

Berneslai Homes - Freedom of Information 2025-2026: Assets

743	09/06/2025	<p>How many heat pumps have been installed by the council in council owned social housing?</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 30%;">Financial Year</th> <th style="width: 70%;">Number of heat pump installations in council owned social housing</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2021/22</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">2022/23</td> <td style="text-align: center;">7</td> </tr> <tr> <td style="text-align: center;">2023/24</td> <td style="text-align: center;">27</td> </tr> <tr> <td style="text-align: center;">2024/2025</td> <td style="text-align: center;">14</td> </tr> </tbody> </table> <p>N.B. please be advised these totals are newly installed Air Source Heat Pumps only, and any replacements to heat pumps in situ are not included in the provided totals.</p>	Financial Year	Number of heat pump installations in council owned social housing	2021/22	0	2022/23	7	2023/24	27	2024/2025	14
Financial Year	Number of heat pump installations in council owned social housing											
2021/22	0											
2022/23	7											
2023/24	27											
2024/2025	14											

754	16/07/2025	<p>1. The current total number of properties that comprise your housing stock (i.e. total of houses, bungalows, flats, maisonettes) please state a total figure</p> <p>As of 31st March 2025 Berneslai Homes managed 17904 properties which comprised of Barnsley Council's housing stock.</p> <p>2. The qty of new build homes acquired with pre-existing adaptations / related attributes (e.g. level threshold entry and exit, RSJ's installed for future ceiling track hoist systems, suitable manoeuvring / turning area for wheelchair users, amongst other considerations) in the following years: 2022 2023 2024 2025 to date</p> <p>Berneslai Homes do not actively record this information and have limited data when new properties are acquired by Barnsley Council, as we have only partial stock condition surveys from Barnsley Council. From 01/04/2022 Berneslai Homes have 37 acquired new builds and we can only confirm 11 of these assets had pre-existing adaptations.</p> <p>3. The qty of existing homes (i.e. not new build) with adaptations related attributes (e.g. LAS (Level Access Shower), Stairlift amongst others) in the following years: 2022 2023 2024 2025 to date</p> <p>Berneslai Homes are unable to answer this question as we do not hold 100% stock data for existing adaptations in our housing stock.</p> <p>4. The qty of adaptations works installed in properties forming part of your stock in the following years: 2022 2023 2024 2025 to date</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 20%;">Year</th> <th style="width: 80%;">Number of adaptation works*</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2022</td> <td style="text-align: center;">478</td> </tr> <tr> <td style="text-align: center;">2023</td> <td style="text-align: center;">461</td> </tr> <tr> <td style="text-align: center;">2024</td> <td style="text-align: center;">750</td> </tr> <tr> <td style="text-align: center;">2025</td> <td style="text-align: center;">490</td> </tr> </tbody> </table> <p>*N.B. the provided data accounts for all jobs closed on our repairs system.</p>	Year	Number of adaptation works*	2022	478	2023	461	2024	750	2025	490
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2022	478											
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5. What could or should be put in place to ensure that more social housing properties have pre-existing adaptations / related attributes?

A Freedom of Information request is a request for data held on our systems. As this is an opinion Berneslai Homes cannot respond under FOI.

780 12/09/2025

Please provide total gross spend (incl. VAT) by Berneslai Homes with:

A.) THE BARNESLEY CHRONICLE LIMITED (No. 00029043)

Financial Year	Total gross spend (incl. VAT) (£)
2020/21	0
2021/22	3,360
2023/24	3,894
2024/25	4,080
Total	15,034

B.) ACREDULA GROUP LIMITED (No. 01608885)

Berneslai Homes had no spend with Acredula Group between FY2020/21-FY2024/25

Any contracts/rate-cards used, Number of public/statutory notices placed each year (if any), and Confirmation if any payments were <£500

Berneslai Homes do not have any contracts with Barnsley Chronicle, or Acredula Group. The value of expenditure with Barnsley Chronicle does not warrant a contract and therefore we are using commercially available rates at the time of purchase.

Please be advised 5 of the payments made to Barnsley Chronicle between FY2020/21– FY2024/25 were above £500.

783 19/09/2025

1. Please provide a copy of Berneslai Homes' fleet policy or equivalent policy document that sets out rules for the use of company/works vehicles.

Please find attached a copy of Berneslai Homes' internal Vehicle Use Policy.

2. Please confirm whether Berneslai Homes staff and/or managers are authorised to use works vehicles for:

- Home-to-work and work-to-home commuting.
- Private or personal use.

Please refer to the policy attached. Work vehicles are not permitted to be used from home to a fixed place of work, such as an office location. The vehicles are used by craft operatives who travel throughout the borough carrying out their daily workload, which is not classed as a fixed place of work for a

3. If commuting in works vehicles is permitted, please provide:

- The number of staff currently authorised to do so.
- The staff grades/roles for which this permission applies.

Please refer to the attached policy, work vehicles are not permitted for use commuting to fixed locations.

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Any employee of Berneslai Homes' Property Services Repairs Team would be permitted to use one of our vehicles provided a driving licence check had been carried out and verified and that the purpose of the use was a legitimate business need.

4. Please confirm whether staff using works vehicles for commuting are required to contribute towards fuel costs or declare the use as a taxable benefit-in-kind under HMRC rules.

Personal or private use of the vehicles is prohibited which is highlighted in the policy attached. As such, all vehicles fall under the benefit in kind tax relief bracket.

5. Please provide the total annual cost to Berneslai Homes of fuel and maintenance for works vehicles used by staff for commuting purposes (for the last three financial years).

Work vehicles are not permitted for use of commuting to fixed locations, therefore there are no fuel or maintenance costs attributed to this.

794 03/09/2025

1. The total cost of the refurbishment project (including VAT and fees).

In September 2024, staff were moved from Carlton depot to Gateway plaza as part of the project to close down Carlton Depot due to the depot lease coming to an end. The project costs to move staff across to Gateway was £240,590.00.

2. A breakdown of costs by category (e.g., construction, furniture, IT, design, consultancy).

Description	Cost inc VAT
Furniture	49,184
Fixtures & Fittings	19,007
IT Equipment	23,374
Equipment	823
Desks	14,237
Labour	20,491
Main Contractor	104,509
Materials	8,965
Total	240,590

3. The main contractors and subcontractors involved, with contract values.

Supplier	Total Cost
Hunts Office Furniture & Interiors	28,473.12
Norse Commercial Services Limited	179.88
ACS Group	48,258.50

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Norse Commercial Services	1,895.14
Edmundson Electrical Ltd	1,648.61
Yorkshire Purchasing Organisation	8,393.34
Dulux Decorating Centre	1,510.49
Brian Totty Signs & Design Ltd	1,243.74
Specialised Movers Ltd	4,110.00
Howdens Joinery Co.	9,111.53
City Plumbing Supplies	1,804.04
Hughie Construction Ltd	53,712.00
CT Flooring	41,160.00
Misc	2,982.00
BMBC	13,227.42
In House	22,879.94
Total	240,589.76

4. Whether the works were tendered competitively, and if so, please provide details of the procurement process.

The main subcontractor for the Level 9 refurbishment was Hughie Construction, appointed via the Minor Works Framework following a competitive tender process under the 2015 Regulations. Flooring works were carried out by CT Flooring, also awarded through a competitive tender under the same regulations.

All furniture, IT equipment, fixtures, and fittings were procured through tendered contracts or frameworks accessible to Berneslai Homes. The only exception was the use of a local removal company to relocate furniture and IT equipment from Carlton Depot to Gateway Plaza as part of the office move – this was not formally procured as the service was low value and fell below the threshold requiring a competitive process.

5. The business case, justification, or approval documents authorising the refurbishment.

The lease for Carlton Depot was due to expire on September 2025, prompting the Berneslai Homes Executive Management Team (EMT) to explore alternatives.

Following discussions at the EMT Repairs Focus session in August 2023, which initiated the evaluation process, the decision was made on 31st October 2023 by EMT. The evaluation report to EMT outlined the strategic rationale and options for the future of Carlton Depot, with a clear recommendation to relocate staff to Gateway Plaza. The move was supported by a BMBC Delegated Decision. *

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** After careful consideration, we have determined that the information you requested relates to private director meetings. These meetings involve sensitive strategic discussions and internal deliberations, and disclosure of the full documents would likely inhibit the free and frank provision of advice and exchange of views, as outlined under Section 36(2)(b)(i) and (ii) of the Freedom of Information Act 2000. In line with ICO guidance, where a request is for recorded information contained in a document, the default expectation is to provide the document itself. However, in this case, we are applying Section 36 and have concluded that providing a summary of the relevant content is the most appropriate way to meet the justification request while protecting the integrity of internal decision-making processes*

6. Copies of any evaluations or reviews conducted after completion.

No formal evaluations or reviews have been conducted following the completion of this project.

839	08/10/2025	"Lease Arrangements" Exemption: Section 14(1)
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841	11/11/2025	<p>1 How many of your council homes have some communal space close by (estimated percentage)?</p>
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Please be advised that we do not hold this information. The presence of communal spaces near council homes relates to estate design and planning, which is managed by Barnsley Metropolitan Borough Council (BMBC). As Berneslai Homes is responsible for housing management rather than estate layout, we are unable to provide an estimate. You may wish to direct this query to BMBC – informationrequests@barnsley.gov.uk

2 Who does the work on these areas and how often e.g. which department or is it contracted out?

- **Footpaths***
- **Trees and hedges***
- **Communal bin stores***
- **Fly tipping on land close to council homes***
- **Graffiti on structures close to council homes***
- **Paved areas***
- **Garage sites for council tenants**

Berneslai Homes manages garage sites and plots on behalf of Barnsley Council. Repairs and maintenance are delivered under the Council's overarching contract and follow the same processes as those applied to the housing stock managed by Berneslai Homes.

*Please be advised the rest of the items on the list above relates to and is held by Barnsley Council. You may wish to direct this query to BMBC – informationrequests@barnsley.gov.uk

3 Who checks that the work has been carried out satisfactorily and how often do they do this?

Please be advised this information relates to and is held by Barnsley Council. You may wish to direct this query to BMBC – informationrequests@barnsley.gov.uk

4 How satisfied are tenants with your estate management and neighbourhood services? What percentage are happy with them

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in your Tenant Satisfaction Measures? What are people most dissatisfied with?

Please find the web link to our latest results -

<https://www.berneslaihomes.co.uk/about-us/how-were-we-performing/tenant-satisfaction-measures-tsms>

Please be advised that some in-depth work has been undertaken in relation to communal areas and the results have not yet been published (at the time of this request), but are due for publication in November.

5 How many complaints do you receive about estate management/caretaking and what are usually the biggest issues?

Please be advised the following data relates to complaints held by Berneslai Homes, and does not include any complaint information which would be held by Barnsley Council.

We were only able to breakdown the relevant issues into two complaint categories (neighbour disputes, and environmental issues).

From April 2024 to March 2025 for Customer & Estate services (Neighbourhoods, ASB and Community Buildings) we received 95 complaints in total.

The most frequent issues complained about were:

- Neighbour disputes (22 complaints)
- Environmental issues (21 complaints)

From April 2025 to Present for Customer & Estate services (Neighbourhoods, ASB and Community Buildings) we received 86 complaints in total.

The most frequent issues complained about were:

- Neighbour disputes (30 complaints)
- Environmental issues (25 complaints)

6 How do you share the standard and frequency of estate management/caretaking services with your tenants e.g. newsletters, website, leaflets?

Information on the Berneslai Homes website:

[Your estate](#)

[Our neighbourhood teams](#)

[Your local area and environmental issues](#)

[Leaseholders](#)

Each neighbourhood team has its community meetings and estate walkabout dates advertised. These are also advertised in the monthly tenants' email newsletter (Berneslai Bulletin), and on Facebook. During the actual walkabouts, neighbourhood teams record outcomes and carry short notes that they will post to tenants to either compliment their garden or to notify them of any identified issues so that these can be resolved.

Good news stories and case studies may be used in our once-a-year printed newspaper, Berneslai Beacon, shared on social media, or issued as news articles. We'll also share best practice with colleagues and are working to link the neighbourhood team activity with the Can-Do Crew employer supported volunteering offer.

7 How do you fund your estate management/caretaking activities, e.g. HRA, revenue budget?

Estate management and caretaking activities are funded from the Housing Revenue

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		<p>Account (HRA). Berneslai Homes charge a management fee to the HRA to cover the cost of the services.</p> <p style="text-align: center;">8 Is there anything else you can share about your estate management and caretaking services that may be useful for our tenant scrutiny panel to consider</p> <p>Please visit our website, where you will find lots of really useful information related to Berneslai Homes estate management and care taking services – www.berneslaihomes.co.uk</p> <p>Or specifically: www.berneslaihomes.co.uk/your-home-and-estate/</p> <p>If you require any further details in relation to anything you find on our website, we're happy to help.</p>
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847	13/11/2025	<p>For the period 1 January 2020 to present, please provide:</p> <p>1 A full list of all suppliers used for vehicle hire, lease, contract hire, or fleet management services (for example Enterprise Flex-E-Rent, Lex Autolease, Arval, LeasePlan, etc.), including the total spend by financial year.</p> <p>All fleet leasing, contract hires, and management services is provided by BMBC Fleet Services.</p> <p>2 Copies of any policies, procedures, or internal guidance governing staff use of Berneslai Homes vehicles, including authorisation for commuting, personal, or out-of-hours use.</p> <p>A copy of Berneslai Homes' internal Vehicle Use Policy was provided for this request response. This can be provided upon request.</p> <p>3 Details of any booking or allocation system in place for fleet vehicles (digital or manual).</p> <p>All Berneslai Homes, fleet vehicles are leased from BMBC Fleet Services. Discussions are held between Berneslai Homes and the Council to determine what Berneslai Homes requirements are upon vehicle and lease renewal.</p> <p>4 Confirmation of whether any Council-wide or shared-use arrangements exist with Barnsley Metropolitan Borough Council, and if so, the nature of that relationship.</p> <p>Berneslai Homes and Barnsley Council have a fleet repairs and maintenance Service Level Agreement. The Council source and provide all Berneslai Homes fleet vehicles and subsequent servicing, maintenance, insurance, and compliance requirements during the lease term.</p> <p>5 The cost-centre codes or budget headings used to record fleet and vehicle-hire expenditure. Please provide totals and supplier names in spreadsheet form if available.</p> <p>Please find attached a summary of expenditure relating to Berneslai Homes fleet vehicles.</p>
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848	13/11/2025	<p>For the period 1 January 2020 to present, please provide:</p> <p>The total annual fuel costs incurred in operating Berneslai Homes' vehicle fleet.</p> <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="text-align: center;">Annual total fuel costs for operating Berneslai Homes' vehicle fleet (£)</td> </tr> </table>	Annual total fuel costs for operating Berneslai Homes' vehicle fleet (£)
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2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
190,869.09	291,835.55	366,977.67	324,997.48	297,210.04

Confirmation of whether any fuel-card, telematics, GPS tracking, mileage-logging, or driver-behaviour monitoring systems are in use (for example AllStar, Keyfuels, FuelGenie, Shell Card, Fleetmatics, etc.).

If such systems are used, please provide:

- a) the name of the supplier and system,**
- b) the date introduced,**
- c) copies of any policies or procedures governing use, and**
- d) whether data are linked to individual drivers, departments, or cost centres.**

- a) Fuel Card – Allstar / Telematics provider - VUE
- b) Fuel Card – Oct-12 / Telematics provider – Sept-22
- c) Fuel Card – attached / Telematics provider - attached
- d) Fuel Card – Linked to individual fuel cards via vehicle registration. Cost centres - 80330, 80003, 80347 / Telematics provider – Linked to vehicles and work ID. Cost centres – All vehicle telematics contracting and procurement is the responsibility of BMBC.

Contractor/supplier	Summary
Allstar (Fuel cards)	To enable Berneslai Homes to refuel the fleet when required. Specific refuelling stations nominated to reduce transaction charges
VUE (Telematics)	Tracking of vehicles, improve efficiency, lone working monitoring, reduce fuel usage/emissions, assist with insurance claims, training and guidance

850	21/10/2025	<p>Your questions and my findings are as follows:-</p> <ol style="list-style-type: none"> 1. The number of no-fault (Section 21) eviction notices issued by Berneslai Homes (or any council-owned or managed housing stock) for each of the past five years (2020–2024). 2. The number of evictions completed as a result of these notices in the same period. 3. If available, the reasons recorded for issuing these notices (for example, redevelopment, anti-social behaviour, rent arrears, etc). 4. Any policy documents or internal guidance relating to the use of Section 21 notices within council or ALMO-managed housing. <p>Berneslai Homes have never used Section 21 for no-fault evictions where possession is sought, therefore we have no data to provide for this request. Please be advised that all evictions relating to council housing stock are always sought with cited grounds and using legislation.</p>
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855	24/10/2025	<p>1. The total number of Berneslai Homes properties recorded as having their gas supply “capped off.”</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 20%;">Financial year</th> <th>Total properties recorded having gas supply "capped off"</th> </tr> </thead> <tbody> <tr> <td>2019-2020</td> <td style="text-align: center;">99</td> </tr> <tr> <td>2020-2021</td> <td style="text-align: center;">130</td> </tr> <tr> <td>2021-2022</td> <td style="text-align: center;">110</td> </tr> <tr> <td>2022-2023</td> <td style="text-align: center;">164</td> </tr> </tbody> </table>	Financial year	Total properties recorded having gas supply "capped off"	2019-2020	99	2020-2021	130	2021-2022	110	2022-2023	164
Financial year	Total properties recorded having gas supply "capped off"											
2019-2020	99											
2020-2021	130											
2021-2022	110											
2022-2023	164											

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2023-2024	156
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2. The number of visits undertaken to these households (e.g. quarterly welfare visits and annual property condition checks).

Each household which is 'capped off' receives 4 visits per year from the Neighbourhood Team, in addition to an annual visit from Property Services.

3. The total annual cost of carrying out these visits, including staff time, travel/mileage, contractor costs, and administration.

Please be advised that data regarding travel costs linked to specific individual visits is not recorded.

4. The outcomes of these visits, broken down by category, for each year: * number resulting in referral to support services (e.g. Tenants First, financial financial inclusion, safeguarding); * number resulting in property works or interventions (e.g. damp/mould treatment, heating reinstatement);

*** number where gas supply was reconnected following the visit;**

*** number resulting in formal safeguarding actions or referrals; * number where no action was required.**

This data is not centrally held. For gas cap visits by the Neighbourhood Team, the date is recorded for that tenancy on our housing management system, including any notes from the visit. Any follow up works (such as raised repairs or tenancy enforcement work) is then raised separately and cannot be linked.

5. For the same five-year period, the total number of referrals raised under the "Something Doesn't Look Right" policy, and the number of these that resulted in: * support referrals (internal or external); * safeguarding actions; * tenancy enforcement actions; * no further action.

We only hold data for this from 2023/24, which is provided below. Please be advised that the Vulnerability Protocol is a short-term action, therefore when a case is referred this could be for enforcement, support, onward referral or a combination of all.

6. Please explain what Berneslai Homes' operational policy requires staff to do when a tenant has no gas or heating, particularly: * What support or practical help is offered (for example, do you provide or fund alternative heating, or pay energy bills)? * What criteria determine when a tenant's situation is classed as "vulnerable" due to lack of heating? * What action would Berneslai Homes take if a tenant has no heating and no alternative system?

A prompt is added to the housing management system whenever gas is capped off, which then raises an action for the Neighbourhood Team to arrange a visit every 3 months. When gas has been capped off due to no available credit, or repair required to the current heating system, the tenant is offered electric fan heaters, or oil filled radiators for alternative heating. Tenants are also offered an immersion heater, or electric shower, if they have no other means of obtaining hot water. Support needs are determined on a case-by-case basis, tenants may be referred to our Tenant's First team for help with the cost of living, please refer to the Berneslai Homes website for ways we can support tenants. (<https://www.berneslaihomes.co.uk/support-for-tenants/cost-of-living-support/>)

7. Copies of any internal policy, report, or performance monitoring data that explain the purpose, costs, and outcomes of both the "gas capped off" monitoring programme and the "Something Doesn't Look Right" policy.

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We do not hold a specific policy for gas cap-offs. For “Something Doesn’t Look Right,” please refer to the relevant Vulnerability Protocol policy. We advise this policy was disclosed in this response, and can be provided upon request

8. For each of the last five financial years (2019/20–2023/24), please state:

a) The number of “gas capped off” visits that required **two members of staff**** to attend due to a ****Warning Indicator or “purple flag”**** on the tenant’s record.**

This data is not centrally recorded, as per our response to question 4, we advise only the date of visits and any relevant notes are on individual tenancy records.

b) The total additional cost of these two-officer visits (for example, multiplied staff hours, mileage, or safety escorts).

This data is not available as it is not aligned to specific visits and is therefore not recorded as such. External security related to housing visits is not funded by Berneslai Homes; this is funded by Barnsley Council, and therefore the costs are not available from Berneslai Homes.

c) The policy or risk-assessment criteria used by Berneslai Homes to decide when a “purple flag” or Warning Indicator is applied or removed.

For this request response we provided the relevant internal policy for Customer Warning Indicators. This can be provided upon request.

d) Whether tenants are notified when such a flag is created and whether they are given a right of appeal or correction. I am not seeking personal data, only aggregated statistics and policy documentation.

Please refer to the process included in the provided internal Customer Warning Indicator policy.

868	17/11/2025	"Driver authorisation, vehicle use permissions, and commuting arrangements"
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Exemption: **Section 14(1)**

880	03/12/2025	"Gateway Refurbishment"
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Exemption: **Section 14(2)**

896	15/01/2026	"Procurement, Conflicts of Interest and Fabrication Contracts"
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Exemption: **Section 14(1)**

912	03/03/2026	A) What is the total number of residential houses and flats that this local authority currently owns or rents?
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As of 04/03/2026 Berneslai Homes manages 17,742 social housing properties on behalf of Barnsley Council.

B) How many of this local authority’s owned or rented homes are currently fitted with solar panels or other solar technology?

1303 council homes managed by Berneslai Homes are fitted with solar panels (including installations up to 28 February 2026)

C) How many of this local authority’s owned or rented homes currently score an EPC rating of D, E, F or G?

As of January 2026: 9726 council homes managed by Berneslai Homes (including modelled assets) scored an EPC rating of D, E, F, or G.