

Customer Engagement Monthly Round Up



August 2024

Welcome to the Customer Engagement August 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.

Check it Challengers

This month we launched our fabulous Check it Challengers. A team of residents working from the comfort of their own home giving their views on our policies, procedures and communications. So far they have looked at three projects:

- New Tenants Welcome Pack
- Complaints survey (moving to voicescape)
- Draft Customer Engagement and Insight Strategy

We send information out, along with a survey to complete, and share the feedback with the relevant departments. It's a great way for tenants and residents to get involved in a way that suits them.

We'll share what the Check it Challengers have been up to next month.



What we've done



Last month's round up featured an action day that was held on the Summer Lane estate. As a result of that action day some volunteers from the Berneslai Homes Can Do Crew went along to the estate on Thursday 15 August armed with their litter pickers and set to work! Some tenants came along and joined in too. Skips were hired on the day for anyone who needed to discard larger items to reduce fly tipping on the estate. It was a fantastic morning, thank you to all volunteers, staff and tenants, that helped tidy up the area!



The Fire Safety Residents Panel have been busy working on a monthly newsletter for residents of the high rise buildings. It's packed with information on what the panel have achieved so far, as well as the building and fire safety in Albion, Britannia and Buckley House now and going forward. If you live in any of the high rise buildings you should have received your free copy.

Seven empty property spot checks were carried out this month with seven SEAP assessors volunteering their time to make sure void properties are up to void standard before letting them out to new tenants. Areas we covered this month are Hoyland, Dodworth, Athersley and Carlton. Some issues were found with some of the properties which were all reported back to relevant teams to rectify.

On Wednesday 14 August the Tenants Voice Panel held a special meeting to discuss the repairs performance. Feedback was given to tenant representatives who meet with Barnsley Council to discuss repairs.

Some involved tenants and board members attended Gateway Plaza on Monday 19 August for a demonstration on how we use our new repairs system.

Involved tenants requested a meeting to discuss void properties. On Tuesday 20 August they met with the Head of Repairs and Maintenance. During the meeting it was decided that a new task and finish group for voids would be set up with two tenant representatives to sit on the group.

We met with members of SEAP on Wednesday 28 August to discuss the process and the empty property spot check forms. We made minor amendments to the form we complete on empty property spot checks and agreed to feedback on a monthly basis.

Coming Soon

Next month we'll be launching this years Annual Report to the involved tenants that worked with us.