

E - NEWSLETTER

FEBRUARY 2025

CUSTOMER PANEL

On Thursday 20 February we held Customer Panel at Gateway Plaza. This Panel's theme was the Tenant Satisfaction Measures Survey results. 19 tenants and residents came along. They were given a short presentation about the results and what they mean before breaking into smaller workshops. One workshop gave their opinions for the targets we should recommend to BMBC for this year's survey results and the other workshop looked at the actions that have been identified as a result of the survey feedback. They worked together to give their views on what we should prioritise in the actions and to let us know if they think we have missed anything from the action plan. We had some really good feedback and ideas from everyone who participated, target setting recommendations will be sent to BMBC and we will work on all the actions identified from the survey results, prioritising those that tenants thought were the most important.

Thank you to everyone who came along and gave their views, if you would like to read the notes from the Customer Panel you can do so by clicking [here](#).

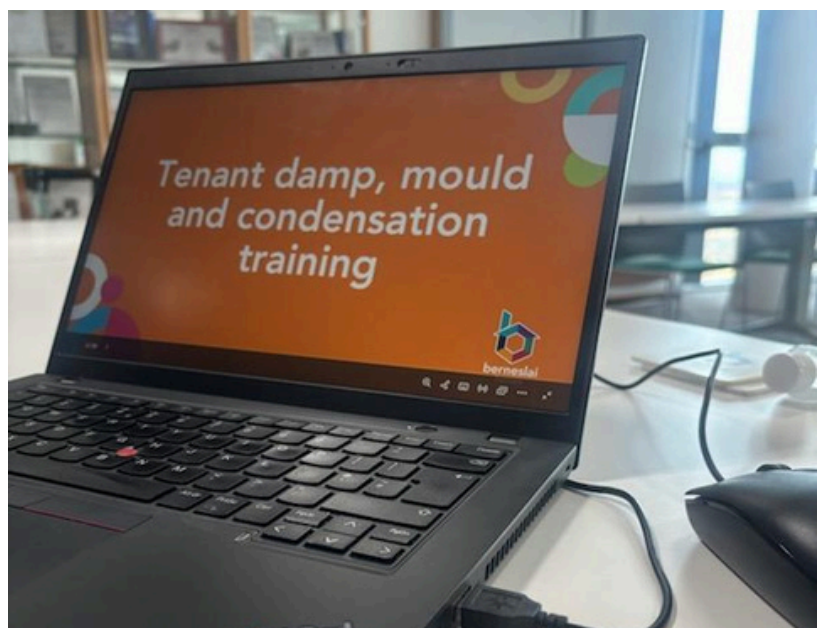
Welcome to the February edition of the Customer Engagement Newsletter. This month we'll be sharing how we've captured the tenant voice and how it's helped to shape services.

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.

DAMP AND MOULD TRAINING

This month we had another two damp and mould training sessions for tenants. This time we held one at Gateway Plaza and the other we went out to independent living scheme, Hudsons Haven in Wombwell.

The session at Gateway Plaza was attended by three tenants who were given a short presentation and then completed a NOCN accredited course. Six tenants and five Scheme managers came along to the session at Hudsons Haven, where again they were given a presentation with handy hints and tips on how to prevent and treat damp and mould in their homes. They were given the opportunity to ask any questions and raise any concerns they had.



Damp and Mould Training course, held at Gateway Plaza and Hudsons Haven, Wombwell.

There were two involved tenant meeting in Gateway Plaza this month:

- Local Engagement Meeting

Involved tenants met with the Assistant Head of Neighbourhoods and Tenancy Sustainability and a Neighbourhood Team Leader to discuss what neighbourhood teams do in terms of local engagement and how it can be improved.

- Empty Property Action Plan

Involved tenants also met with the Interim Head of Repairs and Maintenance this month to give an update on empty properties and how we are performing against the action plan to help clear the back log.

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MEETINGS HELD



Young care leavers also had a presentation on damp and mould in their CEO Meeting.

YOUNG CARE LEAVERS

This month we really gave the young people leaving care a chance to share their ideas and air their views with a double CEO meeting. Berneslai Homes CEO (Amanda Garrard) and BMBCs CEO (Sarah Norman) met with the young people to discuss the outcomes of our new 'Tenancy Ready' pilot course designed to help and support young people leaving care and potentially moving into Berneslai Homes properties.

It was a very positive and constructive meeting that will help to shape services in the future.

SMITHIES LANE TRAVELLERS SITE

Its been a busy month down on the Smithies Travellers site. We facilitated some more child immunisation drop-in sessions for the children in partnership with the NHS. We also held a half term activity session for the young people on site. The arts and crafts session was very well attended and enjoyed by all. We plan to move this to an afterschool club offer in the community centre on site in the future. We have also supported BMBCs Public Health Department complete a health needs assessment that will benefit the sites tenants going forward.

COMING SOON

March will be a busy month for involved tenant meetings at Gateway Plaza. We are holding six meetings in March. If you would like more information on meetings you can attend, please contact us by any method opposite.



Children's brilliant creations at the arts and craft sessions on the Smithies Lane Travellers Site this month.

GET INVOLVED



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