



A fresh approach to people,  
homes and communities

If you need help understanding this information, please ask one of our staff, or contact Customer Service Team by phoning 01226 772720.

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন, অথবা গ্রাহক পরিষেবা স্যোগাযোগ করুন.  
টেলিফোন 01226 772720

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به مشتریان ما تماس بگیرید، شماره تلفن 01226 772720

अगर आप इस जानकारी को समझने में सहायता चाहते हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता सेवा, टेलीफोन 01226 772720 पर संपर्क करें

اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی ضرورت ہے، تو براہ مہربانی ہمارے عملے کے کسی رکن کو پوچھیں، یا کسٹمر سروسز سے رابطہ کریں، ٹیلیفون 01226 772720

Jeśli nie rozumieją Państwo tych informacji i potrzebują pomocy, mogą Państwo poprosić o pomoc któregoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 772720 (Biuro Obsługi Klienta)

اذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب المساعدة من احد الموظفين او اتصل بخدمات الزبائن على الرقم 01226772720

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 772720.

如果您需要协助，以便更好地了解该信息，请与我们的员工联系，或致电客户服务：01226 772720。

## Working in Partnership Together we can achieve more

Berneslai Homes Limited is a company controlled by Barnsley Metropolitan Borough Council. A company limited by guarantee, registered in England and Wales, number 4548803. Registered Office: Springfield House, Springfield Street, Barnsley, S70 6HH. www.berneslaihomes.co.uk





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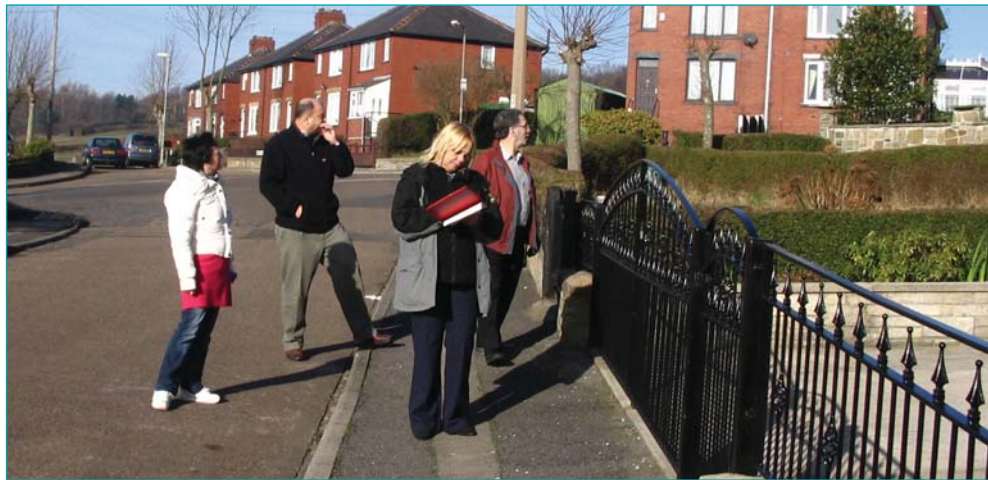
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Berneslai Homes is an Arms Length Management Organisation (ALMO) managing Council Homes on behalf of Barnsley Council.

# The Ward Green Estate Housing Agreement

## What is this agreement for?



Officers on a Ward Green Estate Walkabout

This agreement is for the residents of Ward Green (you) and has been developed between Berneslai Homes (we) and you.

Its aim is to give you clear information about the services we provide in Ward Green and what standard of service you can expect. We hope this agreement will:

- help us identify problems and work together to find solutions;
- help us improve communication with you;
- help you understand your responsibilities; and
- help us work together to improve your community.

## Who is involved?

- You and Berneslai Homes.

## What does it cover?

- How we let council homes.
- How we involve customers and residents in managing and developing the service.
- How we manage your homes and estates.
- How we repair and maintain your homes.
- How we manage the rents and service charge service.

It also covers how you can make a difference in your community.

# What services are on offer to me? What am I entitled to?



## Using our services

- We will provide services which are accessible to everyone.
- We will provide information in different formats if you need it and where it is relevant.
- We will answer our telephones within 20 seconds.
- We will reply to your letters within five working days.
- We will respond to your e-mails within one working day.
- We will respond to your complaints within 15 working days.

## Applying for and letting homes

Our lettings service is delivered by our Homeseeker team. Their aim is to work within the rules of Barnsley Council's lettings policy and give you good quality information so that you can make realistic choices about your rehousing options.

- We will assess your housing application within 15 working days of us receiving them or sooner if it is an urgent or emergency application.
- We will review your application on the housing register at least once a year.
- We will advertise empty homes every Friday in the Barnsley Chronicle, on our website and in Barnsley Connects Offices.
- We will make sure that the adverts have clear information so that you know if you can apply for them and if the property is suitable for you.
- We will provide support to vulnerable applicants so that they can use the lettings service and are not disadvantaged by it.
- We will give feedback about all of the lettings we make on our website, in the Barnsley Chronicle and at Barnsley Connects Offices. This will help you work out your chances of being rehoused.
- We will consider any appeals about your housing register application within six weeks of us receiving it.

# Repairing and maintaining your home

## Managing your estate

Our Housing Impact Team, spend most of their time on your estates working in partnership with other agencies to give you the best possible housing management service. This is their commitment.

- We will hold estate walkabouts at least twice a year in the Ward Green Area.

These walkabouts are advertised in the local press, on our website, in Barnsley Connects offices and in our 'Open House' tenants' and residents' newsletter.

You can take part in these walkabouts and help officers identify areas where improvements may be needed.

- We will help all tenants and leaseholders understand their responsibilities so that everyone can enjoy their home and environment.
- We will visit introductory tenants three times within the first year.
- We will visit every tenant at least once every three years.
- We will take all complaints of anti-social behaviour seriously and deal with them in the best possible way.

In Ward Green our repairs are carried out by Berneslai Homes Construction Services. They promise to complete your repairs in the following timescales.

### 24 hours for Emergency repairs

An emergency is something which presents an immediate safety, security or health risk to you or members of your family

### 3 working days for Urgent Repairs

Although not emergencies these are repairs we need to carry out quickly to prevent more damage to your home or discomfort to your family

### 7 working days for Priority Repairs

These are repairs we do not consider to be an emergency or urgent, but which we treat as a priority.

### 25 working days for Non Urgent Repairs

These are called non-urgent repairs because they do not cause serious inconvenience. Whilst we promise to complete these in 25 working days, our average response time is 15 working days.

### Planned Replacement and Maintenance

So that we can provide value for money and make our limited money go further, we add certain non urgent repairs to a planned programme, rather than completing them as one off repair. We will tell you when you report a repair if it is a planned repair and we will let you know when we plan to start the work.

### Gas and solid fuel heating and hot water

We service gas and solid fuel appliances every 12 months.

## Paying your rent



We want to make it as simple as possible for you to pay your rent and other charges. We do this by offering you a number of different ways to pay.

- By Direct Debit.
- On-line at [www.berneslaihomes.co.uk](http://www.berneslaihomes.co.uk).
- By telephone.
- By cash or cheque at any Barnsley Connects Services Centre. The nearest one is in the Town Centre in the Civic Hall on Eldon Street.
- By SMS text message.
- By cheque or postal order through the post.
- By Allpay payment card.
- By BMBC/Berneslai Homes employee salary deduction.

We will give you good quality advice and support about your rent.

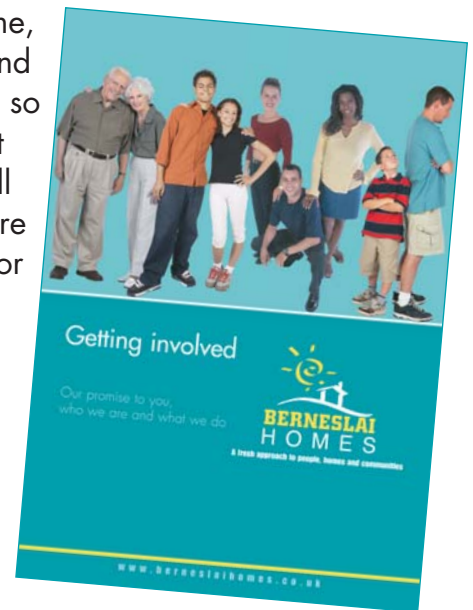
- We will send you a rent statement four times a year.
- We will contact you quickly if you fall behind with your rent and offer you support and guidance.

### We can help

If you are having difficulty paying your rent please let us know so that we can help you sort it out before it becomes a problem. We can arrange for someone to visit you at home to give you budget management advice and signpost you to others who can give you advice.

## Getting involved

It's your home, your area and your service so you are best placed to tell us what we're doing right or wrong. Or, you may have good ideas for making things even better in Ward Green.



You can get involved in many ways—just choose a way that you feel is right for you.

- Join the Customer Panel.
- Come along to focus groups.
- Apply to be a board member.
- Complete our surveys.
- Come along to seminars, workshops, open days, road shows or exhibitions.
- Attend conferences.
- Join in your 'Estate Walkabout' as a community representative.
- Come along to public meetings.
- Ask to job shadow.
- Be a mystery shopper.
- If you are from a black and ethnic minority community we have a forum especially for you. Why not join us?
- If you under 25 we have a Young Persons Forum. Come along and share your views.

For more information about getting involved ask for our booklet 'Getting involved' by phoning 01226 774379, or visit our website [www.berneslaihomes.co.uk](http://www.berneslaihomes.co.uk)

# What about a Tenants' and Residents' Association (TARA)



## What about a Tenants' and Residents' Association (TARA)

A TARA is a group of volunteers who come together to act as a voice for others in their area. They work with Berneslai Homes and other organisations to help improve things in their area.

At present there isn't a TARA in Ward Green, but if you would like to know more about how they work or would like help in forming one please contact our Community Engagement Team on Tel no 01226 774379 or email [communityengagement@berneslaihomes.co.uk](mailto:communityengagement@berneslaihomes.co.uk)



# What local meetings take place with Berneslai Homes, other organisations and community representatives and can I attend?



This section tells you which meetings take place, whether you can go along or how you can get your issues discussed.

# Ward Green Steering Group



This meeting takes place every two months either at the Maltas Court Community Centre or at the Elm Court Community Centre.

This steering group covers Ward Green, Worsbrough Bridge and Worsbrough Dale.

You can attend this meeting as a representative for the Ward Green community, please contact the Impact Team on tel no. 07816978147 for further details.

## Who attends?

Your local councillors, Berneslai Homes Impact Staff, tenants' representatives and other key providers such as the police and other representatives from other local organisations.

## What does the steering group do?

Their role is to set priorities and monitor performance in the Ward Green, Worsbrough Bridge and Worsbrough Dale areas.

Steering groups agree to the following standards.

- To be community led. Customers are encouraged to tell us about the standards of our performance in their area.
- To help us make improvements, if necessary, to our performance.
- To be flexible, open to all, and be guided by local need or preference, for example, holding meetings at various places if working over a wide geographic area, or holding early-evening meetings for those with other commitments.
- To include people who are, or are found to be, under-represented
- To have an agenda which is focused enough to effectively tackle key issues and decide priorities, but is also flexible enough to deal with the 'unexpected'.
- To be consulted on new ideas and policies before we put them into action.
- To give the Housing Impact Team an opportunity to present performance information and reports on officers' activities or issues identified during the previous months. The impact officer with the responsibility for the patch or area will be responsible for reporting those items directly to the group during the meeting.
- To identify local environmental improvements on housing land and put forward plans to make them happen.

# What do I need to do as a Ward Green Resident?



As a resident you can make a real difference to your community.

- Respect other people whatever their race, background or lifestyle.
- Be reasonable about how your lifestyle affects others. We all have an equal right to live peacefully.
- Take time to give us feedback. We want to improve our services to meet your needs.
- Take responsibility for your own behaviour and that of your children, friends and visitors.
- Let children play. Please be tolerant and reasonable before complaining.
- If you are a parent, be reasonable if you receive complaints about your child's behaviour.
- Recognise that Berneslai Homes and the police cannot do anything about problems they don't know about. Reporting problems to the relevant people is essential to improve your community.
- Encourage good behaviour. A quiet word may be better than a complaint to us.
- Loud music is never acceptable.
- Litter is a big problem across the estate – use the bins provided to improve your environment and encourage other people to do the same.
- Report your repairs responsibly.
- For your own health and safety allow us in to your home to complete repairs or service your gas or solid fuel appliances.

## Contacting us

We want to make it as easy as possible for you to contact us – whatever your query or problem. Below you'll find a list of useful contacts.

General Enquiries (For example rents, lettings, and estate problems)  
Phone us on 01226 775555  
Monday to Friday 9am until 5pm  
E-mail us at  
customerservices@berneslaihomes.co.uk

### Need to report a repair?

Repairs Hotline 01226 787878  
24 hours a day 7 days a week.  
Transco gas leaks 0800 111999

### Want to get involved?

Community Engagement Team 01226 774379  
Barnsley Federation of TARAs 01226 781172

### Managing your estate Housing Impact Team

Ward Green 07816978147  
Report anti-social behaviour on our Golden line 01226 736361  
South Yorkshire Police 0114 2202020  
Housing Benefit Helpline 01226 774743  
Homelessness and Housing Advice 01226 773870  
Right to buy 01226 772436  
Equipment and Adaptations 01226 775800