

September 2024

Welcome to the Customer Engagement September Round Up. This month we'll be sharing how we've captured the tenant voice. We'll also provide a summary of how the tenant voice has shaped services.

What we've done



We launched this years Annual Report with involved tenants who helped us develop it. You can see their thoughts on our Instagram page saved to the Annual Report highlight. To take a look at this years Annual Report for yourself click [here](#).



The Check it Challengers have had another project to look at for us this month. This time they reviewed a leaflet that will be distributed across the borough about a new and exciting solar panel initiative. They were sent a survey to ask their views to make sure the leaflet is tenant friendly. All comments made were passed to the relevant team.



In September we carried out six empty property spot checks with five SEAP assessors. Out of the six properties one of them failed the void standard and two were recommended for the voids plus programme meaning they will get decorated throughout. The recommendations for the two properties were accepted.



We went along to a meeting with Barnsley Council youth service this month to look at how we can make the most out of the community centre at the travellers site. A follow up meeting with partnership services has been organised to action some of the outcomes from this meeting.



This months Building and Fire Resident Safety Panel was also attended by the Housing Regulator. As a result of the agenda and issues discussed we've planned to take our engagement tours to the high-rise buildings in October. This tour date will include the Engagement team, building and fire safety staff, a neighbourhood officer and our Ambition team, to offer high-rise tenants and residents help and support to get involved or raise any issues with the teams that are there.



Barnsley hosted the finish of stage three of British Cycling's Tour of Britain Men's Race on Thursday 5 September. A Fan Zone was set up by the finishing line in County Way car park where there was live music, food and all different kinds of stalls. We went, along with the Ambition team, to talk to tenants who were there. It was a great event with a brilliant atmosphere!

This year's garden competition has been running throughout the summer and on Tuesday 24 September two involved tenants came into Gateway Plaza to judge the entries. The presentations will take place at the Town Hall on Wednesday 2 October. A big thank you to everyone who was involved in this year's garden competition, the gardens were all beautiful!

On Tuesday 17 September involved tenants met with the Head of Customer Services and the Head of Strategic Housing to discuss the Customer Insight and Engagement Strategy. A number of actions were made from the meeting to add to the Engagement Action plan and it was decided to wait until the Regulators inspection report was published before finalising the strategy.

TARAs

Great Houghton TARAs are busy planning their annual Christmas trip. This year they are going to Skipton for the day. They've also been looking at making coffee mornings more interactive with guest speakers and themed coffee mornings, which sound great! Don't forget to follow them on their Facebook page: Great Houghton TARA to find out what they are up to in the community.

Grimethorpe TARA are also busy planning this year's Christmas activities. They are also preparing for their Annual General Meeting which will be held next month in October.

Redbrook TARA held their Annual General Meeting in September. They signed a new constitution to become a Community Group. We look forward to continuing to support them in their new role.

Coming Soon

Engagement Tours:

- Monday 14 October - 10.30am - 12pm
Britannia House
Albion House
Buckley House



We'll have members of the Building Safety team and a Neighbourhood officer come along with us.



- Tuesday 15 October - we'll be at the Mapplewell Health and Wellbeing event at the Mapplewell and Staincross Village Hall. There will be over 35 stalls there to offer information, advice and guidance. The event is 10am - 3pm.
- Tuesday 15 October - we'll also be at Cudworth Exodus Project building on this date along with the Ambition team for an employability event. It sounds like a great event where you can come along to discuss getting involved in your community or find out about the opportunities available for learning, training, work and volunteering.
- Wednesday 16 October a member of the Engagement team, along with a neighbourhood officer, will be attending a coffee morning at St Aiden's Church in Oxspring to talk to residents about their area and the opportunities we have to get involved. We have a brand new survey to share with you, we will share the results in next months round up.

If any of these events are in your area why not pop along and talk to us.

The Housing Tenancy Policy sets out how we offer and manage different types of tenancies. We are holding a meeting on Monday 14 October with involved tenants to review the current policy with the Head of Customer Services.

The Tenant Voice Panel are meeting on Monday 21 October. The meeting is an open forum meeting where we have asked members of the TVP to bring forward any items they want to discuss.