

INVOLVED TENANT MEETINGS

APRIL 2026



After the launch of the new Tenant Voice model, all Panels held their first meetings in April. Here is a quick look at the outcomes of those meetings.

Tenant Voice Panel

Nine members of the Tenant Voice Panel attended the TVP meeting in April and were joined by The Interim Head of Asset Management, a Repairs Consultant, the Head of Customer Services and the Customer Engagement Manager.

»»» OUTCOMES

- An information session to be organised for all TVP and Tenant Influence Panel members looking at General Data Protection Regulations (GDPR) and Equality, Diversity and Inclusion (EDI) to be held on 10 June.
- Set all TVP and Tenant Influence Panel members up with a TPAS account.
- TVP Members recommend and appeals procedure is introduced as part of the adaptations process.

»»» INFORMATION REQUESTED

- The current copy of the Asset Management Strategy.
- The Scrutiny Project on Adaptations that was completed in 2025.
- The current Adaptations Policy.
- A journey map for adaptations from initial contact to completion.
- The number of complaints around adaptations in the last 12 months.
- Repairs Action Plan.
- More information on the Knowing Your Customers Project.

»»» GOING FORWARD

- Arrange a session with TVP, Homes Panel and relevant staff to work on the new Asset Management Strategy. This has been scheduled for 17 June.
- Keep the Panel up to date with their recommendations to include an appeals process in the adaptations process.
- To provide bi-monthly updates to the Repairs Action Plan.
- Share the Hearing Customers Report with the TVP every Quarter.



Tenant Influence Panel

Three Homes Panel members were present at the meeting. Along with the Interim Head of Asset Management, Damp and Mould Disrepair Manager, Fire and Asbestos compliance manager, Head of Customer Services and the Customer Engagement Co-ordinator.

»»» DAMP AND MOULD

The Panel was given a presentation by the Damp and Mould Disrepair Manager covering:

- An explanation of Awaabs Law Phase 1 and Berneslai Homes current performance position.

»»» GOING FORWARD

Updates to be sent to the Panel going forward:

- Barnsley home standard works and schemes update.
- Wates programme of works
- Roofing Scheme.
- Equipment and Adaptations updates.

»»» BUILDING SAFETY

The Panel was also given a presentation by the Fire and Asbestos Compliance manager, looking at Berneslai Homes approach to building safety, What we have to do. What the organisation chooses to do and what this looks like for Tenants.

Five Neighbourhood Panel members were present at the meeting. Along with the Assistant Head of Neighbourhoods and Tenancy Sustainability, North and Penistone Neighbourhood Team Leader, Service Support Leader from BMBC Neighbourhood Services, the Head of Customer Services and the Customer Engagement Manager.

>>> OUTCOMES

- Invite the Lettings Manager to a Neighbourhood Panel meeting to give more information around the Lettings procedure.
- Invite the ASB Team Leader to a meeting to share our approach to Anti-social behaviour and highlight partnership working.

>>> INFORMATION REQUESTED

- Local Area Action Plans for each Neighbourhood Team
- Policies on ASB, Lettings and Tenancy.
- Tree Risk Management Framework,
- Your Community Your Say, Walkabouts and Love Where You Live schedules.
- A brief overview of any emerging trends in relation to neighbourhood complaints such as environmental and ASB.

Customer Service 
Tenant Influence Panel

Five Customer Service Panel members attended the meeting. Along with the Customer Service Manager, Strategic Communications and Marketing Manager, Head of Customer Services and the Customer Engagement Co-ordinator

>>> OUTCOMES

- The Panel agreed to be the Editorial Group for this years Annual Report.
- The first meeting for the Annual Report was scheduled in to take place in May.

>>> RECOMMENDATIONS




- The Panel suggested putting together info on how to do simple repairs such as You Tube videos.
- Do a deeper dive into the reasons/factors around why tenants have to chase up on repair jobs.
- Include more information on repairs jobs on the housing online portal.

>>> ANY OTHER BUSINESS




The Head of Customer Services was present at all meetings to give Panel members an overview of the Regulator of Social Housing’s self-assessment process. Panel members were given information on Berneslai Homes’ approach to the self-assessment and asked for their thoughts. All members from each panel agreed with Berneslai Homes’ approach to the self-assessment. We will now gather the information for the self assessment and present to the panels for comments once complete

>>> NEXT MEETINGS




Tenant Voice Panel

-  Gateway Plaza
-  17/06/2026
-  10am -12pm




Customer Service 
Tenant Influence Panel

-  Gateway Plaza
-  13/07/2026
-  10am -12pm

Neighbourhood 
Tenant Influence Panel

-  Gateway Plaza
-  15/07/2026
-  10am -12pm

Homes 
Tenant Influence Panel

-  Gateway Plaza
-  22/07/2026
-  10am -12pm