

Thanks to all the tenants who have helped influence our services over the last year. Here are some of the ways we've engaged with tenants.

10,862

40

160

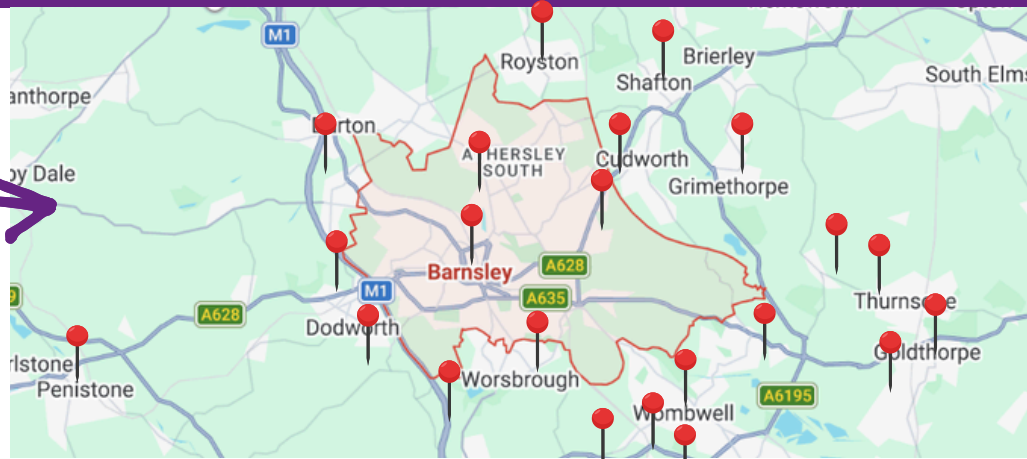
TENANTS ENGAGED WITH

MULTI - AGENCY EVENTS

TENANTS WATCHED DAMP AND MOULD VIDEO

DAMP AND MOULD TRAINING

- 160 Tenants watched the video
- 21 areas covered
- 99% would recommend to others



“ IT WAS REALLY GOOD, IT PUTS IT INTO SIMPLE TERMS SO EVERYONE CAN UNDERSTAND ”

“ IT WAS BRILLIANT! I WAS MIND BLOWN BY HOW MUCH MOISTURE COMES FROM EVERYDAY ACTIVITIES REALLY HELPFUL. ”

Customer Services Committee

We have 4 places on the Customer service Committee for tenants:

- 2 paid
- 2 voluntary

3 have been appointed to, enhancing the customer voice at committee level.



As key partners, we've attended

4 events

ensuring our neighbourhoods are safe, clean and green.

Scrutiny Panel

2 PROJECTS COMPLETED

100% door knock for tenants that pay a service charge

- 1,362 properties surveyed
- 620 responses.
- 15 service improvements identified

Outcomes include:

- New rotas on display
- Signs displayed in laundries in how to correctly use the machines
- Better communication around what the service charges are in terms of amount and coverage
- Revised Independent Living Scheme tenant handbook
- Agreed and published definition of a communal area
- 3 new Independent Living Scheme residents groups formed
- New activities set up for residents in some schemes
- Residents training plan in place for the use of the electronic notice boards
- Guidance issued on how to use the communal bins correctly
- New furniture in Honeywell community centre

100% door knock for tenants that do not pay the service charge but have access to a communal area. 426 surveys 98 responses.



2 CUSTOMER PANELS

Outcomes include:

- Change to the wording of the strategic plan to make it easier to read and meaningful to tenants.
- Tenants told us that the priorities are all still relevant.
- You told us keeping tenants safe was your main priority so we reviewed and improved our damp and mould awareness raising programme.
- You wanted us to advertise walkabouts better, so we revamped our Engagement Calendar to ensure they're clearly advertised.

We got the stamp of approval for our new Tenant voice model. You liked the new model but had concerns over the scheduling of meetings, so we've timed them to ensure they meet all report schedules and can flow into the Tenant voice panel. You also wanted a wider tenant voice, we've achieved this with a panel profile that's more reflective of our tenure.

To read the notes for the Customer Panels click [here](#)



BUILDING FIRE SAFETY RESIDENTS PANEL

- Produced and hand delivered 640 newsletters
- Held 3 coffee mornings.

9,623

VOICESCAPE SURVEY RESPONSES



PARTNERSHIP WORKING

This year we expanded our Partner network and increased our attendance at events. We made new links with:

- Food Pantry's across the borough
- Community Shops
- The Salvation Army
- The Renaissance Centre

And continued to strengthen our links with BMBC Area Teams attending Ward Alliance Meetings to introduce ourselves and what we have to offer. We linked in with 4 local schools and attended all Winter Wellbeing Events, promoting our involvement opportunities and providing a face to face contact for tenants.

TENANCY READY COURSES

We ran two Tenancy Ready Courses for Young Care Leavers, offering advice on budgeting, support and practical tips. 16 young care leavers have attended the course this year.

Due to the success of the course an adult version in partnership with Adult Learning was piloted in February with 5 adults. There are more scheduled for 2026.

34

PARTNERSHIP EVENTS

VOICES HEARD

168



13 PROJECTS

229 SURVEY RESPONSES

Projects and Outcomes included:

- Glossary added to Engagement Calendar with acronyms explained and office closing dates highlighted.
- Changes were made to the Legionnaires Information Booklet to remove any jargon, making the information clearer we also added information in about medical equipment, water butts and composting.
- Project Complaints Letter Review - 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.

- The Gardens letter was well received with the addition of positive words to add a little encouragement to the tenants rather than just enforcement. The panel thought it was firm but fair. Parts of the letter that referred to the tenancy were made clearer.
- There were seven changes made to the Eform Submission messages, ensuring that the messages are tenant friendly. Most of the changes included changing the wording to questions to make them more tenant friendly.
- 2026/27 KPI Targets - A summary report has been created on the 2026/27 KPI Targets that will be shared with staff. Terminology will be made clear and concerns around the programming of repairs appointments have been passed to the relevant team for consideration.

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MEETINGS

VOICES HEARD

100



TENANT MEETINGS

Here's a quick look at just some of the outcomes:

- We reviewed our model for engagement, working with TPAS and involved tenants, we relaunched our offer, devised a recruitment campaign and have filled all the vacancies on the four new panels. Results coming soon!
- Reassurance that our service improvement plan for the ASB and Complaints transactional surveys, as directed by tenants, will address the issues raised by tenants. We've change the way we report data by using numbers and not percentages.

- We shared the results of our repairs survey. Meeting with the Head of Operational Delivery, Senior Responsive Manager and Contracts Manager for Wates, tenants raised questions around the results, and agreeing service improvements such as improving communication to tenants.
- Six tenants shared their lived experience of the repairs journey resulting in a 10 point action plan to help improve the service including a review of appointment scheduling, sharing clear information around repairs responsibility and ensuring operatives are respectful, but showing their ID cards and wearing shoe covers.

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 by any of the methods opposite.



GET INVOLVED



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