

**Agenda – Assets Panel 11<sup>th</sup> June 2026**

**NUNEATON AND BEDWORTH BOROUGH COUNCIL**

**Report to:** Housing – Involved Tenant Scrutiny Panel

**Date of Meeting:** 11<sup>th</sup> June 2026

**Subject:** Assets Panel

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

**Involved Tenants:** WS, AB, DW, AM, BC (apologies from AP) – 5 total NBBC tenants / leaseholders

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**1. Introductions & House Keeping – 10:30am**

Staff introductions and housekeeping information.

- *Brief introduction was given alongside House Keeping and Fire Safety.*
- *Regulator of Social Housing visit reminder.*
- *Involved Tenant pack distribution to tenants present with key documents. They have already had these documents, but additional copies given.*

**2. Purpose of Panel – 10:40am**

Discuss the purpose of today's Assets panel

- *Discussion took place around the purpose of the panel and linking in with Grenfell Tower. Anniversary was at the weekend coming up and weekend prior to the Regulators inspection which is a poignant moment.*
- *Discussion around Policies and Procedures and how these set out what service we will provide.*

### **3. Draft Housing Pest Control Policy 10:45am**

Panel will scrutinise and make recommendations on the draft housing pest control policy.

- *We discussed the Pest Control Policy which was in draft form. All Involved Tenants had been provided a copy of this policy prior to the meeting to read.*
- *The importance of the policy was explained in relation to the Housing Ombudsman requirements on Social Landlords. It is on us as a Social Landlord to inspect any reports of pests first and then make a determination. This could be that there is a repairs matter that needs resolving or it could be related to hygiene matters. This would then be referred back to the Housing Officer to engage with the tenant to make external referrals for support for example to Social Care or charities such as P3 for a decluttering service.*

#### *Involved Tenant Feedback – Pest Policy:*

- *Have we considered the new food caddies which are coming down from central Government? These will have waste food in and potentially attract rats if not managed correctly by tenants.*
- *Page 4 – what proofing is done?*
- *Page 4 – targeting of hotspot areas, is this being done? Are we recording the areas where we have reports of rats to target the issue more accurately?*
- ***DW and WS:** Early intervention by Housing Officers was key. Both Involved Tenant DW and Leaseholder WS raised the same concern and that Housing Officers should know those properties where there is a mess or unsanitary conditions and get referrals in place as soon as possible, so the situation does not get worse.*
- *Preventative measures; the Involved Tenants and Leaseholders present were unanimous in that they wanted feeding of birds to be prohibited. They felt birds can have enough food elsewhere and that tenants do not use proper feeders which catchment bowls which is attracting pests and contributing to the issues in local Social Housing.*
- *Repairs number needs to be on the policy and remove the other numbers apart from Customer Services. Involved Tenants felt this issue is not an Out of Hours emergency matter but should be reported and dealt with in the normal time frames.*
- *Page 10 – Involved Tenants wanted to totally prohibit the feeding of wild birds. Unanimous decision. It was explained this is difficult to enforce but they wanted us to consider a blanket ban.*

**4. Tenant Pledge – Accessibility and Reasonable Adjustments 11:15am**

Panel will scrutinise and make recommendations on our tenant pledge towards accessibility and reasonable adjustments.

- *Involved Tenants had sight of the Tenant Pledge prior to the Panel.*
- *Their concerns were was there Repairs buy in alongside Contractor buy in from NABCEL and GAP to ensure the pledge was adhered to?*
- *They also raised where the Tenant Pledge would go and how tenants would be notified or informed of this pledge.*
- *The Involved Tenants advised that they wanted support for working people. For example, AM detailed a case where a tenant had booked a day off work for a Contractor or Repairs to attend. Nobody attended and they rang up and the reasoning was the staff member was off poorly. They had not been contacted to notify them the work was cancelled, plus they had lost a days pay. Service Improvement: Give tenants a range of options to book work including if no weekend or out of hours work available that they book and agree service times and have enough staff to cover appointments where a person has booked a day off work. Potentially a flag on the system or booking to confirm this work must go ahead.*

**5. Open floor – Repairs and Capital Projects Repairs Feedback. 11:45am**

An opportunity for involved tenants to share their experiences and feedback of our repairs and capital projects department.


- *Generic feedback provided from Involved Tenants and Leaseholders.*
- *Booking of appointments and missed or repeat repairs and lack of updates is on-going concern.*
- *Involved Leaseholder requested an update on Templar Court window programme raised at last Assets Panel. A note had been made by Lynn Joy and Jen Hawkins so Engagement Officers to chase an update on this. Windows have been promised for 2-3 years running and then cancelled or not done.*

**6. Any Other Business 12:15pm**

An opportunity to raise any individual concerns or queries.

- *Involved Tenants raised that ILO has informed them not to use the washing machine in communal area between 2-3pm so Cleaner can clean mop heads. They feel this is unhygienic and should not be used by staff.*
- *Rotary Washing Line at Templar. Tenants have been told they can't replace the line or metal mechanism with their own money, but also that NBBC won't replace it. Who will then? (6 total lines/mechanisms)*

Thomas Venus – Tenancy Services and Engagement Team Leader

Signed: 

Date: 15<sup>th</sup> June 2026 (from meeting on 11<sup>th</sup> June 2026)