



Annual Report **2025–2026**

**Creating
great homes
and communities
with the people
of Barnsley**



berneslai
homes

About the report



This year we've partnered with tenants from our new Customer Services Tenant Influence Panel to produce this Annual Report for 2025-26.

The results from our Tenant Satisfaction Measures showed improvements in how satisfied tenants are with some of our services. It's great to see strong performance in building safety compliance, an increase in overall satisfaction and reflect on the support we've offered tenants to prevent damp and mould in preparation for Awaab's Law.

However, we want to continually improve in these and other areas and we're committed to working with tenants to shape our services. Using feedback from you and advice from specialists we've transformed how you can get involved, creating more and different opportunities for you to have your say on things that matter most to you, helping us to keep tenants at the heart of everything we do.

During 2025-26, we have been proud to continue offering services which make a difference to tenants' homes and lives, within a rapidly changing economic and political environment. From support with the cost of living to helping residents to find employment, we're focused on working with partners to tackle neighbourhood issues and help you to live well.

This year, we also welcomed a new Chief Executive, who's dedicating time to talk to colleagues and tenants to steer our plans for the future. We're clear on the challenges we face, including reducing empty homes across the borough to meet local housing needs and tackling anti-social behaviour, and we're dedicated to working with you, Barnsley Council and other partners to create great homes and communities across Barnsley.

Ken Taylor
Chair of the Board

Steve Feast
Chief Executive

A message from the editorial group

We've enjoyed working with Berneslai Homes to create this year's annual report and reflect on the results from the latest Tenant Satisfaction Measures.

It's good to see that some measures have improved and examples of Berneslai Homes working with local services to deliver additional support that's funded by partners.

Hearing about the support offered by Groundwork's Green Doctor programme is a great example of this, and something we'll be promoting to tenants!

As members of the Customer Services Tenant Influence Panel, we want to recognise the good, while also being honest about where things need to improve and what matters most for tenants.

Throughout the report we'll be sharing feedback on performance, including celebrating successes and identifying opportunities for improvements. Look out for the editors' comments icon and if you'd like to help shape Berneslai Homes' services visit www.berneslaihomes.co.uk/get-involved to find out more.

Beth, Sharon and Tony



Representing the Customer Services Tenant Influence Panel

Look out for our editors' comments and celebrations!

Data for the Tenant Satisfaction Measures was collected from the 2025-26 Tenant Satisfaction Survey. The survey was sent to a sample of 3,800 tenants and we had a good response rate of 31%. Peer Group Median = Housemark TSM performance for peer group (Large Local Authorities and ALMOs excluding London with >15k stock).



Customer Service

77%
Overall Satisfaction
WITH SERVICES
Peer Group Median =
70.1%

Great homes



Keeping your home safe

Your safety is our top priority, and we work hard to complete important checks that help keep you and your family safe.

Our recent Tenant Satisfaction Measures show an increase in how satisfied tenants are that their home is safe and we're pleased to see strong performance in all compliance areas.

73%
Satisfaction *home is safe*
Peer Group Median = **76.8%**

100%
Compliance in...



Fire safety checks

Gas safety checks

Asbestos surveys

Lift maintenance

Water safety (Legionella)

New rules on fire safety

In preparation for the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025, which came into force in April 2026, our Fire Safety team took a proactive approach to identifying and supporting tenants who might need help in an emergency.

By combining person-centred fire risk assessments with annual fire door inspections, we've minimised disruption to tenants while making sure Personal Emergency Evacuation Plans are developed where needed. This is a great example of effective community engagement, partnership working and our commitment to keeping you safe and complying with the latest fire safety legislation.

We've received very positive feedback from tenants on this approach, with praise for the professionalism, knowledge and customer-focused approach of our inspectors.

Awaab's Law: helping tenants to prevent damp and mould

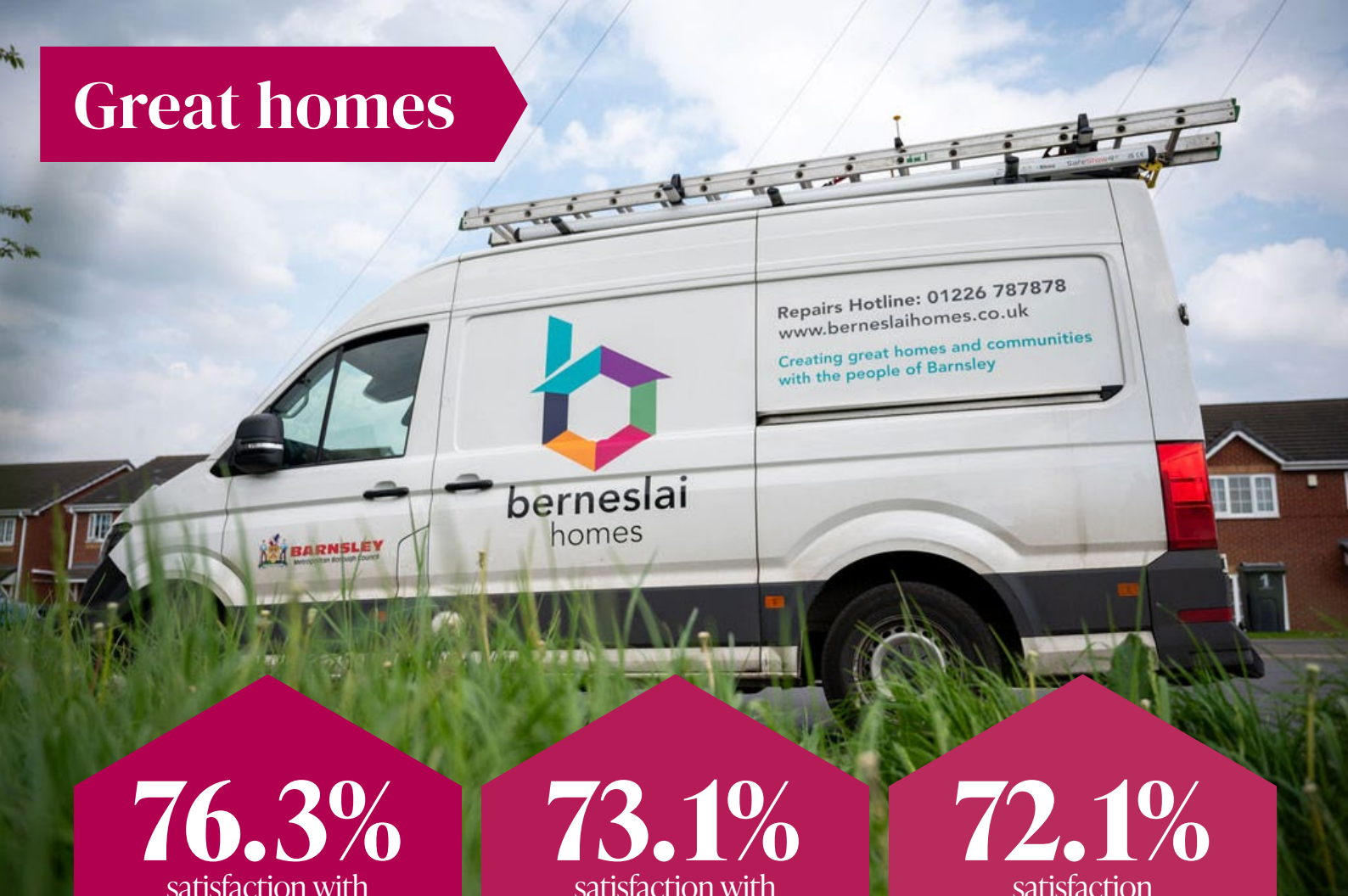
Throughout the year, we delivered drop-in sessions at 41 events, working with partners to connect with the community and build understanding on dealing with damp and mould. From sharing content on our website, social media channels and in the Berneslai Bulletin to developing a bespoke video series with top tips to combat different causes of damp and mould, we're taking a proactive approach to keeping you safe.

Visit www.berneslaihomes.co.uk/damp-and-mould for more information on how we respond to reports of damp and mould.

We've had over 1,600 views on our damp and mould webpage!

It's great to see this and it's important for Berneslai Homes to keep making tenants aware of the different stages of damp and mould and how they can prevent this.





76.3%

satisfaction with
repairs service in the
last 12 months

Peer Group Median =
76.2%

73.1%

satisfaction with
time taken to complete
last repair

Peer Group Median =
73.6%

72.1%

satisfaction
the home is well
maintained

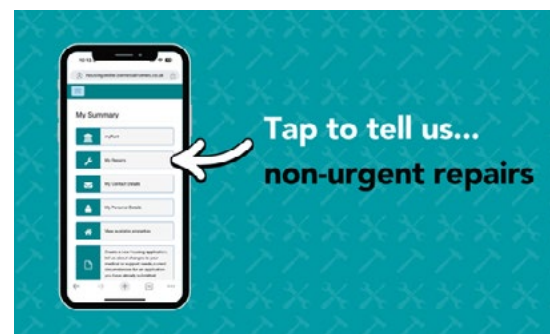
Peer Group Median =
71.6%

Repairs and maintenance

When things don't work in your home, we know that can be frustrating so completing repairs is a top priority for us. We're continuing to use feedback from surveys to improve repairs performance, and we've made it easier for tenants to report non-emergency repairs, using their Housing Online account. Through My Repairs it's easy to log repairs, check progress, and keep your contact details up to date using your Housing Online account – at a time when it suits you!

In 2025-26 we completed 70,379 responsive (day-to-day) repairs and made key changes based on your feedback:

- We've made plans to update text messages to explain jobs more clearly and whether an inspection is needed.
- Wates have increased site visits to check safety and quality, spot issues early and make sure work meets the correct standard.



Home improvements at Gilbert Grove

We've been hard at work to improve the energy-efficiency of homes on Gilbert Grove in Kendray. From December 2025, we partnered with Sustainable Building Services to complete loft insulation, ventilation works, and external wall insulation.

The aim is to bring these homes up to EPC C, boosting their energy efficiency and helping tenants to save money on their utility bills!



During the
year 2025-26, over...

1,300 planned
and programmed
works have been
completed, including new
bathrooms, repairing guttering
and installing new windows
and doors!



"The team have been great while they've been doing the work - really polite about where they park their vans and helpful if we've got any questions."

Mark, a resident at Gilbert Grove

Great homes

Adapting homes to meet tenants' needs

At Berneslai Homes, we believe every tenant deserves a home that supports their independence, dignity, and wellbeing. When a tenant needs support, we work with occupational therapists to understand their daily challenges and identify the right adaptations.

These can include:

- level access showers
- ramps and handrails
- stairlifts
- kitchen alterations
- door widening
- specialist equipment installations

In 2025-26, our Adaptations team have continued to make a life changing difference for tenants, completing over 700 adaptations to make homes accessible and tailored to individual needs. This included installing 307 wet rooms, nine adapted kitchens, 88 stairlifts and 16 ceiling track hoists!

As well as funding from Barnsley Council we cover the cost for disabled adaptations, which are assessed by considering tenants' needs and available funding in the financial year.

We also provide reasonable adjustments to help tenants to access our services like sending letters in large print or providing British Sign Language interpreters for tenants with hearing impairments.



Scan the QR code to find out more!

As well as completing home adaptations it's important that Berneslai Homes promotes the support they offer to help tenants with additional needs that aren't physical.



James' story

James lives with arthrogryposis multiplex congenita which causes the joints to contract in his arms and legs limiting mobility. We adapted his bungalow in Gilroyd with a range of adaptations to help him to keep his independence, including:

- installing an outdoor ramp
- revamping the bathroom into a wet room
- adding a tracking hoist in the bedroom
- completing door alterations

"A lot of the work to my bungalow was done before I moved in, and the process of getting in was quite simple. They had to give me a new wet room and bathroom. There was a shower in there originally, so they took that out and put railings in. Chris and the team did my wet room, and it was very positive."

A switched-on approach to apprenticeships

We pride ourselves on working hard to bring social and environmental benefits to communities across Barnsley.

During 2025-26 we hosted over 20 apprentices across a range of services including admin, procurement, quantity surveying, stores (stock control), gas engineering, and more!

We put the spotlight on our Community Refurbishment Scheme apprentices during National Apprenticeship Week. Throughout the year, they made a big impact by helping us to complete 15 improvement projects across Athersley South. This included new boundary walls, fencing, installing block paved driveways, and pedestrian and vehicle gates. We're supporting them to complete an 18-month groundworks qualification to boost their skills for the future.



Working with EN:Able Futures

Hannah Norton - Apprenticeship Manager, EN:Able Futures

"Berneslai Homes partnered with us to offer six opportunities for displaced electrical apprentices to join the Berneslai Homes team and achieve their qualifications."

"They offered varied, alternating roles with industry professional mentors to help them succeed. EN:Able Futures underpinned these quality placements on the Flexi-Job Apprenticeship model with academic, professional, and wrap-around pastoral support, ensuring work was aligned with qualification knowledge, skill, and behaviour criteria to aid successful completions."

"It's been an absolute pleasure working with the apprentices and the supervisors at Berneslai who go the extra mile to give them the best possible experience which will set them up for a thriving future in their chosen industry."



Apprentice swaps with Barnsley Council

We partnered with Barnsley Council to launch a month-long apprentice swap, giving electrical apprentices a chance to gain more experience and improve their understanding of the sector.

Seth, an Electrical Apprentice at Berneslai Homes, said:

"We've been working on a lot of different systems, beyond what we normally do, so we're gaining some valuable experience working at Barnsley Golf Club, wiring up a new fire alarm system."

Great communities



Helping tenants to love where they live

In June 2025, we were proud to celebrate the successful launch of Love Where You Live, Barnsley Council's borough-wide community movement designed to bring people together, strengthen neighbourhoods, and make our estates cleaner, safer, and more connected.

Over the past year Berneslai Homes teams and partners have joined forces on community clean-ups, supported the Together at the Town Hall event and delivered activities that benefit local neighbourhoods. From free goodies to advice on getting out in nature from the National Trust we've helped to connect tenants with their wider community.

We enjoyed bringing our pop-up human library to life at Together at the Town Hall – a great way for tenants to share their experiences and meet new people! Our teams were on hand throughout the week to offer support with a range of tenancy-related queries and promote our Ambition programme.

The community clean-ups we've supported this year aren't just about tidying up our borough. It's a chance to listen to residents, have real conversations, and show that everyone has a role to play in shaping the places they call home.

Together with Barnsley Council and local volunteers we've removed over 760 purple bags full of waste from Barnsley's streets! It's a powerful reminder of what can be achieved when tenants, colleagues, and local organisations work side by side.

Find an event near you

Scan the QR code or search 'events' on our website to see what's on in your local area!



Bringing the Monk Bretton community together

We want to build strong, connected neighbourhoods where tenants feel supported, valued, and proud of where they live. This year, our partnership work in Monk Bretton has shown just how powerful collaboration can be in strengthening communities and improving wellbeing.

Working alongside Barnsley Council, local organisations, and dedicated volunteers, we've helped create opportunities for residents to come together, access support, and shape the future of their neighbourhood.

In March 2026 we held a community event supported by Barnsley Council, Age UK, Groundwork Yorkshire, and South Yorkshire Police. Together we delivered activities and support that responds directly to local needs, including:

- Helping tenants to prevent damp and mould.
- Strengthening links between services and tenants, including safety advice from South Yorkshire Police and connecting people with their local Green Doctor for help with saving energy.
- Encouraging people to get involved in tenant involvement opportunities.

This joined up approach ensures tenants get the right support while also helping us build stronger relationships with the community. We'll continue to deliver more of these community events and provide tenants with more opportunities to connect with local services.

Heard about the Green Doctor programme?

Green Doctors offer free, impartial advice to support households to take control of their energy bills and stay warm and well.

They can provide different kinds of support, from advice on paying off debt with energy or water companies to spotting other concerns for a referral to other services.



Scan the QR code to find out more or search 'Green Doctor' on our website!



58.9%

satisfaction *landlord makes a positive contribution to neighbourhoods*

Peer Group Median = **64.4%**

We are happy to see that this measure has increased from last year, but we're looking forward to seeing improvements in the neighbourhood issues that matter most to tenants, including issues with garden maintenance.



Great communities

50.9%

satisfaction with *landlord's approach to handling anti-social behaviour*

Peer Group Median = 59.6%



Community clean-up in Old Town

We met with tenants, councillors, the local NHS Mental Health team, Barnsley Council's Safer Neighbourhoods team, Barnsley Council's Love Where You Live team and South Yorkshire Police to tackle anti-social behaviour issues in the Cockerham Lane flats area. Taking everyone's feedback into account, we created an action plan to respond to tenants' concerns and clean up the neighbourhood, including:

- Removing numerous abandoned cars and fly-tipping.
- Investigating three homes with reports of ASB and drug-related issues.
- Clearing moss and car parts from the top of the garages.
- Professionally cleaning the bin stores and tidying up the seeded bushes, trees and planters.

Together we've created a more desirable place to live where the residents can take pride in their community!

We work closely with South Yorkshire Police and Barnsley Council's Safer Neighbourhood Service to tackle anti-social behaviour across the borough. If you have concerns about what's happening in your area, please report it by:

- Calling us on 01226 787878.
- Calling the Respect Line on 0800 075 6699 (available out of hours).
- Scanning the QR code to complete our online form and get more information on how we respond to anti-social behaviour.



Joining forces to tackle anti-social behaviour

In 2025, we took a major step forward in how we manage anti-social behaviour by strengthening our partnership with Barnsley Council and Case Management Solutions Group (CMSG).

We introduced a more coordinated approach to tackling ASB, by extending the ASB App and ASB Respect Line across the borough, enabling us and the council to work from the same system.

Working from the same case management system help us and Barnsley Council to collaborate more effectively, track patterns in ASB and improve our ability to respond to issues quickly to protect tenants and neighbourhoods.

Giving residents a place to call home

With such a high demand for council housing we understand the importance of reducing empty homes. The dedicated task team tackling the issue have been hard at work this year looking at all the ways we can reduce empty homes across Barnsley.

In 2025-26 we let a total of **1,030** homes let through our choice based lettings*

435 homes let to Band 1 applicants	42%
419 homes let to Band 2 applicants	41%
90 homes let to Band 3 applicants	9%
86 homes let to Band 4 applicants	8%

*We let an additional 4% of homes through our direct letting protocols. These are reserved for the most specialist, sensitive, and urgent cases.

Reducing empty homes is an important issue for many people across Barnsley. While we're pleased to see improvements in the number of homes let, we're keen to hear regular updates on Berneslai Homes' long-term approach to tackling this.



More than bricks and mortar

Take a look at some of the ways we're helping to reduce empty homes and meet local housing needs:

- We provided a safe and secure home to 348 households who were owed a homeless duty by Barnsley Council reducing pressures on temporary accommodation.
- 6 households were rehoused under the Armed Forces Covenant, this includes those currently serving who are in need for accommodation, and those who've served in the past, whose home was no longer suitable and there was an established housing need.
- We found homes for 20 households who are supported by Social Care, including care leavers, children whose living situation puts them at risk of care, and Kinship Families, who have an established housing need that requires an alternative to support them.
- 267 households have moved to a home that meets their medical needs and 115 households who were living in overcrowded homes were rehomed.

Great communities

Advice and support for tenants

Our Tenants First team plays a key role in supporting tenants to live well and sustain their tenancy. In 2025-26 they continued to provide help through family intervention support, tenancy support and help claiming benefits, support to access services, and mental health housing support.

£1.45M+ benefits gain value

£72K+ benefits grants awarded

£1.87M+ rent gains value

2,527 tenants helped

In 2025-26 we collected **£86.8M** of rent, 100.28% of rent due as defined by Housemark's overall collection rate.

Supporting healthier, smokefree lives

Thanks to funding from the NHS Yorkshire Smokefree Service, we welcomed a new Stop Smoking Advisor helping tenants to access personalised support, practical tools, and the encouragement they need to quit.

By working with services like this, we're helping tenants build healthier futures and supporting the Healthy Barnsley ambitions of Barnsley 2030.

Email stopsmoking@berneslaihomes.co.uk or call us on 01226 787181 to find out more!

"We're looking forward to seeing the positive work that develops between our two services!"

NHS Yorkshire Smokefree Service Barnsley



Income and cost of living

We continue to use new technology (Voicescape) to automate some contacts with tenants, so we can prioritise instances where extra support is needed.

Our Income team proactively engages with tenants to minimise rent loss, by focusing on early intervention and advice. They work with the Tenants First and Neighbourhood teams to provide bespoke support - that's everything from reducing debt to promoting the government's Pension Credit Awareness campaign to encourage eligible tenants to make a claim.

It's good to see additional support being provided that's funded by organisations like NHS Yorkshire Smokefree, so it's not an additional cost for tenants.



Making budgets go further

£16.3M
Managing our service*

£26.8M
Repairs

522
Employees
as of 31 March 2026

£350K
2025-26
budget savings

*Including tenancy management, supporting tenants, income (rent) collection, and tenant involvement.

Help to grow your ambition

We're committed to helping people build brighter futures and this year our Ambition team has continued to make a real impact.

In 2025-26, the team supported over 250 participants with tailored guidance, skills development, and direct links to employers. Our Ambition programme has made a big difference to individuals who've previously faced complex challenges preventing them from entering or re-entering the workforce, with 20 people gaining sustainable employment. The Ambition team have even been recognised by shortlisting in the Best Resident Support / Wellbeing Initiative category at the prestigious Northern Housing Awards, a testament to their dedication to supporting residents across the borough!

Want to find out more?

If you'd like to register your interest or learn more about our Ambition programme email workandskills@berneslaihomes.co.uk

Five students successfully completed their full placements this year = 1,575 hours of learning and development with Berneslai Homes.

Each placement involves 315 hours of hands-on experience!



Supporting early careers

We've also worked with local partners, including Barnsley College, to help young people to gain valuable skills and work experience.

Over the past year, we hosted 11 T-Level student placements across different services. From trades to office-based roles like business administration, these placements give young people the opportunity to learn on the job. We're excited to keep growing these opportunities and supporting even more people on their journey into work.

With the people of Barnsley

Talk is Change: new ways to have your say

In November 2025, we launched Talk is Change, a new approach to tenant involvement, designed to make it easier, more flexible, and more meaningful for tenants to share their views.

Talk is Change gives tenants more choice in how they get involved, so everyone can participate in a way that suits their lifestyle. This flexible approach makes sure that every tenant whether they have five minutes or a full afternoon can help shape the future of our services.

Through different panels tenants can feedback on key services, such as sharing their views on a new policy, what's happening in their neighbourhood or helping us improve our repairs service.



Scan the QR code for more on all the different ways you can get involved and help shape our services.



80.1%

satisfaction that
the landlord treats me
fairly and with respect

Peer Group Median =
78.4%

65.2%

satisfaction that
the landlord listens to
tenants' views and acts
upon them

Peer Group Median =
63.0%

65.7%

satisfaction that
the landlord keeps tenants
informed about things
that matter to them

Peer Group Median =
70.9%



Engagement during 2025-26

Engaged with
10,862
tenants in 2025-26

Partnership events
34 events
168
voices heard

Check it challengers
13 projects
229
tenant voices heard

Open tenant meetings
17 meetings held
100
tenant voices heard

Spotlight on communal areas

The Tenant Scrutiny Panel worked with our Customer Engagement team to complete an in-depth analysis of satisfaction with communal areas. As well as completing site visits to different communal areas they created a bespoke questionnaire for tenants with over 500 tenants responding to the survey!

Key actions from the project:

- There's a lack of understanding about service charges, so we're reviewing information in the welcome pack for independent living scheme residents to provide a clearer breakdown.
- We created a corporate description of a communal area within independent living schemes, community centres with laundry rooms and standalone laundry rooms.
- Residents from independent living schemes raised various issues (e.g. overgrown weeds, bin use, use of scooter stores, laundry machine use) and wanted to help us to improve things. We've launched tenant forums at some schemes to oversee key actions and carry out spot checks.

63.6%

satisfaction
communal areas are
clean and maintained

Peer Group Median =
66.6%

Making a positive difference across the borough



Raising money for Barnsley Hospice

In 2025-26, our colleagues and partners joined forces on a wide range of fundraising activities for Barnsley Hospice, which provides specialist palliative and end-of-life care for people across the borough.

From sponsored walks and raffles to our Christmas Elf Run, through our collective efforts we've managed to raise an impressive **£8,432.68!**

Thanks to everyone who's helped us to raise money for Barnsley Hospice, and we look forward to supporting them again in 2026-27!

A year of fundraising highlights:

£4,496 raised from the Barnsley Hospice Walk and Barnsley 10K last June.

£161 raised from the festive Christmas Elf Run in Barnsley Town Centre.

£264 raised from the Christmas quiz and raffle.

£289.52 raised by getting involved in Barnsley Hospice's Accumulator Challenge and selling creative lino prints.

£248.16 raised through the staff tuck shop. Generous donations from partners including BAAS Construction, Kingfisher Windows, and Case Management Solutions Group.

With the people of Barnsley

Primary School Enterprise Challenge

The Primary School Enterprise Challenge is a hands-on programme that brings creativity, teamwork, and wellbeing education to schools across Yorkshire.

We support this brilliant initiative each year by sponsoring three awards and judging the great creations from primary school children in our region.

This year they were set the exciting challenge of designing their very own “Zen Den” - a calming, sensory-friendly space inspired by the beauty of the four seasons.

In the preliminary stages and at the finals event, children present their designs to judges from different organisations for the chance to win amazing prizes!



It's no easy feat to present to a room full of adults and we were incredibly impressed by the teamwork and creativity shown by everyone!



Volunteers' Week

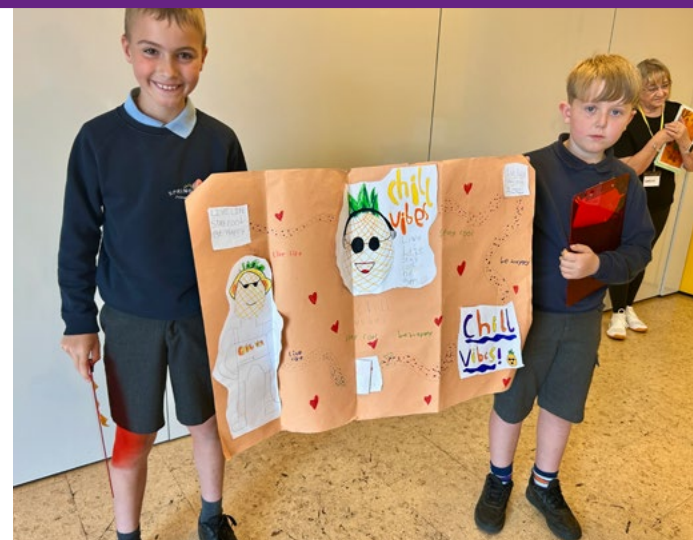
We helped to spruce up the Loxley Community Garden and got involved in local litter picks during Volunteers' Week to celebrate the launch of Love Where You Live – Barnsley Council's community movement helping residents to take pride in their neighbourhood!

Congratulations to this year's winners of our sponsored awards:

Most Enterprising Girl
Evelyn

Most Enterprising Boy
Max and Cohen

Berneslai Homes Enterprise Award
Chill Vibes Group



Improving services with your feedback

When something goes wrong, we want to quickly put it right, and we encourage you to share feedback to help us improve services. We're pleased to see that during 2025-26 we had fewer stage 1 and stage 2 complaints and have responded to more of the complaints we've received within target timescales.

We want to build on this by working with you to improve tenant satisfaction with how we handle complaints and continue learning from your feedback.

During 2025-26 **171,102** surveys were sent:

9,623 surveys were completed

1,118 compliments made



Scan the QR code for information on making a complaint, and how we learn from your feedback.

43.4%

satisfaction with
the landlord's approach
to handling complaints

Peer Group Median =
32.4%

95.7%

stage one
complaint response
time*

100%

stage two
complaint response
time*

Take a look at some of the changes we've made in response to your feedback:



We've reviewed the communication around planned works to keep tenants better informed about what they can expect.



We've reviewed lettings eforms to improve the customer experience, simplifying the process by merging forms to make it easier for tenants to share important information with us.



We've updated the scripts and procedures our contact centre uses for income-related queries, which has improved our ability to solve your query when you first contact us. We'll be looking for opportunities to replicate this for other services.



We've used your feedback to update letters for gas service and electric test appointments to improve communication about important safety checks.

If you get sent a survey about our services, please take the time to share your views – your feedback helps to make a difference!

*The proportion of complaints responded to within the Housing Ombudsman's complaint handling code timescales.

A copy of this document is available on our website www.berneslaihomes.co.uk which is compatible with language translation software and screen readers.

Romanian

O copie a acestui document este disponibilă pe site-ul nostru web www.berneslaihomes.co.uk care este compatibil cu software-ul de traducere a limbilor și cititoarele de ecran.

Vă rugăm să scanați codul QR dacă aveți nevoie de mai mult sprijin pentru accesarea acestui document.

Polish

Kopia tego dokumentu jest dostępna na naszej stronie internetowej www.berneslaihomes.co.uk która jest kompatybilna z oprogramowaniem do tłumaczenia języków i czytnikami ekranu.

Zeskanuj kod QR, jeśli potrzebujesz dodatkowej pomocy w uzyskaniu dostępu do tego dokumentu.

Latvian

Šī dokumenta kopija ir pieejama mūsu tīmekļa vietnē www.berneslaihomes.co.uk, kas ir saderīga ar valodu tulkošanas programmatūru un ekrāna lasītājiem.

Lūdzu, skenējiet QR kodu, ja jums nepieciešama papildu palīdzība, lai piekļūtu šim dokumentam.

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www.berneslaihomes.co.uk

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September 2026