

# CUSTOMER ENGAGEMENT QUARTERLY NEWSLETTER



Welcome to the Customer Engagement Quarterly Newsletter. We will be taking a look back on what we have been up to over the last few months covering October - December 2025 and the difference the tenant voice has made.

258

Tenants  
engaged

60

Completed  
damp and mould  
training

20

Partnership  
Events

4

Check it  
Challengers  
Projects



## CUSTOMER PANEL

In October we held our quarterly Customer Panel.

17 tenants came along to give us their views on the proposed changes to the current Tenant Voice Model. Involved Tenants and Berneslai Homes have worked together with TPAS to develop a structure that maximises the tenant voice and routes for tenants to influence service delivery.

The proposed new structure will see the creation of 40 tenant influencers that cover all areas service. The new proposed Panels are:

- Homes Voices - covering anything to do with properties such as repairs and damp and mould.
- Neighbourhood Voices - covering everything estate based such as estate walkabouts, environmental improvements and ASB.
- Customer Service Voices - looking at complaints, surveys and performance reports

Attendees of the Customer Panel were split into workshop groups and asked questions on what they thought of the new model. The overall feedback was positive, if you want to read more about what happened at the Customer Panel you can do so by clicking [here](#).



## CHECK IT CHALLENGERS

The Check it Challengers completed four projects this quarter:

- Garden Letter Review
- Survey Target Setting Project
- Complaints Letter Review
- Strategic Plan Review

### Project Outcomes included:

- Feedback from the Garden Letter Review will be fed into policy and procedure.
- The Garden letter was kept in format but with more positive words added to sentences to ensure the letter was encouraging.
- Tenancy sections of the letter made clearer.
- In the Survey Target Setting Project targets from surveys were changed in 10 out of 17 surveys thanks to Check it Challenger feedback.
- After reviewing 4 previous complaint response letters the feedback asked that the area code on the telephone number be included, this has now been added to all future letter templates, there is also a review of the final paragraph of complaints letter to make sure the tone is more empathetic.
- After feedback from the Check it Challengers on the Strategic plan changes were made a lot of the wording to make sure it has less jargon and more plain English and made it more clear throughout the plan that every member of staff plays a role in listening to tenants and addressing their concerns.

## DAMP AND MOULD TRAINING

In Quarter 2 we started to roll out our new damp and mould training video. This Quarter we continued to go out into communities delivering the training and handing out free damp and mould kits to anyone who completes the training.

We took advantage of all the different Winter Wellbeing and other Partnership events happening across the borough. Altogether we had 18 events, both Partnership and stand alone events, offering the training.

60 tenants took the training this quarter, again the feedback on the training was really positive, here's what some of the tenants who took the training in Quarter 3 had to say about it:

**“FANTASTIC! REALLY ENJOYED IT AND VERY USEFUL, USUALLY WITH THINGS LIKE THIS I'M NOT BOTHERED, BUT IT WAS GOOD!”**

***Tenant, Hoyland***

**“IT'S WELL PUT TOGETHER, NOT TOO LONG, SHORT BUT SWEET AND VERY INFORMATIVE”**

***Tenant, Darfield***



## PARTNERSHIP WORKING

We continued to work closely with our partners in Quarter 3. We attended 8 Winter Wellbeing Events in:

- Mapplewell
- Darfield
- Buckley Methodist Church, Barnsley
- Wombwell
- Hoyland
- Jump
- Birdwell
- Thurnscoe

Other events included:

- Warm Homes Event and Safeguarding Week at Barnsley Market
- 3 Community Shop Partnership Days at Hoyland Goldthorpe
- 1 Parent Information Morning at Gooseacre Academy, Thurnscoe
- Went along to Goldthorpe Salvation Army offering Damp and Mould training and offering advice to tenants with any enquiries.
- Supported BMBC Action Days, Love Where You Live and Winter Social Events in Wombwell, Platts Common, Hoyland, Thurnscoe and Honeywell.



Winter Wellbeing Event - Hoyland



Community Partnership Day - Goldthorpe



Warm Homes Event - Barnsley Market



Winter Wellbeing Event - Mapplewell

## SMITHIES LANE TRAVELLERS SITE

This quarter on Smithies Lane Travellers Site 6 after school clubs were held with 82 attendances overall.

We worked in partnership onsite with the Berneslai Homes Ambition Team, NHS midwife team, BMBC Libraries and beds for babies campaign as well as BMBC public dental health who provided dental health kits to all tenants onsite.

## MEETINGS

Involved tenants attended 6 meetings this month:

- 1 Scrutiny Panel Meeting - to sign off on the Communal Areas Project
- 1 PRIP Meeting - giving a tenants perspective on performance management
- 3x Neighbourhood Services meetings - Meeting with BMBC Neighbourhood Services to give their thoughts on the grounds maintenance service and helping identify areas for improvement.
- 1 Building Fire Safety Residents Panel Meeting - Discussing issues affecting residents in the blocks.

## HUMAN LIBRARY

Last month we reported on the Annual Report Editorial Group's idea of holding a 'Human Library' where tenants that were involved were the 'books' and staff had the opportunity to come along and 'read' them by asking questions and holding general conversation to find out more about the tenants that live in properties. We previously filmed some tenants stories but in October we held the in person event at Gateway Plaza where four tenants came along and had some great conversations with staff and members of the Board about their experiences of being a Berneslai Homes tenant and their stories.

It was a really positive event where tenants, staff and Board members got to know each other a little better. We hope to hold similar events in the future.



FIND OUT MORE...

If you would to know more about the Engagement Team, how to get involved or share with us some feedback on services, we would love to hear from you!

### CONTACT US



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SCAN ME

