



# Tenant Voice influence 2023/24



Thanks to all the tenants who have helped influence our services over the last year. Here are some of the ways they've made a difference on your behalf!



## The difference

## made by tenants



**Influenced the effectiveness of the repairs and maintenance service**

Two tenant representatives attend bi-monthly contract meetings

**Measured the effectiveness of grounds maintenance on our estates**

Four tenant representatives attend the Neighbourhood Services monthly meeting to check that the service level agreement is on track

**Influenced and represented tenant views directly with Barnsley Council**

Attending meeting between landlord, Berneslai Homes, and five involved tenants, to consider the delivery of the housing service by Berneslai Homes

**Reduced the risk to tenants associated with damp and mould**

Two tenants are part of a monthly damp and mould task meeting, influencing the Damp and Mould Policy, supporting the action plan and improvements to service

**Influenced the development of the Adaptation Policy and processes**

Undertaking a detailed scrutiny exercise of the existing process and gathering view of tenants with lived experiences

**Enhanced the information we provide to new tenants at sign up**

Giving views at a customer panel and being part of a 'speed dating' consultation event, this group involved new tenants

We supported this event with a translator for one of the attendees

**Influenced the development of a new Customer Insight and Engagement Strategy**

Attended meetings to share feedback on the content and design of the strategy

**Supported the implementation of the new Lettings Policy**

Seven people gave views on the implementation plan at a meeting and feedback on draft letters to applicants about the changes to the policy

**Made sure the rent increase letters are easy to understand**

Attending a meeting with the Income Manager to share feedback

**Influenced the new Repairs and Maintenance Policy**

Giving views at customer panel and being part of a process mapping session to understand how things work in practice

**Helped to improve management of homes and estates**

Attending meetings to give views on:

- Estate and Tenancy Management Policy
- Good Neighbour Policy and Guide
- ASB Policy

**Held Berneslai Homes to account on performance**

Attending Customer Services Committee and considering performance at the Tenant Voice Panel meetings

**Enhanced building safety and improved tenant communication in the high rise flats**

Six residents attending building safety residents panel every six weeks

**Supported the successful recruitment of new Berneslai Homes staff**

Taking part in a tenant stakeholder panel to recruit the Executive Director of Resources, Chair of the Board, and tenant board member and being on the interview panel for a range of other roles including Lettings Manager and Income Manager



Every voice matters!



We're always looking for more tenants and leaseholders to get involved and have your say, helping us to improve services.

If you'd like to get involved, please contact the Community Engagement Team [communityengagement@berneslaihomes.co.uk](mailto:communityengagement@berneslaihomes.co.uk)

For more information on how you can get involved, visit our website at [www.berneslaihomes.co.uk/getinvolved](http://www.berneslaihomes.co.uk/getinvolved)