

# CUSTOMER ENGAGEMENT QUARTERLY NEWSLETTER



Welcome to the Customer Engagement Quarterly Newsletter. We will be taking a look back on what we have been up to over the last few months covering April - June 2025 and the difference the tenant voice has made.

10

Meetings  
held

4

Multi-Agency  
Events

5

New Involved  
Tenants

3

Check it  
Challengers  
Projects



## MEETINGS

We held 10 meetings this quarter with involved tenants:

- 2x Tenant Voice Panel Meetings
- 6x Scrutiny Panel Meetings
- Customer Panel - Strategic Plan
- ASB and Complaints Surveys Meeting

### Meeting Outcomes included:

- The Scrutiny Panel designed surveys to go to all tenants with Communal Areas to help us gain insight into the decline in dissatisfaction from the Tenant Satisfaction Measures (TSM) Survey. There's no definitive definition of a communal area, so the Scrutiny panel have written one, which will form part of recommendations in their final report.

- We had a great Customer Panel with 15 tenants giving their views on the Strategic Plan. We wanted to know if our priorities are still right for tenants, and look at what we should be prioritising going forward. The panel was one of various consultation events, and all the feedback will be fed into the final review.
- We held a meeting to look at the insight from the ASB and Complaints transactional surveys, focusing on the service improvements highlighted by tenants. The attendees all agreed that our improvement plan will address the issues raised by tenants, but they'd like to see actual numbers in the data rather than percentages, we listened and will change it for next time.



## CHECK IT CHALLENGERS

The Check it Challengers completed 3 projects this quarter:

- Ground Maintenance Survey
- Engagement Calendar
- Get Involved Webpage - Berneslai Homes website

### Project Outcomes included:

- A glossary page added to the Engagement Calendar so all acronyms were shown what they stood for and a small description about each.

- We are still awaiting for the Ground Maintenance survey to be signed off by management and will update any changes made as a result of the Check it Challenger feedback.
- We're still working on the suggested changes to the Getting Involved section of the website and will let you know what we've changed as a result of the tenants feedback in July.



## LOVE WHERE YOU LIVE

Love Where You Live is a BMBC initiative launched at the beginning of June and is all about the celebration of community spirit and pride. Since the launch many teams across Berneslai Homes have been taking part, the Engagement Team joined Neighbourhood Officers, Homeseeker Team Leader, the Head of Strategy and Governance and one involved tenant on a Darfield Estate Walkabout, armed with litter pickers and talking to residents about issues such as fly tipping on the estates. Five bags of litter were collected here and another five bags on a litter pick at the Smithies Lane caravan site when we went at the beginning of April.

We also joined forces with BMBC and Neighbourhood Services to do an Estate Clean up day, again in Darfield, where two skips were filled, 11 bags of litter were collected and a lot of weeds were dug up from the sides of the roads and walls. It was a particularly hot day and tenants and residents helped us out carrying large items to the skips, digging up weeds and bringing us all cool refreshments to help us to keep going!

# 21

Bags of litter collected

We engaged with six Berneslai Homes tenants and took all enquiries back to the relevant teams to communicate with the tenants directly.

Love Where you Live will be continuing throughout the year, to find out more about it, visit the BMBC website by clicking [here](#).



Belbrooke/Rose Avenue Estate Clean up Day



## PARTNERSHIP WORKING

The Engagement Team have been working hard this quarter to establish stronger relationships with partners. This quarter we attended three multi-agency events:

- **Honeywell Good Food Pantry**

Where we spoke with four tenants about opportunities we have to get involved and took enquiries back to the relevant teams.

- **Community Partnerships Day - Athersley Community Shop**

The Community Shops hold Partnership Days once a month at all their shops. This month we went along to the Athersley Shop where we spoke to five tenants. One tenant wanted to get involved and four tenants had Letting enquiries.

- **Tea, Toast and Talk Event**

A great event set up in Willowcroft Independent Living Scheme by the BMBC Community Development Officer and Scheme manager where residents were invited down to the communal lounge to talk to BMBC and Berneslai Homes staff about anything they wanted to, they were given six free household items and as much tea and toast as they wanted! The event was really well attended and we engaged with 17 residents of the scheme while we were there. There might be more events like this in other Independent Living Schemes across the area.



Community Partnerships Day



## FIND OUT MORE...

If you would to know more about the Engagement Team, how to get involved or share with us some feedback on services, we would love to hear from you!

### CONTACT US

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SCAN ME

