

Customer Engagement Monthly Round Up



May 2024

Welcome to the Customer Engagement May 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



Committee in the Community was held on Thursday 16 May at Saville Court. We had ten tenants, in total, come to speak with us. Spot checks at Saville Court identified grounds maintenance issues and from that a clean up day will take place on Friday 21 June. Board members took part in a walkaround at Parkside and Saville Court.



Grounds maintenance spot checks were carried out at Gray Street, Elsecar and the Cloughfields estate, Hoyland. Four involved tenants came along to help us and a number of issues were picked up and reported back to Neighbourhood Teams and Neighbourhood Services for jobs to be raised.



An Action Day took place on Thursday 23 May at Gray Street, Elsecar. We did a litter pick in partnership with Barnsley Council Environmental project officer and their team. Four bags of litter were collected along with fly tipping and over grown communal gardens reported as part of the grounds maintenance spot checks.



A follow up meeting from last months Annual Report meeting with involved tenants was held on Tuesday 6 June where seven involved tenants attended to give their views on the suggested amendments made to the report.



We held our first quarterly Tenant Voice Panel meeting on Monday 20 May. Seven members of the TVP came along to discuss how they think we would measure up against the regulators grading system and to give their thoughts on the year end performance report.



Members of the Engagement team attended some Equality, Diversity and Inclusion training at Gateway Plaza on Wednesday 8 May. It was a really fun and informative session.



A member of the Great Houghton TARA came into Gateway Plaza this month for some training with our Comms team for their new look Facebook page. Click the link [here](#) to check it out!



Grimethorpe TARA hold their meetings on the third Wednesday of each month from 7pm. They've been busy planning their annual gala which will take place on Wednesday 7 August this year in Millennium Park. It's sure to be great day!



We went along to Cloughfields Community Centre on Thursday 9 May to meet with members of the Unique Me and Beyond group to talk to them about community engagement. They were holding a Swap Shop for clothes and toys, they also hold events with free food and drinks, games and activities for the whole family! We even signed up a couple of members for our new Check it Challengers which will be launching soon.



Great Houghton TARAs had some hoodies made with their logo on. You'll see members sporting them while out and about on TARA business. We think they look great!



Coming Soon



The next Customer Panel is being held on Monday 24 June at Gateway Plaza. This panel's theme is how we support vulnerable tenants, how we identify those who may need support, our referral routes, and how you can help by spotting the signs.



We have another engagement tour booked in on Tuesday 25 June at Hudson Haven, Wombwell 1-3pm. Come along to speak to us about engagement and what matters to you in your community.