



Housing Annual Report

April 2025 to March 2026





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Welcome to the 2025-2026 Housing Annual Report



Dawn Dawson

**Strategic Director for
Housing and Community
Safety**

Welcome to our Annual Report for Social Housing for 2025-2026.

Over the last year, our staff have been working hard on the release of our new Involved Tenant programme. Our initial Involved Tenants recruitment campaign finished in December 2025, and the new panel has been set up. By giving tenants and leaseholders a voice, our Involved Tenants can scrutinise our services in a meaningful way to drive improvements. Another recruitment round for the "Your Home, Your Voice" campaign will begin in the Autumn. If you are interested in becoming an Involved Tenant, please visit the Engagement Section of our website for further information -

www.nuneatonandbedworth.gov.uk/tenant-engagement

Our staff have been assessed by the Regulator of Social Housing. We have the regulatory judgement and this outcome is shared with you on page 4 of this annual report. Continuous improvements of services are on-going and we will continue to share our improvement plans with you in the upcoming weeks and months.

In line with Awaab's Law, we have continued to place strong emphasis on the health and safety of Tenants. We are still working to strengthen this, carrying out inspections for reports of damp and mould, and other emergency hazards, alongside building safety, fire safety, and wider health and safety compliance.

Listening to residents is essential, and therefore the feedback gathered through the Tenant Satisfaction Measures has informed this report and will shape service improvements as we move further into 2026 and on to 2027.

We remain committed to providing safe homes, maintaining properties to a good standard, tackling anti-social behaviour, supporting residents with rent arrears, and improving how we respond to complaints.

Our Annual Report for 2025-2026 provides an overview of our performance as your landlord and the services we delivered over the last year.

If you have any feedback or for further information, please e-mail tenant.engagement@nuneatonandbedworth.gov.uk

It is a privilege to introduce Nuneaton and Bedworth Borough Council's Annual Housing Report as Housing Portfolio Holder. Housing is one of the most important services that a council provides. For many residents, their home is not simply a building or an address; it is the foundation upon which family life, employment, health and community can be built. We therefore have a responsibility to ensure that council housing is safe, well maintained, properly managed and provides value for money for local taxpayers. We also have to adhere to standards set by the Housing Ombudsman and Regulator of Social Housing.

Over the past year, the Council has continued to face significant pressures, including rising demand for social housing, homelessness, the cost of maintaining and improving our housing stock, and the financial pressures facing local government. These challenges require us to make careful decisions, focus resources where they are most needed, and ensure that every pound spent delivers the greatest possible benefit to residents and taxpayers. Residents should be able to expect the Council to maintain their home to a high standard, respond properly when things go wrong and listen to their concerns. Equally, we expect tenants to look after their homes, respect their neighbours, and play their part in maintaining the quality of their communities.

We're continuing to improve the quality of our housing stock, tackling damp & mould, disrepairs, responding effectively to antisocial behaviour, supporting vulnerable residents, preventing homelessness wherever possible and making sure that our housing allocations and tenancy management arrangements are fair, transparent and properly enforced. We're prioritising Void Properties and bringing these back into service in the best time possible whilst ensuring they're properly maintained.

There is much to be proud of in our housing service, but there is also more to do including appropriate maintenance of Housing Revenue Account (HRA) land owned by the Council and re-letting of Garages on our Garage sites. Our ambition is to build a housing service that residents can have confidence in: one that is fair, financially responsible, responsive and focused on delivering decent homes and stronger communities for the people of Nuneaton and Bedworth.

I would like to thank our tenants, residents, councillors, housing staff, contractors, and partner organisations for their contribution during the year. Together, we can ensure that social housing in Nuneaton and Bedworth is something that residents can be proud of and that future generations can rely upon.



**Councillor
James Bartlett**

**Portfolio Holder for
Housing**

Regulatory Judgement

On 30 September 2026, the Regulator of Social Housing published its judgement following its inspection of Nuneaton and Bedworth Borough Council's housing services. The Council has received a Consumer Standard grading of C3, which means the regulator has identified serious failings and expects significant improvement.

We fully accept the findings of the regulator's report and apologise to tenants where our services have not met the standards they rightly expect.

The judgement highlights concerns in a number of areas, particularly around repairs, gas, fire and water safety compliance, complaints handling, performance reporting and the way some issues were communicated to the regulator.

While the report identifies significant shortcomings, it also recognises areas where services are performing well. The regulator found that we generally manage anti-social behaviour effectively, allocate homes fairly, provide opportunities for tenants to influence services, and that officers and councillors demonstrate a fair and respectful culture towards tenants.

Improvement work is already underway. Over recent months we have strengthened arrangements for managing building safety, accelerated work to address outstanding compliance actions, introduced recovery plans in key service areas, and are investing in improvements to our housing systems, data and performance management. We are also reviewing policies and processes to ensure we can provide tenants with a more responsive, reliable and transparent service.

The regulator has confirmed that we are engaging constructively, understand the issues that need to be addressed and are taking action to rectify the weaknesses identified. The Council will continue to work closely with the regulator and will provide regular updates to tenants on the progress being made.

Our priority remains the safety of our tenants and the quality of the homes and services we provide. We are committed to learning from the findings of this inspection and delivering the improvements necessary to restore tenant confidence and meet the standards our residents deserve.

You can view the full Regulatory Judgement at Nuneaton and Bedworth Borough Council (44UC) - Regulatory Judgement: 30 September 2026 - GOV.UK. This has also been published on our website at www.nuneatonandbedworth.gov.uk/regulatory-judgement

If you have any questions or feedback on the regulatory judgement, please contact us at tenant.engagement@nuneatonandbedworth.gov.uk



Regulator of Social Housing

Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSM) are a way to assess how well social housing landlord's in England are doing at providing good quality homes and services. This assessment involves asking you a set of questions that we must report on, and you can use these measures to understand how well we as your landlord are performing in key areas such as building safety, complaints handling and anti-social behaviour.

To view the full TSM results visit www.nuneatonandbedworth.gov.uk/tsm

Here are our TSM results for 2025-2026:

	CODE	TENANT SATISFACTION MEASURE	% VERY & FAIRLY SATISFIED
Overall Satisfaction	TP01	Overall Satisfaction	79.37%
Keeping properties in good repair	TP02	Satisfaction with repairs	84.76%
	TP03	Satisfaction with the time taken to complete most recent repair	81.50%
	TP04	Satisfaction that the home is well maintained	79.25%
Maintaining building safety	TP05	Satisfaction that the home is safe	81.50%
Respectful & helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	72.30%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	73.90%
	TP08	Agreement that the landlord treats tenants fairly and with respect	78.70%

Effective handling of complaints	TP09	Satisfaction with the landlords approach to handling complaints	41.48%
	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	75.63%
Responsible neighbourhood management	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	64.30%
	TP12	Satisfaction with the landlords approach to handling anti-social behaviour	62.40%

TSM Management Information

Here are our results for 2025-2026:

CODE	TENANT SATISFACTION MEASURE	RESULT
BS01	Proportion of homes for which all required gas safety checks have been carried out.	95.70%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

RP01	Proportion of homes that do not meet the Decent Homes Standard.	1.94%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	45.00%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	51.12%
Q5a	Landlord's maximum target timescale for non-emergency repairs used to calculate RP02 (Part 1) (1)	28 days
Q5d	Landlord's maximum target timescale for emergency repairs used to calculate RP02 (Part 2) (2)	24 hours
Q6a	Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end as reported in last TSM return	1283
Q6b	Number of responsive repairs raised during the reporting year	12,675
Q6c	Number of responsive repairs closed during the reporting year for any reason apart from completion. This includes all responsive repairs that have been cancelled (whether by the landlord or at tenant request) and any responsive repairs that have been reclassified as planned or cyclical works.	614
Q6d	Number of responsive repairs completed during the reporting year.	9012
Q6e	Expected number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end.	4332
Q6f	Actual number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end.	4332
NM01	Number of Anti-Social cases, opened per 1000 homes	81.7
NM02	Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes.	1.6
CH01 (1)	Number of stage one complaints received per 1,000 homes	81.8%
CH01 (2)	Number of stage two complaints received per 1,000 homes	13.3%
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	83.8%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	41.9%

Housing Demand

Housing Demand as of 31 March 2026

Number of applicants on the waiting list, 31 March 2026:

Housing need by Priority Band 31/03/2026	Total by Band	1 Bed	2 Bed	3 Bed	4 Bed	5+ Bed
Band 1+	344	146	82	76	31	10
Band 1	555	222	173	119	35	6
Band 2	1295	673	373	191	48	10
Band 3	1017	515	297	151	44	10
Non Priority	16	9	4	3	0	0
Total Bed size	3227	1565	928	540	158	36

Number of lettings completed by the Council and Registered Providers between 1 April 2025 and 31 March 2026:

Number of Lettings 2025/2026	NBBC	Registered Provider	Property size total
0 Bed	52	0	52
1 Bed	133	43	176
2 Bed	99	92	191
3 Bed	53	47	100
4 Bed	3	3	6
5 Bed+	1	0	1
Total bed size	341	185	526

The housing waiting list continues to grow with the lack of availability of affordable homes to rent.

The Borough must give priority to house those households with the highest housing need.

To try to free up much needed family homes the Council continues to give high priority to Council tenants who are looking to downsize from their large family home to a smaller home that meets their needs.

Early intervention to prevent homelessness

Preventing homelessness at the earliest stage remains a key priority for the Council.

During the year, officers worked proactively with residents including Nuneaton and Bedworth tenants and partners to address housing issues early, helping to sustain tenancies, prevent avoidable homelessness, and reduce pressure on emergency accommodation.

Support included housing advice, help with rent arrears, financial assessments, mediation, and referrals to specialist services.

Early intervention to prevent homelessness April 2025 to March 2026

Total number of cases closed	628	% of cases
Number of households actively supported	447	71%
Failed to engage with Prevention Team	180	29%
Not eligible	1	0.2%

How we actively supported

Advice/collaborative work	278	62%
Successful early preventions	92	21%
Homelessness duty required	77	17%

NBBC Tenants Cases

Tenants referred for support	52	8%
Tenants actively supported to prevent loss of home	30	58%
Tenants who were referred but failed to engage with support	22	42%

Worried about keeping your home? Get help early.

If you or anyone you know are worried about losing your home, please contact us as early as possible. You do not need to wait until you are close to eviction before asking for help.

Getting in touch early gives us more chance to work with you to prevent homelessness and help you stay in your home.

**For enquiries or assistance
contact us -**

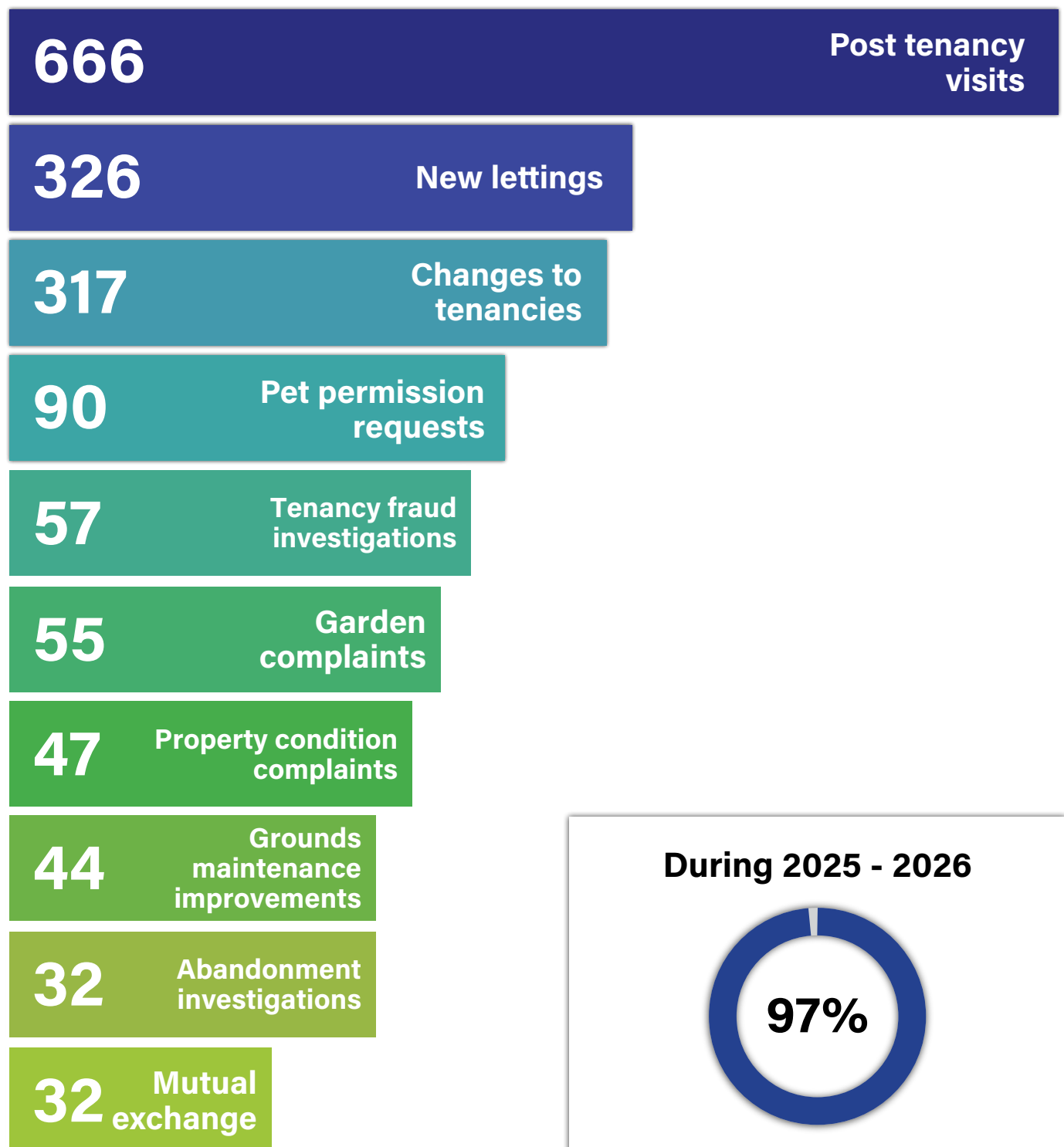
 prevention@nuneatonandbedworth.gov.uk

 **024 7637 6406**

Tenancy Management

Below is a breakdown of the most carried out services by the Tenancy Management Officers and Independent Living Officers.

Tenancy Management Performance 2025-2026



Tenant Engagement

Tenant Engagement and Scrutiny: A Year of Tenant Voice and Partnership Working

The past year has been an exceptionally busy and productive one for tenant engagement, with tenants playing an increasingly important role in shaping housing services, influencing decisions, and helping to improve communities across the borough.

Strengthening Tenant Scrutiny

A significant milestone was establishing of our new Housing Scrutiny Panels. To support tenants in their scrutiny role, involved them attending a training programme delivered by the Housing Quality Network (HQN), providing valuable skills and knowledge.

Since January 2026, we have held bi-monthly meetings with the new scrutiny panels. Tenants have examined a range of housing services and performance information, helping to ensure services remain accountable and responsive.

Topics reviewed during the year included:

-  **Fire door programmes and safety compliance**
-  **Stage 1 and Stage 2 complaints handling**
-  **Rent arrears correspondence and customer communications**
-  **Anti-social behaviour statistics and service performance**

Five specialist panels were established to focus on key service areas:

-  **Neighbourhood and Anti-Social Behaviour**
-  **Assets**
-  **Independent Living**
-  **Complaints**
-  **Communications**

Agendas and minutes from scrutiny meetings can be viewed on our website - www.nuneatonandbedworth.gov.uk/scrutiny-panel

Neighbourhood Walkabouts

We carried out **16** neighbourhood walkabouts in partnership with Ward Councillors, identifying and reporting issues such as:

-  **Repairs**
-  **Grounds maintenance**
-  **Fly tipping**

Our walkabouts provided an opportunity for tenants, councillors and housing officers to inspect neighbourhoods, identify environmental and maintenance issues, and discuss concerns.

Listening to Tenants

Meetings were held at **7** blocks of flats encouraging tenants and leaseholders to raise concerns and discuss issues with housing staff. The meetings provided valuable feedback and helped identify actions to improve living environments. The outcome of these meetings were raised with the Housing Portfolio Board to drive improvements to the service.

We also undertook a variety of consultation activities throughout the year, ensuring tenants had a voice in decisions affecting their homes and communities. These Consultations included:

-  **CCTV consultation due to resident request for community safety.**
Funding has been secured and installation is planned for the next financial year, pending approval.
-  **Removal of shrubs**
Due to tenant requests, to deter ASB and fly-tipping in hotspot areas.
-  **Reviewed Mutual Exchange Policy**
The involved tenants reviewed and provided feedback on the Mutual Exchange Policy.
-  **Reviewed Tenancy Assignment Policy**
The involved tenants reviewed and provided feedback on the Tenancy Assignment Policy.
-  **Management Move Policy**
The involved tenants reviewed and provided feedback on the Management Move Policy.



Community Events

We've hosted a wide range of community events across the Borough, including:

Energy Advice sessions with Act on Energy, Severn Trent and Citizen Advice

Held at Camp Hill Community Centre, Manor Court Baptist Church and Grove Farm Community Centre.

STAN the Van on the road

Engagement Officers drove STAN the van to local areas to offer energy support referrals to residents.

New build handover event

Engagement event held outside new build properties to support tenants on moving into their new properties.

Partnership working with Tenant Liaison Officer

Visited isolated tenants to ensure they have adequate access to heating.

Funday at Sorrell Road Park

Attended with Hilltop and Caldwell (HTC) Big Local to provide housing advice and support to Hill Top and Caldwell Community tenants.

Together for Change session

To support tenants at the launch event of Saints new community hub on Vernon's Lane.

Recruitment Events

Involved Tenant recruitment session to bring more tenants onboard with our Engagement Opportunities.

Community Partnership

Working with Warwickshire Police completing door knocks to discuss Anti-Social Behaviour and provide community safety advice to tenants.



Anti-social Behaviour and Enforcement

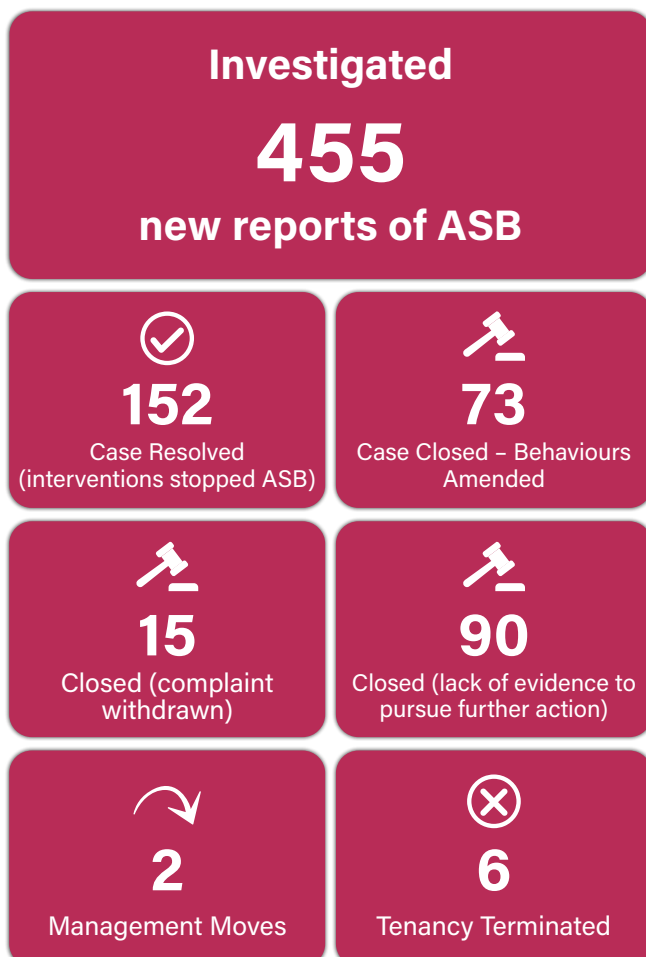
How the Council tackles ASB

The Landlord Services team at Nuneaton and Bedworth Borough Council is committed to reducing ASB in our communities by following a robust investigation process.

Anti-Social Behaviour Officers will investigate all reports of ASB they receive regarding tenants, their household, and/or visitors to Council owned properties.

The aim is to try and stop ASB. However, for the most serious, prolific, or recurring perpetrators of ASB, Anti-Social Behaviour Officers are trained in taking enforcement action. This can include pursuing Possession Proceedings (Eviction), or other forms of ASB sanctions.

In 2025-2026, the ASB Officers have:



Intervention Tools

A total of **315** intervention tools & powers were executed in 2025-2026, this includes legal and early intervention tools.

Early Intervention



Legal Intervention





2

Evictions (ASB and Rent Arrears)

Listening to feedback

We have listened to feedback from our Involved Tenants and customers of the ASB service. The theme that arose frequently throughout the meeting was tenants requesting more frequent and better communication from the team.

As part of that we have created a new ASB Support Assistant role to make calls and contact updates on ASB cases ensuring better communication between the ASB team and complainants. This will provide a more proactive and informed service and increase your level of satisfaction.

This staff member will be responsible for returning your call to us within the Service Agreement timeframe. In addition, they will take additional information from you, risk assess the case priority and ensure you are kept regularly informed of the status of your ASB Case. This frees up to the Anti-Social Behaviour Officers to focus on tackling the ASB at hand and investigating your concerns.

In addition to a new staff member, we will also be having a renewed focus in the coming year on Safeguarding and Support Referrals. Our aim is to help tenants to sustain their tenancy.

We often make referrals to Social Services, Mental Health, Support Agencies and Charities, external agencies, and food banks to assist tenants in any way we can to help with rent arrears and Anti-Social Behaviour. We will only take legal action as a last resort when the Anti-Social Behaviour is severe or other options have been exhausted, and if Support Referrals stop the Anti-Social Behaviour then we have achieved our aim.



Tenancy Fraud

Combating Housing Tenancy Fraud

Tenancy Fraud can have a significant impact on the Council, particularly the fact that it reduces the number of Council properties available to let to the most in need of a Council home within the Borough.

In 2025/26, Nuneaton and Bedworth Borough Council formally investigated suspected tenancy fraud at a total of **57** different council properties.

These allegations of fraudulent activity were received from a variety of different sources that included, although not exclusively, from concerned members of the public and internally direct from our Housing Team.

Of the **57** NBBC properties identified and the subsequent fraud investigations carried out, **15** council properties were recovered and made available to new tenant(s), resulting in a direct positive impact on the number of properties available to let in the Borough.

Tenancy Fraud can include:

- Subletting - Renting out all or part of a property without our knowledge or permission
- Obtaining housing through deception by providing false information on a housing application
- Giving false or misleading information during a tenancy
- Holding more than one tenancy at once without declaring
- Not living in the property as your main and principal home



Investing in homes

Keeping Your Home Safe

Making sure your home is safe for you to live in is one of our key objectives. Our Building Safety, Compliance and Assurance Team make sure we carry out all the necessary checks and inspections.

We work with our contractor, NABCEL, to carry out checks of the electric and gas in your home, complete inspections relating to asbestos within our blocks of flats and complete fire safety checks.

During 2025/2026 we carried out:



How you can help

Safety checks are important and help to keep you and your neighbours safe. One of the best ways you can help us is to make sure you allow us access to complete these checks.

We recognise that sometimes it can be difficult to let people into your home, and if you have any concerns about this you can speak to us. We will always work with you to ensure you feel comfortable in allowing us into your homes.

During 2025/2026 we were unable to access **186** homes to complete gas safety checks and **221** homes to complete electric safety checks.

Our new Tenant Liaison Officer, Leanda Oliver, has been working with our tenants to make sure we carry out checks on all the properties we need to.



Aids and Adaptations

It is important that all our tenants can live in their homes safely including those tenants who may need a little more support to help them live independently.

During 2025/2026 our Aids and Adaptations Service provided **375** adaptations.

This included **3** extensions to make sure homes were suitable for tenants and their families and the installation of **21** ramps so that people could move in and out of their homes freely.





Improving your home

We want to make sure your home is maintained to a decent standard and is safe for you to live in. We do this by making sure your home is:

- **Free from serious health and safety risks**
- **In a reasonable state of repair**
- **Equipped with core facilities and services including adequate kitchens and bathrooms**
- **Free from damp and mould**
- **Warm and comfortable to live in all year round.**

We look at the condition of your home through regular stock condition surveys and then use this information to inform our investment programme.

During 2025/26 this included:

- **Installed new, energy efficient boilers**
- **Replaced roofs and insulation**
- **Provided new kitchens and bathrooms**
- **Replaced windows and doors**
- **Prioritised fire safety works**

During 2025/26 NBBC provided:

71

**Kitchen
renewals**

44

**Bathroom
renewals**

123

**Roof renewals including
topping up loft insulation**

72

**Full house window
renewals**

48

Doors

160

**Fire
Doors**

20

**New Electric
Storage Heaters**

88

**Aids and
adapions**

160

**Central Heating
System Upgrades**

Independent Living

This annual report provides an overview of the initiatives and improvements undertaken by the Independent Living Service over the past year. Our commitment to addressing residents' needs and continuously improving our services is at the core of our mission.

The Independent Living Service also provides a Lifeline call system (Tunstall) to help tenants in an emergency, especially at night or over the weekend.

The service is covered 24 hours a day, 7 days a week, 365 days a year. With core hours being Monday to Friday 8am until 5pm, hours out of these times is covered by an Emergency 'out of hours' monitoring service which can direct appropriate personnel / services to the situation.

In 2025/26 the Lifeline service undertook the following:

Tunstall Stats April 25 to March 26



225

Calls for an Ambulance



20

Calls for a District Nurse



14

Calls to GP's



94

Responded to residents after a fall



373

Calls to the Fire Brigade



26

Calls to liaise with the Police following tenant concerns



1433

Reassurance required



1546

Repairs reported



95.6%

of calls were answered by Tunstall within 0-60 seconds

Total number of checks from April 25 to March 26:



44,352



Repairing and maintaining your home

Responsive Repairs

Our Responsive Repairs and Maintenance Team work hard to make sure any repairs to your home are carried out in a timely manner.

We carry out all kinds of repairs including unblocking toilets, fixing broken doors, sorting out leaking roofs and installing fencing through our team of:

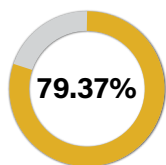
- | | |
|------------|---------------|
| 🔧 Fencers | 🔧 Plasterers |
| 🔧 Plumbers | 🔧 Roofers |
| 🔧 Joiners | 🔧 Bricklayers |
| 🔧 Glaziers | 🔧 Painters |

The service operates 24 hours a day 7 days a week.

During 2025/26 we carried out

9,012
repairs

Our performance



Of our tenants reported that they were satisfied with our service

Awaab's Law

In October 2025 new laws relating to the way we complete repairs and deal with issues such as damp and mould came into effect.

The Law was named after Awaab Ishak, a two-year-old boy who tragically died from respiratory failure due to prolonged exposure to mould in his home.

Under the Law we must investigate and make safe emergency hazards and significant damp and mould hazards within set deadlines or offer alternative accommodation to our tenants if we cannot do this.

Since October 2025 we have dealt with **318** cases under Awaab's Law ensuring our tenants and their families remain safe in their homes.



Estates Team

Our Estates Team is responsible for the cleaning and maintenance of communal areas within our blocks of flats. During 2025/26, the team carried out **10,765** cleans across 51 weeks of the year, helping to ensure that communal environments remained clean, safe and welcoming for residents.

The team's duties include litter picking, sweeping, dusting and mopping communal areas where flooring is suitable. They also play an important role in identifying and reporting environmental issues such as fly-tipping, helping to maintain the appearance of our neighbourhoods and enabling swift action to be taken where required.

Fly tipping

During 2025/26 **96.54** tonnes of fly-tipping was collected, over **293** tips.

Complaints and Compliments



In 2024/25 the Council received
and responded to

456

formal complaints

74

were escalated to Stage 2 of
the Council's complaint handling
process

Complaints responded to
within the Housing Ombudsman's
Handling Code timeframes

Stage 1

83.8%

Stage 2

41.9%

Good complaint handling follows the Housing
Ombudsman's Dispute Resolution Principles.

We endeavour to:



**Be fair – treat people fairly
and follow fair processes**



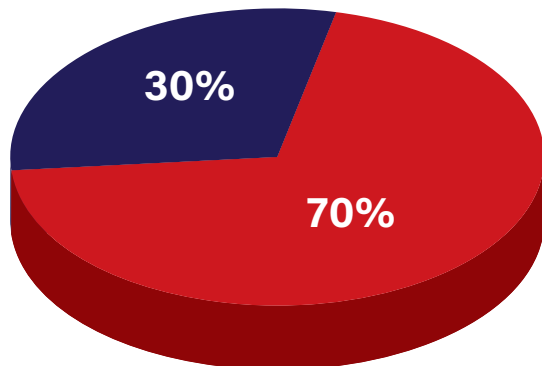
Put things right



Learn from complaints

These principles offer high level good
practice guidance that should be followed by
everyone in the complaints process. To
improve the standards of service we provide,
it is important that we demonstrate a
willingness to learn from the complaints
raised and any service failures identified.
Going forward, we will give feedback to
complainants telling them what lessons we
have learned and the actions taken to
improve service delivery.

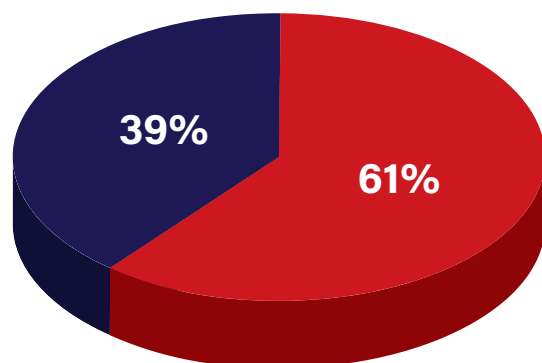
% of complaints by service area



■ Landlord Services

■ Property Services

**% of escalated complaints by
service area**



■ Landlord Services

■ Property Services



In 2025/26 the Council received

44

compliments

Ways to Pay

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



Direct Debit

Call 024 7637 6323

.....



24 Hour automated phone line

Call 024 7637 6172

.....



Online

www.nuneatonandbedworth.gov.uk/council/payments

.....



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

How your rent is spent

£32,256,288

Income

This is all the income received to the Housing Revenue Account, including rent for properties, garages and shops.

£10,323,144

Management costs

These costs include managing tenancies, dealing with anti-social behaviour, repairs management and the costs of agreeing specific housing and policies.

£371,925

Grounds maintenance

The costs of maintaining the open spaces on housing sites.

£7,496,130

Reactive repairs

The costs of undertaking repairs to homes – so this would include things like void works and any external contractors.

£14,126,983

Capital expenditure

The costs of major improvements to homes, such as new kitchens and bathrooms and the cost of building and buying new homes.

£13,393,048

Interest/Debt charges

The interest charges payable for the debt held by Housing Services.

£672,041

All other expenditure

Debt management costs

You said, We did

Following your feedback, we have:

-  **Consulted with residents on installation of CCTV at Dorlecote Court to help improve security**, it will be installed in the upcoming financial year.
-  **Installed a defibrillator at Chines Independent Living Complex**, improving access to potentially life-saving equipment for residents and visitors.
-  **Consulted with residents and removed shrubs at Meadow Court** to improve the appearance of the area and address concerns raised.
-  **Established six involved tenant panels** covering Complaints, Communications, ASB & Neighbourhoods, Assets, Scrutiny, and Independent Living. These panels help ensure that residents' voices are heard and represented in decision-making, service improvement, and the future direction of our housing services.
-  **Carried out extensive security improvements at Lexington Court** to deter and tackle crime and ASB.
-  **Supported 16 to downsize** to more suitable accommodation for their needs.
-  **Assisted 8 households to transfer to more suitable accommodation** due to significant medical need or severe risk of harm.
-  **Learnt from complaints** - provided more training to our staff, improved processes and communications to give you a better and more knowledgeable tenancy management service.

Looking to the future

We hope you've enjoyed reading this year's Annual Report. We're proud to say that whilst our performance is positive, we want to focus on improving the services you receive from us by:

- **Get to know you more – reprofile our tenants to know who you are, what you expect from us and how you expect us to deliver housing services**
- **Ensure the information we hold about you is up to date and used to deliver a tenant-centred housing service that is fair and respectful**
- **Increase your satisfaction with the ASB service we provide including via increased communication and updates**
- **Enhance our tenant engagement service to ensure your voice is heard through a menu of engagement opportunities and ensure the service improvements you recommend can be delivered**
- **Carry out more inspections of our blocks to check they are safe and well maintained**
- **Carry out more neighbourhood improvement projects to improve our neighbourhoods where you live**

It is a priority of ours to ensure we know who our tenants are so we can make reasonable adjustments where needed to ensure everyone can access our housing services equally. Please do not hesitate to tell us if your personal circumstances or your health changes; we are here to support you. Anything you tell us is in confidence, and this information will not be shared without your consent to any Council or third party who are not also supporting you in your home.

Contact Us

Nuneaton and Bedworth Borough Council

Customer Services

024 7637 6376

Repairs

024 7637 6344

Emergency out of hours

024 7637 6999

Online

www.nuneatonandbedworth.gov.uk/contact

Housing Ombudsman

Email

info@housing-ombudsman.org.uk

Phone

0300 111 3000

(calls are recorded for training and monitoring purposes)

Write

Housing Ombudsman Service, PO Box 1484,
Unit D, Preston, PR2 0ET or online via
www.housing-ombudsman.org.uk/residents/bring-your-complaint-to-the-housing-ombudsman/