



CUSTOMER PANEL

ANNUAL TENANTS SATISFACTION MEASURE (TSM) SURVEY

In 2024, an independent survey of 3,500 Barnsley tenants gathered feedback on key areas like home repairs, safety, complaints handling, tenant engagement and neighbourhood management, enabling the Regulator of Social Housing (RSH) to assess landlord performance, ensure accountability, and drive tenant-focused improvements. These results are published by RSH along with other performance measures.

The results for the 2024 survey are in and we invited tenants to Gateway Plaza to meet with us to learn more about the results but most importantly to get tenants views, ideas and agreement on how we can use this feedback to improve services.

On Thursday 20 February 2025 19 tenants and residents came into Gateway Plaza for the Customer Panel on the Tenant Satisfaction Measure survey.

The Head of Customer Services gave a short presentation on the key findings of the Tenant Satisfaction Measure Survey and the next steps. We then went into two separate workshops, one discussing the targets that should be set for Berneslai Homes to achieve in the next survey and one to discuss the action plan that has been put together as a result of the findings from the survey, how we should prioritise these and if we have missed anything.

Here is the feedback of what was discussed.



TARGET SETTING WORKSHOP

In this workshop we went through all the tenant satisfaction measures that are included on the survey, the 2025 results and how they compare to the 2024 results, the peer group median and the best performers in our peer group. Berneslai Homes makes recommendations to BMBC as to what the targets should be, as it is the council who ultimately set these targets.

We asked tenants and residents in the workshop their views as to what targets should be set at so we can make these recommendations to BMBC. It was agreed by everyone in the workshop that targets set should be challenging, yet achievable.

OVERALL SATISFACTION

2024 RESULTS

75%

satisfied overall

- Down from 77% last year but levelling
- Just short of the Peer group top performers (75.9%)
- There has been a decline in satisfaction at a national level

SUGGESTED NEW TARGET

FOR 2025

77%

to reflect last years score

HOME

Tenant Satisfaction Measures include:

- Home is safe
- Home is well maintained

72%



Safe

- Similar to last year 74%
- Below best performers at 78.5%
- **New suggested target 73.5% to reflect peer group median**

71%



well maintained

- Down from last years 75%
- Above peer group median (67.5%) but below best performers (74.3%)
- **New suggested target to maintain 71%**

REPAIRS

Tenant Satisfaction Measures include:

- Service in the last 12 months
- Time taken to complete most recent repair

74%



Service in the last 12 months

- Down from 75% last year but levelling
- Just short of the peer group top performers 75.4%
- **Suggested new target: 76%**

68%



time taken to complete repair

- TSM with most significant drop - down from 76% last year
- Above peer group mid level satisfaction (66.2%)
- Below top performing peer group (72.5%)
- **Suggested new target: 70%**

NEIGHBOURHOOD

Tenant Satisfaction Measures include:

- Positive contribution to the neighbourhood
- Cleanliness and maintenance of communal areas
- Approach to handling ASB

55%

 a positive contribution to the neighbourhood

48%

approach to handling ASB

- Down from 60% last year
- Lower than peer group median (59.8%)
- **New suggested target: 60%**

- Same as last years result
- Lower than peer group median (55%)
- **Split decision in the group on suggest target. 5 people said the target should be 50%, 4 people said 55%**



62%

Cleanliness and maintenance of communal areas

- Drop from 66% last year
- Compares well to peer group median (63.9%)
- **New suggested target: 65%**

ENGAGEMENT & RESPECT

Tenant Satisfaction Measures include:

- Listen and act on tenants' views
- Treated fairly and with respect

62%



Listen & act on tenants' views

- Up from 60% last year
- Well above mid performing peers (56.1%)
- Just below top performers (65%)
- **New suggested target: 65%**

78%



treated fairly and with respect

- Up from 77%
- Compares to mid performing peers (76.3%)
- Just below top performers (80.9%)
- **New suggested target: 79%**

CUSTOMER SERVICE & COMMUNICATION

Tenant Satisfaction Measures include:

- Keeping tenants informed
- Online services
- Complaints handling
- Easy to deal with

63%



Keeping tenants informed

- Down from last years 64%
- Below mid performing peers (66.5%)
- **Suggested new target: 65%**

45%



Complaint handling

- Up from 44% last year
- Well above top performers (36.5%)
- **4 people wanted the target higher at 50% others felt the target should be kept the same to see if it could be maintained**



65%

Online Services

- Down from last years 66%
- This is not a TSM to measure against peers



77%

Easy to deal with

- Down from last years 79%
- This is not a TSM to measure against peers

NEXT STEPS

Thank you to everyone who participated in the Target Setting Workshop. We will take the suggested targets and use them as recommendations to BMBC for the 2025 Targets.

ACTION PLAN WORKSHOP



As a result of the feedback from the Tenant Satisfaction Measures Survey an action plan has been developed to help improve tenant satisfaction in areas that have been identified as needing improvement and overall satisfaction. In this workshop improvement actions were grouped together by the tenant satisfaction measure it would influence and tenants and residents in the group worked together to give us their views on how they should be prioritised.



SATISFACTION WITH QUALITY OF THE HOME

PRIORITY	ACTION
1	Stock data quality programme To continue with ongoing programmes of Stock Condition and Energy Performance Certificates. This ensures BH is informed and intelligence is being used for future investment planning purposes.
2	Continue to monitor the impact of the revised approach/policy for damp, mould & condensation To continue the task & finish group (with tenant reps) with regular governance updates.



SATISFACTION WITH LISTENING AND ACTING ON VIEWS

PRIORITY	ACTION
1	Neighbourhood impact Continue with the development of the Neighbourhood Service now the teams have co-located.
2	Provide a wider range of opportunities to influence Launch the Insight and Engagement Strategy. Provide Quarterly updates to Committee and BMBC on impact of tenant voice More effective and regular reporting of outcomes to tenants.



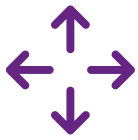
SATISFACTION WITH THE REPAIRS & MAINTENANCE SERVICE

PRIORITY	ACTION
1	Repairs Service Continue with plan to clear the backlog of repairs and continue to improve the frequency, clarity and content of communication regarding planned works improve communication.
2	Develop online repair reporting To develop an e-form to enable tenants to report repairs online following the APP contract ending and Repairs Online not being viable.
3	Develop stronger partnership working within Property Services Now relocation has completed.
4	Repairs service Explore with partners and tenants why there is lower satisfaction for some measures for tenants in Wates area as this differs from transactional survey results.



EASY TO DEAL WITH

PRIORITY	ACTION
1	IT Service development Continue to develop NEC to its full capacity (within budget) and work with BMBC to explore and implement a CRM system.
2	Website review Review and use customer feedback of the website to enhance the online experience and continue to meet with tenants to check and challenge web content.
3	Easy to Deal with Review scripts for contact centre Review telephony service offer and agree improvement actions with BMBC Review e-forms.



INCLUDES ALL TENANT SATISFACTION MEASURES

PRIORITY	ACTION
1	<p>South area</p> <p>Extend community consultation in the South Team to understand lower satisfaction for this area and cross check with other data and transaction survey results including partnership working with BMBC Area Team.</p>
2	<p>Age groups 35 – 49</p> <p>Establish a focus group of tenants in this age bracket to understand more about</p>
3	<p>Equality Diversity & Inclusion (EDI) focus and knowing our customers</p> <p>Work with EDI Focus Group to improve delivery of our EDI Strategy</p> <p>Set up focus groups with disabled tenants and particularly those with mental health issues about how we can improve services to them.</p> <p>Connect with tenants with speech impediment to explore how we can make us easy to deal with.</p>



SATISFACTION WITH SAFETY AND SECURITY

PRIORITY	ACTION
1	<p>Building safety</p> <p>Continued development of C365 Software to improve Building Safety to ensure customers feel safe in their homes.</p>



ACTIONS THAT COVER ONE TENANT SATISFACTION MEASURE

PRIORITY	ACTION
1	<p>ASB management – satisfaction with ASB handling</p> <p>Review impact of revised ASB policy and procedures, including extending feedback from service users.</p>

PRIORITY	ACTION
2	<p>Communal areas – satisfaction with communal areas</p> <p>Develop a strategy to understand and manage customer expectations of standards in communal areas.</p> <p>Continue with spot checks.</p> <p>Increase awareness of service charges.</p>
3	<p>Complaint resolution – satisfaction of handling complaints</p> <p>Review temporary resources within the Customer Services Team to ensure we deliver an effective complaint service</p>
4	<p>Review investment for environmental improvement programme – satisfaction with neighbourhoods</p> <p>Work with BMBC to maximise impact of community and neighbourhood engagement.</p>



NEXT STEPS

Thank you to everyone who participated in the Action Plan work shop. We will take this feedback and apply it to the Action Plan priorities.

Thank you to everyone who came along to the Customer Panel on the Annual Tenant Satisfaction Measures survey. Your views are really important to us and we appreciate both tenants and residents volunteering their time to help us improve our services





Thank you

The next Customer Panel is on Thursday 5th June 2025, theme to be decided.

If you would like to join one of our Customer Panels you can get in touch with the Customer Engagement Team by the contact details opposite.



GET INVOLVED

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