (eviction) under grounds set out in the Housing Act 1985.

You can report off-road bikes being ridden anti-socially in a number of ways:
www.safeinwarwickshire.com/crime-anti-social-behaviour/dob-em, calling Warwickshire Police on 101 or by contacting your Tenancy Management Officer, who can advise you on the reporting process.



Suffering from noise nuisance?

Download The Noise App

www.thenoiseapp.com



Step 1

Download the app from www.thenoiseapp.com or search online for 'The Noise App' at Google Play or the Apple App Store.



Step 2

Create your account and choose the Service Provider Nuneaton and Bedworth Borough Council to investigate your noise nuisance reports.



Step 3

To report a nuisance simply tap the icon, make a 30-second recording of the noise, complete a form and submit your report online.

Step 4

Await response from the Service Provider investigating your case reports.

Please use The Noise App responsibly

Tenant engagement updates

Our Engagement Team has been busy within the borough, we have:

- Held Tenant Engagement events
- Conducted estate walkabouts
- Hosted pension credit sessions
- Attended major projects
- Organised open days

Scan the QR code below or go to www.nuneatonandbedworth.gov.uk/walkabout to view our 2026 Neighbourhood Walkabout dates!



Spot Stan!

Have you seen Stan out on the road?

If you have, we would love to see your pics!

Submit your picture and details of where you saw Stan to tenant.engagement@nuneatonandbedworth.gov.uk or hand in at Nuneaton Town Hall, Coton Road.

There will be 10 winners who will each receive a £25 gift voucher. Results will be announced in the autumn newsletter. Entries from over 18 years only.



Reminder for Tenants:

Rules on Home Alterations and Improvements

Nuneaton and Bedworth Borough Council is reminding all tenants of their responsibilities when planning any alterations or improvements to their homes. These rules help ensure work is carried out safely, legally, and with minimal disruption to neighbours and the wider community

✓ Permission Required Before Starting Work

Tenants **must obtain written permission from the Council** before carrying out any alterations or improvements.

Approval can only be considered if tenants:

- Hold a secure tenancy, and
- Have no outstanding rent arrears

Applications may be delayed or refused if rent accounts are not up to date.

✓ Planning Permission & Building Regulations

Some works may require:

- Planning permission, and/or
- Building regulations approval

It is the tenant's responsibility to ensure all required statutory permissions are in place before any work begins. Starting work without approval may result in **enforcement action**.

✓ Inspections

The Council may inspect the property:

- Before work begins
- During the improvement
- After completion

This ensures the works meet all safety, quality, and regulatory standards.

✓ Unauthorised Alterations

Tenants are reminded that any unauthorised alterations may need to be removed at their own expense. The Council may also recharge the cost of any damage or remedial work required.

Common Alterations That Require Landlord Permission

Before carrying out any work, tenants must request written permission from the Council. Below is a helpful guide to common alterations that require approval:

Home Technology & Utilities

- CCTV systems
- Smart home devices (e.g. video doorbells, cameras, thermostats)
- Electric vehicle chargers
- Broadband or TV installations
- Satellite dishes or aerials

External & Garden Works

- Driveways or dropped kerbs
- Painting the outside of your home
- Garden landscaping or planting (including communal gardens)
- Installing fencing, gates, or walls
- Garden structures (e.g. sheds, summer houses, or other outbuildings)



Internal Improvements & Structural Changes

- Adding or removing internal doors or partitions
- Conservatories or lean-tos
- Changing fixtures and fittings (taps, light fittings, electrical sockets or switches, door handles, or locks)
- Building alterations (removing walls, adding extensions, or changing layouts)
- Installing a new kitchen or bathroom

How to Apply for Landlord Permission

To request permission, please submit your enquiry in writing, clearly outlining the alterations you wish to carry out.

You can apply by:

-  customer.services@nuneatonandbedworth.gov.uk
-  024 76 376376

Tenants considering home improvements or alterations can find further guidance, including what types of work require prior permission and how to apply, on our Carrying Out Your Own Property Alterations webpage: www.nuneatonandbedworth.gov.uk/property-alterations

Staff Updates



I would like to introduce myself as the new Tenancy Services and Engagement Team Leader within the Landlord Services Team.

I have previously worked as an Anti-Social Behaviour Officer and Tenancy Management Officer for the Council.

Prior to that I've worked as both a Police Constable and Police Community Support Officer (PCSO) for Warwickshire Police.

As part of my current role, I have started the Involved Tenant recruitment campaign, and we have the first panels up and running.

If you would like to scrutinise the Council's policies, procedures, complaints or generally be more involved in how the Social Housing side of the Council operates contact our Engagement Officers by emailing tenant.engagement@nuneatonandbedworth.gov.uk

We will then contact you to discuss and go through the different options available to engage with the Council.

My goal as the Team Leader within Housing is to support a group of Tenancy Management Officers to provide a fantastic housing service to you, our tenants.

Thomas Venus

Tenancy Services and Engagement Team Leader



I am a busy mum-of-three and a former small business owner. In 2020, I made the decision to change my career path and joined Nuneaton and Bedworth Borough Council, starting in the Repairs team.

Over time, I progressed into the Capital Projects team, working closely with contractors, residents, and internal services. I am now proud to be in the role of Housing Officer, a position I truly care about.

I take pride in supporting our tenants, helping them maintain their homes, and working with colleagues to ensure safe, positive outcomes for our communities.

To continue developing in this role is exciting and to contribute to the ongoing support we provide to our residents.

I am looking forward to meeting more of you and continuing to support our residents and neighbourhoods. If you see me out and about, please feel free to say hello.

Teri Price

Housing Officer

I have been in the Social Housing Sector since 2014, starting as an apprentice with Hinckley and Bosworth Borough Council (HBBC) when physical disability caused me to need a change in career.

I spent 10 years at HBBC, covering several roles including Housing Support Worker, Welfare Support Assistant, and Housing Repairs Team Leader, but made the decision to move on in my career in 2023.

Sadly, this decision was not a good one, and the company I went to work for made my post redundant in July 2025.

I found temporary work with Nuneaton and Bedworth Borough Council and have been working as a Customer Accounts Officer since October 2025, but I am really looking forward to my next chapter as a Housing Officer here.

This is something I have been visualising as a career path for a few years now, and it feels like a real 'I made it' moment.

I am a married mother of two, with our youngest just about to embark on his school journey, so job security really means a lot to me as I want them to understand the value of work and a career path.

I also hope to raise them to be kind, caring and supportive of those in need, which I hope they will see this from me in this position as they grow.

I look forward to meeting those I will be supporting, so please say hello and ask anything you need. I promise I will do my very best for you!

Zoe Hooper
Housing Officer



Consultation Updates

During Autumn we were busy consulting with tenants on several new and updated policies including:

 **Tenant Engagement Strategy**

 **Anti-Social Behaviour Policy**

 **Pet Policy**

 **Garden Assistance Scheme**

 **Recharge Policy**

 **Dementia and complex needs**

 **Compensation and Remedy**

Consultations were held in various ways such as online surveys, focus groups and meetings across the borough.

All consultations have been completed and new policies are available online.



Want to be involved in shaping our service?

Putting customers at the heart of everything we do and ensuring your voice is heard is central to ensure we deliver the services you want and expect.

Our involved tenants and leaseholders represent the voice of all our residents to help influence and shape our housing services.

Identifying what we do well and making recommendations for improvement in areas where we could do better is a key part of your role.

We are looking for new tenants and leaseholders to join our Involved Tenant Group.

There are many ways you can be involved, such as scrutinising new policies and providing feedback, being a mystery shopper or an estate champion to name a few.

We work flexibly around what suits our tenant needs, meaning you can scrutinise policies from the comfort of your home or attend a scrutiny group at the Town Hall. For any tenant or leaseholder that would like to become involved, we will also provide support and training.

great opportunity to learn new skills and help to improve your neighbourhood.

By becoming involved, you can:

- **Help make a difference and improve your housing service**
- **Get to know your landlord better**
- **Get involved in the areas that you are interested in**
- **Get to know other people**
- **Add it to your CV, use and prove your skills in listening, finding problems and producing solutions**

📞 02476 376493

✉ tenant.engagement@nuneatonandbedworth.gov.uk

A message from the Chair and Vice Chair

I'm a leaseholder in Bedworth, and I've been living in a Council property for the last 20 years.

We have had our moments of anti-social behaviour and disturbances, and there have been times when I have not been happy with the Council.

I read that they were looking for tenants and leaseholders to participate and join groups so that people like myself, who live in Council properties, can share opinions and bring ideas to the group for discussion.

• There are panels on anti-social behaviour, neighbourhoods and complaints, communication and scrutiny, and assets.

• Tenants and leaseholders were asked to take part so that if policies need alterations after review, people like us can have an impact.

• As for me, I would like more involvement, more visibility and interaction with housing officers and antisocial behaviour officers.

• I want my area, and your area, to improve, to reduce anti-social behaviour, and to encourage more involvement from the Council with tenants and leaseholders.

• I want more community values, less isolation and feeling forgotten, and an end to the belief that nothing gets done.

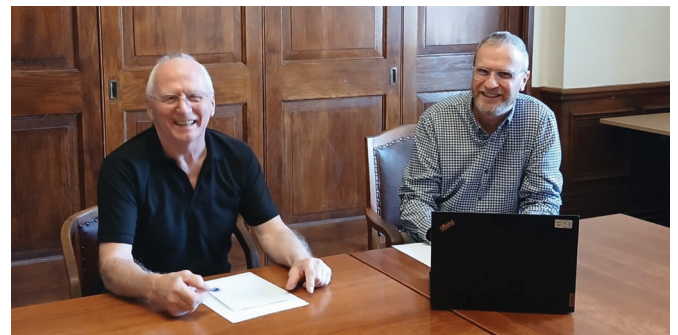
• You get a chance to read policies, and it's surprising how much you learn. You see that they need more staff, and now they are interviewing for more anti-social behaviour officers and housing officers.

• We can highlight issues because we live in blocks of flats and housing estates. They are our homes, our community.

• By working together, we can get things done.

Wayne Sugrue

Chair



• A few years ago, after a catastrophe which left me with nothing Nuneaton and Bedworth Borough Council gave me a place to be.

• I was very grateful and was able to get going with my life again

• I joined the tenants' team with the idea that I might make a difference and put something back in the pot, so to speak.

• I now understand better what the council is trying to do for its residents. I'm sure many others could benefit from being involved themselves.

Bernard Clews

Vice Chair

Financial support



RENT ARREARS

If your rent account is in arrears, please DO NOT IGNORE it.

Get in touch with our Housing Officers.

📞 02476 376406

✉️ housing.officers@nuneatonandbedworth.gov.uk

If you ignore it, you risk losing your home. They can help in a number of ways by signposting you to support services like Citizens Advice Bureau, P3 and Stepchange, who can assist with debt advice and money management.

UPDATING UNIVERSAL CREDIT

Please ensure you have informed Universal Credit of your rent increase; this needs to be done urgently to avoid paying incorrect rent and falling into arrears.

You have various ways to pay your rent, so you can choose an option that suits you:

Direct Debit - 02476 376406

24 Hour automated phone line- 024 7637 6172

Standing Order - you can set this up with your bank

Payzone - find your local Payzone at www.payzone.co.uk

Post Office - find your local Post Office at www.postoffice.co.uk/branch-finder

Online at - www.nuneatonandbedworth.gov.uk/council/payments

The Council's Emergency Out of Hours Number has changed

The new number is
024 7637 6999
and is for emergency situations only

The number is operational from 5pm to 8am, Monday to Friday, and on Bank Holidays from 5pm on the last working day prior, until 8am on the next working day.

The service runs at weekends between 5pm Friday and 8am Monday.



Award winning resident



Sue generously dedicates her time to visit each person in and around the Poets Corner complex where she lives, provides cleaning, support, and even shopping assistance, despite being a pensioner herself.

Three times a week, she organises community gatherings at the local centre, offering lunches, bingo, and coffee mornings.

For many, including myself, who live alone, she becomes the sole weekly connection. Sue, undeterred by weather or personal challenges, checks in and engages in uplifting conversations.

During Christmas, she selflessly cooks dinner for those alone, fostering a sense of togetherness.

- Sue tirelessly fundraises to subsidise community outings, demonstrating a commitment to inclusivity. As a volunteer, she extends her time to vulnerable individuals facing age and disability challenges.
- Since my move here in September due to mobility issues, I've experienced Sue's welcoming spirit. Her positive energy has been invaluable in overcoming mental health struggles, making me feel part of the community.
- In a world where living alone after loss can be challenging, Sue's kindness, generosity, and genuine love shine brightly, preventing many from facing isolation. People like Sue are truly inspirational.
- Sue's work has been rewarded with the BBC CWR Make a Difference Award: The Great Neighbour Award.

Gardening Competition

Last Summer we held our annual garden competition. The winner of the Best Individual Garden award was Mrs Debbie Roper from Abbey Green.

Leader of the Council, Cllr Chris Watkins had the pleasure of judging the entries and said:

"I was extremely impressed with all the entries for this year's garden competition, the time and effort that our tenants have put into their gardens is truly amazing."



This year's Tenant Gardening Competition is now open, running from Monday 25 May until Monday 31 August.

Gardens must be available for viewing, week commencing 31 August.

There will be prizes for individual and communal gardens.

All communal garden entries must have permission by NBBC and be garden spaces cultivated by tenant/resident groups.

Email entries to tenant.engagement@nuneatonandbedworth.gov.uk



Disrepair Claims

IMPORTANT
INFORMATION

The Housing team is aware that some of our tenants are being approached by Claims Management Companies/Solicitors about making a claim against the Council for disrepair.

We have received feedback that some of these companies may not always be what they seem, and tenants are telling us that they are knocking on doors claiming to be from the Council.

In a number of cases, tenants are telling us that because they thought the person was from the Council and have signed forms without understanding what they were.

They have signed agreements to allow the company to make a disrepair claim against the Council.

It is important that you understand the risks in signing these agreements. Once you have started a claim and signed the solicitor's documentation, very rarely will the solicitor allow you to change your mind and stop the claim.

They will advise you that, if you want to stop the claim, you will be liable for:

- ! **Charges for the survey they have arranged, often up to £1000**
- ! **Credit agreement charges of over £500 for "no win, no fee" to cover legal cost insurance**



These companies may not explain that if your case goes to court and is dismissed, you could be ordered to pay our legal costs, which could be thousands of pounds. Be careful before you commit to any agreements with these companies, as they could put you at financial risk. We know that keeping your home well maintained is really important.

We recommend that tenants initially request any required repairs directly to the Repairs service:

- 🌐 www.nuneatonandbedworth.gov.uk/repairs
- ☎️ **024 7637 6344**
- ✉️ repairs@nuneatonandbedworth.gov.uk
- ☎️ **02476 376999** (Emergency out of hours)

If you are unhappy with any part of our repairs service, please get in touch for help:

- 🌐 www.nuneatonandbedworth.gov.uk/contact-us/customer-feedback
- ☎️ **024 7637 6376**
- ✉️ customer.services@nuneatonandbedworth.gov.uk

If you prefer to seek your own independent support, help and advice is on offer from other organisations, including:

- Citizens Advice Bureau
- ▲ Shelter
- 🏠 Housing Ombudsman Service

CHECK BEFORE YOU SIGN!

You are free to seek your own legal advice if you still wish to do so, but we advise you to carefully carry out checks before you allow anyone access to your home; always ask to see ID to ensure they are who they say they are. Do not take anyone's word for it that they are from the Council, whatever they say they are there for.

We urge you to check before you sign up for a firm to act on your behalf; are you satisfied and happy with who they are, clear about what they are agreeing to do for you and how much they will charge.

For more advice read our handy Disrepair Guide on the Council's website.



Life saving boost



New Defibrillator Installed at The Chines Independent Living Unit Thanks to The Our Jay Foundation.

A routine residents' meeting at The Chines Independent Living Unit in Ryde Avenue, Nuneaton, led to a life-saving development for the entire community.

During the meeting, a resident raised an important question: could the site have its own defibrillator installed?

That question set off a chain of events that brought remarkable support from a local charity and a generous sponsor.

Staff connected with The Our Jay Foundation, an organisation dedicated to increasing public access to defibrillators across the region.

After learning about the request, the foundation stepped in to help make it a reality and thanks to funding donated by Brethertons LLP Solicitors, the organisation was able to purchase a brand-new defibrillator for The Chines.

On 2 March, the unit, officially registered as Defibrillator No. 343 was installed, logged with emergency services, and made fully operational for public use.

This means residents, staff, and visitors now have immediate access to a vital piece of emergency equipment that can dramatically improve survival rates in the event of a cardiac arrest.

The presence of a defibrillator on-site is not only reassuring but represents a significant step forward in community safety.

To ensure everyone feels confident using the equipment, The Our Jay Foundation will return in June to deliver a CPR and defibrillator emergency awareness session.

This hands-on training will give residents the knowledge and confidence to act quickly and effectively in an emergency.

The Chines community has expressed gratitude to both The Our Jay Foundation and Brethertons LLP for their generosity and commitment to public safety.



Jenny Darlison, resident at The Chines said:

"We would like to thank everyone who was involved in helping us get the defibrillator and we will be raising money to support this charity as a way of showing our appreciation. Hopefully this will encourage other people to support this cause and enable other communities to have a defibrillator too!"

For further information please visit the website below -

www.ourjay.org.uk









The world would be a better place if it was full of Jamies

Accessing your homes



As your landlord, we give you the right to peacefully occupy your home. There are certain occasions, however, when you need to let us or our appointed contractors into your home.

The reasons why we need access to your home can include:

-  Carry out property surveys and inspections
-  Undertake gas checks, electrical assessments, or other critical safety checks
-  Complete repairs
-  Upgrade elements to your property, e.g. kitchens, bathrooms, windows, doors etc.
-  Discuss your tenancy
-  Offer and provide housing related support

Your safety and well-being is our top priority. When we need access to your home, it is because we need to perform a legal obligation, e.g. safety checks and surveys; to provide a safe living environment, e.g. carry out repairs or upgrades; or to support you to independently maintain and sustain your tenancy and home.

Unless the reason for our visit is an emergency, e.g. a leak, you will be given at least 24 hours' notice of us needing to come into your home.

Unfortunately, there are occasions where we, or our contractors have been unable to gain access to some properties, even after notifying tenants in advance of our visit.

These occasions of failed access not only increase the risks posed to you, your household, and your neighbours, but it also means these missed appointments could have been offered to other tenants waiting for works or support.

We urge all tenants to give us and our contractors access to your home as and when required to ensure we let and continue to let homes that are safe and secure for you to live in. If we are unable to carry out essential checks to your home, unidentified issues or issues left without

repair could worsen and pose serious health and safety risks.

Potential Hazards

Gas related risks

If our specialist contractors cannot inspect, maintain and service your boiler at least once every year, this increases the risk of gas leaks, carbon monoxide poisoning, and means you cannot access heating and hot water. It is critical that you give our contractors access to your home to ensure you have access to a safe and operational heating system.

Electrical Fires

Electrical systems that go uninspected (at least once every five years) could lead to electrical fires, endangering you, your household, visitors, and your neighbours.

Disrepair

Property inspections carried out by trained Officers will identify repairs needed, underlying structural problems, e.g. cracks or damp, which if left unaddressed could lead to significant damage which need expensive and time-consuming repairs. As a Responsible Landlord, we work to and assess our properties in line with the Housing Health & Safety Rating System (HHSRS) to ensure our properties meet the requirements set out by law, and to ensure you and your families in our properties live in safe homes.

Mould Growth

Moisture issues that are not dealt with can lead to damp and mould, which can pose serious health risks but can also damage your home.

If we have made an appointment for you that you are unable to keep, please contact us on:

Repairs - 024 7637 6344

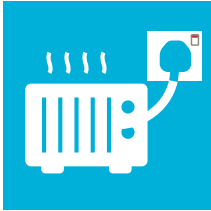
Capital Projects - 024 7637 6065

Tenancy Management or Tenancy Support - 024 7637 6406

Fire safety in your home

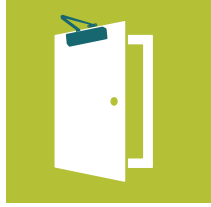
Top tips for keeping you and your family safe

Plugs



Turn off appliance plugs when not in use.

Doors



Do not leave a fire door open and never disconnect an automatic closer.

Appliances



Do not leave appliances running when no one is home.

Smoking



Do not smoke in bed and always put out cigarettes fully.

Smoke alarms



Test your smoke alarm weekly and do not cover or remove.

BBQ



If you have a balcony, do not have a BBQ on it.

Cooking



Do not leave cooking unattended.

Belongings



A tidy home with fewer belongings can reduce the risk of a fire spreading.

Candles



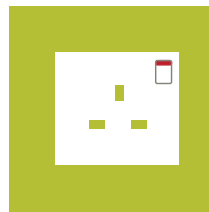
Do not leave candles unattended and always put out fully.

Flammable



Do not store anything flammable such as petrol in your home.

Electrical



Do not overload electrical sockets and switch them off when not in use.

Matches



Store matches and lighters in a safe place, away from children.

Home contents insurance requirements

Home contents insurance requirements for Nuneaton and Bedworth Borough Council tenants.

Nuneaton and Bedworth Borough Council is responsible for the buildings of your home only and not responsible for insuring the contents of your home or your personal possessions.

We are keen to ensure that all our tenants have home contents insurance to protect

themselves in the event of emergencies that could affect your home.

For more information on what to do in the event of a fire scan the QR code or visit



www.nuneatonandbedworth.gov.uk/fire-safety

USEFUL SERVICES AND FINANCIAL SUPPORT

Here you will find a list of useful services that can offer help with a range of matters such as debt and budgeting, housing issues, family, finances, and mental health.

NBBC CUSTOMER SERVICE

Our customer services team can support with refuse and recycling, Council Tax enquiries, ground maintenance enquiries any environmental health issues, and general support enquiries.

📞 024 7637 6376

✉ customer.services@nuneatonandbedworth.gov.uk

NBBC REPAIRS

Ring our repairs line for any housing related repairs or questions.

📞 024 7637 6344

The Council's Emergency Out of Hours Number has changed.

📞 024 7637 6999 (EMERGENCY SITUATIONS ONLY)

The number is operational from 5pm to 8am, Monday to Friday, and on Bank Holidays from 5pm on the last working day prior, until 8am on the next working day.

The service runs at weekends between 5pm on Fridays and 8am on Mondays.

For any issues regarding roads, paths, street lighting, traffic lights, and oil or diesel spills, contact Warwickshire County Council on

📞 01926 410 410

RENT ENQUIRIES

📞 024 7637 6406 (Housing)

📞 024 7637 6376 (Main switchboard)

✉ housing.officers@nuneatonandbedworth.gov.uk

COUNCIL TAX SUPPORT

If you are on low income, you may be entitled to receive council tax support of up to 100% of your net Council Tax bill. You will be required to complete an application form and provide relevant information concerning your income and household, so that your entitlement can be assessed. To apply, complete the form online

🌐 www.nuneatonandbedworth.gov.uk/ct-support

🌐 www.nuneatonandbedworth.gov.uk/benefit-claims

CRISIS AND RESILIENCE FUND

Warwickshire County Council is now administering the Crisis and Resilience Fund (CRF), a national government scheme that provides support to low income households experiencing financial crisis and help build longer term financial resilience.

Many types of emergency support previously accessed through the Warwickshire Local Welfare Scheme are now delivered through the Crisis and Resilience Fund.

- We encourage residents to check the CRF page first to understand what support is available and how to apply.

🌐 www.warwickshire.gov.uk/crisisresiliencefund

WELLBEING FOR WARWICKSHIRE

A single place to go for help with your mental health. 24/7 365 days a year.

📞 0800 616 171

🌐 www.wellbeingforwarwickshire.org.uk

EARLY INTERVENTION OPTIONS TO PREVENT HOMELESSNESS

Our team of Homelessness Prevention Officers strive to prevent homelessness for all housing situations by collaborating with landlords who may be contemplating issuing a notice, and for tenants at risk of losing their homes.

We emphasise the significance of early intervention in working with both parties and strive to prevent homelessness. We encourage you to contact us so we can assist with any tenancy issues before crisis point.

We aim to address any concerns before a notice is served or in the initial stages of an eviction notice, with the goal of maintaining the tenancy whenever feasible, and providing help to secure alternative housing if necessary.

✉ prevention@nuneatonandbedworth.gov.uk

📞 024 7637 6406

🌐 www.nuneatonandbedworth.gov.uk/homelessness/landlord-solutions-team

BEDWORTH, RUGBY AND NUNEATON CITIZENS ADVICE (BRANCAB)

For any help and support with benefits, consumer advice, debt, budgeting, energy saving, pensions, financial capability, life events and the money matters toolkit.

📞 0808 250 5715

✉ info@brancab.org.uk

🌐 www.brancab.org.uk

ACT ON ENERGY

Energy bill advice, fuel switching, referrals for physical measures, grant availability and onwards referrals to other agencies if appropriate.

📞 0800 988 2881 (freephone number)

✉ advice@actonenergy.org.uk

🌐 www.actonenergy.org.uk

FAMILY INFORMATION SERVICE

Offers free help and advice on all aspects of family life to parents, carers, young people and anyone working with families in Warwickshire.

To apply for a DHP you will need to be in receipt of either Housing Benefit or the Housing Element of Universal Credit.

📞 01926 742 274

✉ fis@warwickshire.gov.uk

Follow us @NBBCouncil
or Scan the QR code!

