

Tenant and Leaseholder Led Housing Scrutiny Panel Agenda

Assets Panel

Thursday, 6th August 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Staff Present: Lynn Joy (*Assistant Director for Assets*), Emma Neale (*Engagement Officer*), Lynette Sparrow (*Engagement Officer*), Thomas Venus (*Tenancy Services and Engagement Team Leader*)

Involved Tenants: DG, SM, AB, BC, WS, AP, AB

1. Introductions and House Keeping – 10.30am

Staff introductions and housekeeping information.

**Review of Code of Conduct & signatures of any outstanding.
Copies of the Repairs and Maintenance Policy provided.**

2. Purpose of Panel and Last Meetings Minutes – 10.35am

Discuss the purpose of today's assets Panel and review the minutes from the last meeting. The panel will scrutinise the Repairs and Maintenance Policy.

- **TV discussed the purpose of the panel and why we're doing the Involved Tenant programme. It is about Service Improvements for the overall service and not for personal issues or preferential treatment. Also reminded Involved Tenants about Code of Conduct and behaviour towards Staff and Council Teams.**

3. Repairs and Maintenance Policy – 10:45am

The panel will scrutinise and make recommendations on our repairs and maintenance policy.

- **Presentation by Lynn Joy (attached to this set of minutes)**
- **BC raised about who monitors the work for Repairs. LJ acknowledged the Repairs System improvements are on-going and using data that we know currently.**

- **AB raised about Altro Flooring on a personal case. Lynn confirmed that we've trained 2 people on the specific training for this repair service.**
- **Involved Tenants to take the Repairs and Maintenance Policy away and review and Emma Neale and Lynette Sparrow to obtain feedback within next fortnight and feedback to Lynn Joy.**
- **BC raised about Communications concerns. Believes contact to the Council is difficult and communication is poor.**

RECOMMENDATION:

- **Engagement Campaign by Engagement Officers around Disrepair Claims to direct Tenants to Repairs/Capital and the Complaints process.**

RECOMMENDATION:

- **Involved Tenants could not sign off the Repairs and Maintenance Policy as they'd not had site of it prior to the meeting due to delay from Engagement Officers.**
- **Policy to be taken away and feedback obtained.**
- **Repairs/Capital Communication & Resource key concern from Tenants.**

4. Matters arising from the Previous panel – 11.25am

Re-visit questions from the last assets panel, regarding windows and washing lines at Templar court and questions regarding the tenant pledge.

- **TV to e-mail Lynn Joy regarding comments from last Assets Panel to review and update for next Panel.**

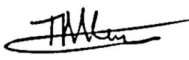
5. Any Other Business – 11.30am

An opportunity to discuss any specific matters.

- **BC – Raised regarding car parks. 3 Contact numbers tried at Harefield Road on the sign, and on the wall of the car park and no answer.**

Signed off and reviewed – 6th August 2026

Name and Role: Thomas Venus – Tenancy Services and Engagement Team Leader

Signature: 

Date: Thursday, 6th August 2026