Tenants Link

North Warwickshire Borough Council

Winter 2025-26

North Warwickshire Borough Council Tenants' Newsletter

Anti-Social Behaviour

Following feedback from responses to our satisfaction surveys we have reviewed the service we provide when tenants complain to us about their neighbour's anti-social behaviour. Councillors have approved a new policy, and we have improved our procedures. The Borough Wide Tenants Forum have helped us agree some clear commitments about how we deliver our service in all cases.

We expect a reasonable level of tolerance between neighbours however we are aware of the stress that experiencing nuisance behaviour can cause. Anti-social behaviour covers a range of issues from low level nuisance to serious harassment. We will listen to the complainant and investigate to make a fair evaluation of a complaint to resolve the problem.

We are committed to the following standards when we respond to a report of anti-social behaviour.

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Welcome to your Winter Edition of Tenants Link

This newsletter provides you with information on the services we deliver for tenants, information from the Borough Wide Tenant Forum and good news stories. If you have any suggestions for our next issue or a good news story you would like to include.

Please contact Julie Richardson
01827 719402
julierichardson@northwarks.gov.uk

I look forward to hearing from you.

Anti-Social Behaviour cont.

- We will act promptly to investigate a report about anti-social behaviour
- We will provide a dedicated point of contact for the complainant
- We will seek to understand the impact on the complainant
- We will confirm our intended response in writing
- We will be proactive in contacting the complainant
- We will provide regular updates (at least every 10 working days)
- Where helpful, we will work with other agencies to find a resolution
- Resolutions will be agreed in discussion with the complainant

A case will be closed in agreement with the complainant if there are no further incidents or no further contact is made by the complainant.

If you would like to know more about this service, you can check out the full information on our website or ask for one of our leaflets. The team are providing a case management approach to all reports and will address concerns about reports of nuisance that is persistent and interferes with someone's right to the quiet enjoyment of their home and is harmful or annoying to others. Some examples include:

- Verbal abuse
- Threatening behaviour
- Harassment
- Physical violence
- Intimidation
- Vandalism
- Drug taking or dealing
- Hate crime
- Litter/rubbish/fly tipping
- Graffiti
- Misuse of common areas
- Domestic abuse
- Loud persistent noise
- Not controlling the behaviour of pets (owning banned dog breeds)

All tenants sign a contract with the Council – their tenancy agreement. The team act to ensure that these conditions are followed to. Sometimes tenants forget what is in their tenancy agreement, so we remind them when we receive a complaint. We expect co-operation following the reminder.

An example of what the team will act on is a report of tenants using and/ or dealing illegal drugs. This includes drugs such as Cannabis which is illegal and is subject to a lot of complaints from neighbouring properties because of the strong smell it produces. Drug use and dealing is particularly concerning. It is a contravention of the tenancy agreement so when proven the Council will take action to protect neighbours which includes serving a legal notice to end the tenancy.

Protecting the Well Being and Safety of Tenants

You will be aware from our programmes of work and information that we provide that the Council's housing teams act to ensure that its properties are safe. This is for electrical and gas installations as well as for fire safety. We also ask our teams to be proactive and respond to tenants' reports about the condition of their home. To support what we do locally over recent years national Government has acted to provide new legislation to protect tenants of social housing. The role of Regulator of Social Housing has been introduced. The Housing Ombudsman service has been strengthened with a statutory code that ensures landlords are accountable. This year legislation has been introduced to safeguard tenants from poor property conditions and to ensure electrical installations are checked and safe.

AWAAB's Law 2025

The regulations for AWAAB's law are in place from 27th October 2025. The Law prescribes how social housing landlords respond when they receive a report about damp or mould conditions from a tenant. It includes the requirement for landlords to visit within 10 working days to make an assessment and decide on a course of action. We provide the tenant with a written summary of the assessment and proposed actions within 3 working days. Sometimes we will need to act as an emergency if the assessment visit finds certain hazards. All interventions must not only address technical issues but also the circumstances, including health conditions, of the tenant and their household.

During our routine visits we will talk to tenants about the condition of their home and take action where we find damp or mould conditions. Please contact us if you have any concerns so that our designated team can work with you to address the problem.

Electrical Safety

From November 2025 the Government has made it a legal requirement for social housing landlords to undertake an electrical installation safety check every 5 years. All new tenancies must comply from November 2025 and all existing tenancies must comply by May 2026. Hazards found during the safety check must be fixed within 28 days of the check. The Maintenance Service is well placed to deliver against the new regulations. Where tenants co-operate with access, we do the Electrical Installation Condition Report every 5 years. We track performance and access problems, and the housing management and maintenance services work together to gain access. When the Electrician does the Electrical Installation Condition Report, they repair any Category 1 hazards whilst they are on site and Category 2 hazards are either address at the same time or a follow-on appointment is made.

We need your co-operation

Our maintenance team is committed to working with and supporting tenants when we respond to reports and issues that arise. We know that having work done to your home is disruptive and we appreciate your co-operation. Our request to tenants is that you help the service by allowing access to our tradesmen and contractors to do the required work and checks.

Improvement Programmes

To plan our programmes of work we need good and current information about our properties. We get this from tenants reporting repairs, but we also do proactive surveys. You may get a letter from our Stock Condition Officer asking to visit your tenancy so that we can fully understand the condition of the facilities the Council is responsible for (roof, windows, kitchen, bathroom, walls). We would appreciate it if you can accommodate the visit and inform us of any concerns that you have about your home.

Our teams give notice by letter to tenants about forthcoming improvements that affect them. This should be 3 to 6 months of the work commencing.

Kitchen Upgrades

We know how important it is that our kitchen replacement programme is active and delivered to a good standard. Having the work done is disruptive but we receive consistently high satisfaction rates at the finish line. Programmes of work are planned over a three-year period. The Council uses the Government's Decent Homes Standard as a guide when deciding where to go next and to evaluate whether components need to be renewed. Age is a consideration as well as whether the facilities are modern, functional and in good condition.

Work involves replacing the existing kitchen following a discussion with the tenant about the design and providing new electrics including modern effective extractor fans. New anti-slip flooring, kitchen units and worktops are fitted, and the kitchen is then finished with tiling and redecoration. Our designated Surveyor supports tenants throughout the works.

Recent feedback from tenants on their newly fitted kitchen has been positive.

Planning and work throughout the replacement process has been well received with tenants telling us that they are happy with the result and quality finish.

Energy Efficient Homes

Over recent years the Council has improved the energy efficiency of homes by providing external wall and loft insulation and new windows. Most recently our contractor, WATES, has been doing this type of work at Westwood Road and Westwood Crescent Atherstone. Following planning permission, we have acted to do external wall insulation with a render and/ or brick finish and replace facias, soffits and guttering. The front and rear doors have been replaced with new composite doors making a real difference to tenants homes.

The solid brick homes will benefit by having increased insulation to keep heat within the building for longer periods of time to help maintain a comfortable heating level, this will reflect in lower energy bills.

Safe and Secure

Over the last two years we have had an extensive programme of fitting new fire doors to individual flats and communal security doors. Both enhance the safety for our tenants.

For fire doors we ask that they are not altered, painted or used to hang decorations because this will compromise how they protect tenants in case of a fire. It is especially important that the door closure is not removed or changed. We request that any damage is reported promptly to us please so that we can undertake repairs.

Most communal doors have been fitted with a new door entry system requiring a key fob to access the building. For the safety and security of all, it is important that communal doors to the blocks of flats are not propped open. Propping the door open can compromise the electronic system causing damage and resulting in unnecessary call out charges to repair.

Tenant Led Scrutiny

To help the Council understand whether it is delivering services which meet the Housing Regulator's Consumer Standards, the Borough Wide Tenants Forum have set up a Scrutiny Panel.

Tenant Scrutiny is now established following completion of two exercises to find out how the housing service is performing. One was for reports of anti-social behaviour and one was for repairs. The Forum expects their feedback reports to help improve the services we provide.

The next new scrutiny project will seek feedback from tenants who have made a complaint. If you would like to be part of the Borough Wide Tenants Forum Scrutiny Panel or you have a suggestion for a future scrutiny consideration please contact the tenant Chair, Sue Healy, email **tenantparticipation@northwarks.gov.uk**

Annual Housing Report

The Council provides an annual report about the Landlord services it provides for its tenants. The report is published on the Councils website and informs tenants about the Housing Divisions performance in delivering its service over the financial year. To view the latest annual report, visit **www.northwarks.gov.uk/downloads/file/450/annual-housing-report-2024-2025**

We also publish our Tenant Satisfaction Measures to meet the Housing Regulator's requirements. To view the latest performance information visit **www.northwarks.gov.uk/housing/housing-performance** Our performance compares with other landlords, but we want to do better so please continue to give us your feedback so that we fully understand your views on our service.

Feedback, Complaints and Compliments

Our teams want to provide a good service. If we do something well it is great to have your feedback so that we know that we are on track and working to your expectations. It is also good for staff to know that their efforts are appreciated. We share compliments with the team.

We don't want any of our tenants to experience a failure of our service. If it does happen, we want to hear from you so that we can understand your concern and resolve it. Complaints are also an opportunity for us to learn about our customer's view of our service so please tell us what you are unhappy about or want us to change. You can contact us in a way that suits you:

- On our website **www.northwarks.gov.uk**
- By email to **complaintsandcompliments@northwarks.gov.uk**
- By telephone to **01827 715 341**
- In writing

We continue to obtain feedback through surveys and questionnaires to gain views and comments on housing services. This enables tenants to have their say on the services provided to ensure our services are delivered to a good standard. You can find our annual report on how we handled complaints last year on our website.

Triton Showers

Triton is a local company with their factory and head office based in Nuneaton. The Council has purchased their showers for many years. This year the feedback we received from tenants about how they function was shared with Triton so that they could understand a customer's experience. To follow up the feedback Triton arranged for the Borough Wide Tenants Forum to visit the factory.

During the visit Forum members were able to discuss their experience of using Triton showers with directors and operational managers. They also learned about the manufacturing and functionality of different showers.

The discussions with Triton arose because the Council had started to use one of their showers that is designed for care homes and hospitals. This has a temperature setting to 41 degrees maximum which is a lower temperature to avoid skin burns from hot water and thought to be a good choice for sheltered scheme properties. The Forum members used their meetings to tell us that this type of shower is not right for all tenants – including those with disabilities. Some people prefer warmer showers. Following discussions and the visit it has now been agreed that when a shower needs to be replaced tenants should be given a choice and control over water temperature.

Important Notice – Shower Heads

We have reported previously on the problems that changing shower heads to ones that do not suit the shower can cause. Triton staff also warned about this problem during the Forum visit.

Using a shower head which is not provided by Triton reduces water flow and causes the shower valve to blow. To ensure shower heads work correctly and don't cause the shower to fail we only use the shower head and hose that have been supplied by Triton. Please do not purchase and use alternatives. A frequent check of the shower head to keep the jets clean will make sure your shower runs efficiently and effectively.

Every drop makes a difference

See how much energy and water usage you could save by using a money saving calculator to help you estimate potential savings.
www.tritonshowers.co.uk/calculator/savings

Borough Wide Tenants Forum News

The Borough Wide Tenants Forum invited tenants to their Annual General Meeting on Wednesday 7th May 2025. Roger Price opened the meeting to give his fifth address as Forum Chair.

Angela Coates, Director of Housing, delivered a presentation looking back at the commitment and achievements of the Borough Wide Tenants Forum over the past 26 years. The Forum has been serving the interest of tenants since 1999, with members giving up their time to help to shape policy and decisions that affect all Council tenants. In celebration, there was reflection on all the good work that has taken place, remembering all members that have served the Forum over the years and welcoming new ones. Photographs were shared marking a series of events throughout the time of the Forum.

We think it is important that tenants who were not able to attend the meeting know what was said by the Chair, so we have shared a link **www.northwarks.gov.uk/tenant-involvement-1/tenant-involvement/3** as part of this newsletter.

Roger commended the Forum for contributing to a very busy year working with officers to ensure the service is meeting the standards tenants expect. The meeting was reminded that the Housing Ombudsman has extensive requirements that all social landlords must comply with. At a joint meeting with officers the Forum had a very engaging and informative presentation from Housemark about how the Council's services measure up to other landlords. He noted that no less than 21 separate subjects have been undertaken over the last 12 months. He thanked everyone for their contributions.

After these opening comments the election of officers took place.

Roger Price from Piccadilly, was re-elected as Chair and Percy Rooke from Hartshill, was re-elected as Vice Chair.

If you would like to be involved in the work of the Borough Wide Tenants Forum or for more information on tenant involvement email: **tenantparticipation@northwarks.gov.uk**

New members are always welcome and make a difference with their contributions.

Tenant Involvement Impact Assessment Outcomes Report 2024-25 evaluates tenant involvement activities and the difference it makes to housing services. The report is available to view on the website **www.northwarks.gov.uk/downloads/file/56/tenant-outcome-results-2024-2025**

Also available to view are:

Tenant Partnership Agreement 2025-26
www.northwarks.gov.uk/downloads/file/2474/tenant-partnership-agreement

Achievements and Forward Work Plan
www.northwarks.gov.uk/downloads/file/2475/tenant-partnership-agreemant-achievements-forward-work-plan-2025-26

The aim of the Agreement is to set out how tenants can have a greater say in the way housing services are delivered through a range of opportunities for involvement.

Meeting Dates
Tuesday 16th December 2025
Wednesday 18th February 2026

Time
11am

Venue
The Council House, South Street, Atherstone, Warwickshire CV9 1DE

Home Contents Insurance is down to you - it's important that you are covered

The Council is responsible for the insurance of the structure (windows, walls, roof) of your tenancy but does not insure the contents of your home. Tenants should have their own contents insurance to cover their personal possessions and also be aware that the Council will not act if damage to items in the property is not caused by fair wear and tear.

Home contents insurance covers the cost of replacing damaged possessions in the event of an accident. It provides cover for the contents of your home for items such as furniture, carpets, clothes, bedding, electrical items, jewellery, pictures, and ornaments, against fire, theft, water damage, storms and flooding.

The Crystal Insurance Scheme is designed for tenants and leaseholders living in social housing.

To find out more about the Crystal Insurance Scheme, or to get a quote:

- Call Thistle Tenant Risks on 0345 450 7286.
- Request an application pack from your local housing office.
- Visit **www.crystal-insurance.co.uk** where you can also request someone to call you back!

Cuppa with a Copper

Local Safer Neighbourhood Teams are engaging with communities to offer an opportunity for people to meet their local Police Officers to discuss issues in a face-to-face environment. PCSO Hodson and PCSO Thompson hosted a Cuppa with a Copper event at Penmire communal room Grendon. Maria Neill, Tenancy & Neighbourhoods Services Manager with North Warwickshire Borough Council was also in attendance to address any concerns tenants may have.

Good News

Thursday 8th May marked the 80th anniversary of VE day with communities coming together. Sheltered scheme communal rooms were decorated with flags and bunting to hold parties and fun activities in celebration to mark a moment that ended years of conflict in Europe.

Drayton Court Hartshill, and George Road Water Orton, were just 2 communal rooms used as venues for communities to unite to enjoy an anniversary providing fun, reflection and celebration.

Pete's Plot Gardening Tips

Hello again gardeners

Once again, it's been a strange year as far as the weather has panned out, whilst some plants have suffered others have prospered. Fruit trees have had a bumper crop and as each year unfolds it is becoming apparent that the way we garden will have to change. Having said that, some stalwarts rarely change and one of those is the good old tulip, one of the many spring flowering bulbs, there might be just enough time to plant some up in pots. Firstly, select the variety and colour and ensure your bulbs are healthy and firm to the touch with no sign of mould or rot. Remember when planting that the point faces upwards and the basel plate (fancy name for where the roots grow from) faces down. Let's start with the container, most bulbs require a free draining compost, so mix 50/50 of peat free compost with grit, or there are bulb composts available.

Youn can plant the bulbs close together but not touching, ensure firm contact with the compost. If the pot is deep enough you can put a couple of layers into the same pot.

When the bulbs are finished, next year transplant them into the garden. A good tip is to gently throw a handful of bulbs and plant them where they have landed to give a natural look (remember to plant the correct way up)

All bulbs need to be planted at least twice the depth of the size of the bulb. If in the past your daffodils and tulips have plenty of greenery but no flowers, its because they have been planted too shallow. Happy planting.

A good idea this time of year is to take photographs of your garden and again when all the leaves have fallen, and your garden looks bare. This will show spaces for next years planting and will highlight any major issues that are harder to spot when your garden is in full bloom.

TOP TIPS

This time of year, the supermarkets and garden centres will be reducing prices to clear stock so it's time to pick up a bargain or two.

It's also a good time to check the lawn. The baking sun turned my lawn into what looked like cornflakes, but after a week of rain it bounced back. There are some Autumn grass care products that can be used, and it's worth sprinkling grass seed where there's bald patches. A garden fork pushed into the lawn about 6 inches all over the lawn where compaction has left its mark will allow air into the roots.

Finally good gardening and Seasons Greetings until next year.

Pete

How to contact us

You can contact us for a general enquiry in any of the following ways:

- housingservices@northwarks.gov.uk
- 01827 715341 between 8.30am and 5pm, Monday to Friday
- www.northwarks.gov.uk

Write to: North Warwickshire Borough Council,
The Council House, South Street, Atherstone, Warwickshire CV9 1DE

Visit: The Council House between 9am and 5pm, Monday to Friday

Opening Hours: Mon-Fri 9:00-12:30 & 13:30-17:00
Wed 10:00-12:30 & 13:30-17:00

We currently offer a face-to-face service **by appointment only**. If you need to book a face-to-face appointment, please call our Customer Services team on (01827) 715341.

We also have social media channels people can contact us on.

If you require a version of this document in large print, audiotape, or in another language, please contact us.

Competition Winner

Congratulations

Thank you for taking part in our last competition.

Congratulations to Marjorie Bailey from Hartshill the winner who received a £25 High Street Gift Card for her entry into the Word Search competition.

Competition Time

Word Search

FIND THE HIDDEN WORDS TO WIN £25 IN HIGH STREET VOUCHERS

S	I	P	M	F	S	C	T	F	G	H	D	W	A	X	M	P	H	T
F	V	C	H	R	I	S	T	M	A	S	T	Q	Z	S	W	L	V	I
R	F	H	U	L	E	S	G	K	B	S	W	R	I	N	N	S	X	F
R	U	J	F	E	S	W	K	N	V	D	G	T	R	O	J	K	L	T
F	R	Y	V	S	Q	K	P	W	X	A	N	J	H	W	C	V	T	U
D	F	R	E	P	R	U	I	J	R	G	D	W	C	S	P	M	B	R
Y	I	R	F	J	E	O	P	K	T	E	G	H	F	E	S	F	H	K
V	R	U	E	P	O	W	U	F	N	T	A	Z	J	I	A	F	V	E
S	F	D	L	M	I	U	H	T	V	A	Q	T	R	T	N	K	O	Y
H	Y	O	T	B	N	E	A	C	S	K	H	J	H	T	T	R	I	L
O	N	L	T	N	D	F	V	E	D	H	I	F	P	L	A	B	F	E
L	D	P	U	R	T	F	H	O	L	I	D	A	Y	B	T	W	C	G
L	L	H	T	C	H	E	A	B	J	F	D	M	V	F	C	I	P	L
Y	Y	D	J	S	E	B	S	A	O	P	L	I	G	H	T	S	E	V
G	P	O	L	M	V	U	R	W	A	X	F	L	Y	J	B	D	S	S
L	K	P	U	T	I	N	S	E	L	W	O	Y	F	S	V	N	M	O

CHRISTMAS
TURKEY
HOLLY
SNOW
SPROUTS
TINSEL
HOLIDAY
SANTA
RUDOLPH
WREATH
FAMILY
LIGHTS

Please return the completed entry form to:

Julie Richardson
The Council House, South Street,
Atherstone, Warwickshire, CV9 1DE

Name .....

Address .....

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.....

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Tel .....

All correct entries will be placed into a prize draw. Closing date Friday 23rd January 2026