

# E-NEWSLETTER

JANUARY 2025

## DAMP AND MOULD TRAINING COURSE

We held another 2 damp and mould training sessions for tenants in Gateway Plaza this month. The courses have developed in partnership with Efficiency North and are accredited by Northern Open College Network. The aim of the course is to share tips on how to spot, help prevent, treat and report signs of damp, mould and condensation in your home. The session is broken down into 2 sections, a presentation about our STAR campaign, you can find out more about this on our [website](#) and an accredited online learning section. We had 6 tenants come into the offices this month to complete the training and 3 more completed it online.

“ I FOUND THIS COURSE VERY INFORMATIVE AND WILL DEFINITELY CARRY OUT SOME OF THE SUGGESTIONS IN MY OWN HOME ”

*Damp and Mould Training attendee*

## EMPTY PROPERTY SPOT CHECKS

In January we completed 5 empty property spot checks in areas:

- Great Houghton
- Goldthorpe
- Mapplewell
- Hoyland

2 SEAP assessors came with us to the properties to carry out the spot checks, making sure empty properties are up to the void standard. All properties passed the inspections and any issues were raised with the relevant teams.



*Young Care Leavers learning about utilities in the home from Berneslai Homes Gas Compliance Officer.*

Welcome to the first Customer Engagement Newsletter of 2025. This month we'll be sharing how we've captured the tenant voice and how it's helped to shape services. We'll also take a look at all the things we've been up to while out and about in the community and the different opportunities we have to get involved.

## YOUNG CARE LEAVERS

We have designed a Tenancy Ready Course for young care leavers in partnership with BMBC Youth Participation service and their Advocacy & Participation officers.

The course has so far included sessions with the Assessment Team Leader to provide the young people with the right information about the lettings process and a Tenants First Housing Coach who spoke to them about budgeting, finances and support available to them. This month a Gas Compliance Officer and Electrical Compliance Inspector came along to talk to them about gas safety, electrical trip boxes and how to reset them and looked at water supply and stop tap locations in case of a leak.

This month the Check it Challengers completed two projects. They looked at the letters that will be going out to tenants on this years rent increase and gave us their views on what information should be included to make sure its tenant friendly.

They also looked at the information inserts that come with letters the Lettings Team send out . They were asked for their thoughts on whether they were helpful and what else we could include to make sure tenants get all information they need.



We also signed up another 2 Check it Challengers this month taking our total to 26!



*Volunteers at the Bolton on Dearne Winter Wellbeing Event serving up cups of tea and delicious bacon sandwiches*

## NEW TENANCY SURVEY

We are putting together a new survey for all new tenants on their experience moving into a Berneslai Homes property. This month we had small focus group of tenants who had recently moved to ask them their thoughts on what should be included in the survey. They gave us some really useful feedback and ideas!

## SMITHIES LANE TRAVELLERS SITE

After trialling family fun sessions in a morning, an alternative approach was agreed to run a pilot after school club programme for the benefit of the young people on the site.

## COMING SOON

Here's what we have coming up next month that anyone can get involved in. If you're interested please contact us.

- 10 February - Damp & Mould Training
- 20 February - Customer Panel
- 24 February - Damp & Mould Training

## WINTER WELLBEING EVENTS

We went along to 2 Winter Wellbeing Events this month in Hoyland and Bolton on Dearne. We spoke to 11 tenants who told us what they thought about their communities and Berneslai Homes, 8 of them filled out our engagement survey and any issues raised were passed to the relevant teams to follow up.



*Community centre on Smithies Lane Travellers Site set up for the after school club pilot and half term activities.*

## GET INVOLVED



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