



Involved Tenant Meetings

June/July 2026



Tenant Voice Panel

Nine members of the Tenant Voice Panel attended the TVP meeting in June and were joined by the Interim Head of Asset Management, Performance and Improvement Manager and the Customer Engagement Manager.

>>> Outcomes

- The TVP commissioned the Check It Challengers to carry out a project on the repairs survey after concerns were raised by the Panel regarding the length of the survey. The Check It Challengers were sent the project in June and feedback will be presented to the TVP at the next meeting.
- A member of the Voids team will be invited to the next meeting as the Panel raised concerns over rent loss due to empty homes.

>>> Discussions

- The Panel raised a few concerns with Interim Head of Asset Management, including scaffolding and the length of time it is in place. They commented that guttering maintenance should be on a cyclical programme. Gas servicing could be carried out on a street basis if time periods allow and that void gardens and trees should be a priority. Feedback on all these issues was taken on board and will be considered.
- The Performance and Improvement Manager came along to discuss the End of Year Performance results. There was discussion around complaints and the positive direction of travel in terms of response rates and the learning that is passed to teams. The TVP raised concerns regarding access to carry out the Decent Homes programme. Out of the 103 outstanding, 67 are due to no access. Berneslai Homes assured the Panel this was a priority going forward and gave the TVP a brief of the process that runs throughout the year, as a live programme that addresses various things, including upcoming potential fails and no access properties.



Tenant Influence Panel

Three Homes Panel members were present at the meeting. Along with the Interim Head of Asset Management, Repairs Consultant, Fire and Asbestos Compliance Manager, and Customer Engagement Officers.

>>> Going forward

The Panel requested to visit an empty property to see the reality of works required to increase their understanding of the process.

>>> Discussions

- The Repairs Consultant came along to talk to the Panel about outcomes and findings for the project work for our new Repairs Clarification Document. Panel members agreed in principle to the outcomes, but requested a copy of the RCD to digest and then come back to another extra meeting with any questions that they may have. Feedback will be sent back to the TVP.
- Discussions with the Interim Head of Asset Management, led the Panel to question whether solar panels could be fitted to properties that are empty before they are let. Although there are several factors that need to be taken into account before fitting solar panels, it was agreed to take this feedback for further investigation and will report back to the Panel.

Four Neighbourhood Panel members were present at the meeting. Along with the Lettings Manager, North Neighbourhood Team Leader, Barnsley Council's Neighbourhood Services, the Head of Customer Services, and a Customer Engagement Officer.

>>> Discussions

- The Lettings Manager came to give the Panel an overview of the Lettings procedure, answering questions from the Panel on 'hard to let' properties, ASB and the effect this has on applications and lettings. Also, the Annual Lettings Plan, issues with the application itself, and plans going forward.
- Neighbourhood Services came along to discuss fly tipping, grass cutting schedules, and the kind of issues they face.

>>> Going forward

- A meeting to be arranged in September for the Panel to co-design a Tree Management Leaflet for tenants.
- Neighbourhood Services to attend the next meeting to discuss performance.
- Final draft of Local Area Action Plans to be shared with the Panel for thoughts, before going to the TVP for signing off.
- A meeting arranged for August with ASB Team Leader and Insight Officer to discuss ASB Survey results.

Customer Service Tenant Influence Panel

Five Customer Service Panel members attended the meeting. Along with the Customer Service Manager, Strategic Communications and Marketing Manager, Insight Officer, and a Customer Engagement Officer.

>>> Information requested

- The Panel requested a breakdown of the types of complaints made against Property Services and what kind of training operatives receive on customer service.
- A copy of the Stop Social Housing Stigma campaign video was requested by the Panel for clarity. They agree in principal to Berneslai Homes' plans for the campaign going forward.

>>> Discussions

The Insight Officer came to talk to the Panel about complaints survey results. These surveys are carried out by customers who have been through the complaints process. The Panel had a number of questions for the Insight Officer about the response rate and factors that may put tenants off giving feedback on the survey, and the type of information we hold on our tenants. The Panel offered up different suggestions which will all be taken away for consideration and feedback given at the next meeting.

>>> Next meetings

Tenant Voice Panel

 Gateway Plaza
 24/08/2026
 10am -12pm

Customer Service Tenant Influence Panel

 Gateway Plaza
 19/10/2026
 10am -12pm

Neighbourhood Tenant Influence Panel

 Gateway Plaza
 21/10/2026
 10am -12pm

Homes Tenant Influence Panel

 Gateway Plaza
 21/10/2026
 10am -12pm