

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 January - March 2025 and the difference the tenant voice has made.

12

Meetings
held

7

Check It
Challenger
Projects

8

New Involved
Tenants

2

Winter
Wellbeing
Events



MEETINGS

We held 12 meetings this quarter with involved tenants:

- 2x Tenant Voice Panel Meetings
- 2x Scrutiny Panel Meetings
- Resident Insight and Engagement Strategy Meeting
- Tenant Satisfaction Measures Survey Feedback session
- Local Engagement Meeting
- Customer Panel
- Empty Properties Action Plan Meeting
- ASB Update Meeting
- Stock Condition Survey Meeting
- HRA Budget Consultation

Meeting Outcomes included:

- Scrutiny Panel have chosen their next project based on the Tenant Satisfaction Measures (TSM) Survey and the continued decline in satisfaction on Communal Areas. This is an exciting project which looks to gain further insight into the dissatisfaction around Communal Areas.
- The Customer Panel was another success, with 19 tenants and residents attending. They gave their recommendations for how they think BMBC should be setting targets for Berneslai Homes and prioritised actions relating to the TSMs.
- Suggestions for minor changes to be made to final copy of the Resident Insight and Engagement Strategy before sending to the Board and Cabinet for final approval before its launch.



GREAT BRITISH SPRING CLEAN

The Great British Spring Clean took place between 21 March and 6 April this year. The Engagement Team went along to three different events happening across Barnsley to help out:

- Wellend Crescent Action Day, Elsecar
- Great Houghton - John Street and surrounding areas
- Cloughfields estates, Hoyland - as part of the Estate Walkabout.

Rubbish bags were collected and large items were reported to Neighbourhood Services to collect.

32

Bags of litter
collected



Wellend Crescent
Action Day



CHECK IT CHALLENGERS

The Check it Challengers completed 7 projects this quarter:

- Rent Increase Letters
- Lettings information inserts
- Customer Warning Markers Letters: Dangerous Dogs
- 4 new surveys for tenants
- Adaptations Policy
- A new Damp, Mould and Condensation Booklet for tenants

Project Outcomes included:

- More information on support included in the rent increase letters as well as a more personable approach to the letter.
- More questions included in surveys and some wording changed to make it more tenant friendly.
- More information included in the damp, mould and condensation booklet as well as ideas for the wider campaign.



DAMP AND MOULD TRAINING

Since December we have held five damp and mould training sessions in association with NOCN and En:Able Communities for tenants and staff. 21 tenants and 10 staff completed the accredited course. Six young care leavers and six tenants from an Independent Living Scheme attended an awareness raising session. The course has had really positive feedback and we are looking at how we can continue throughout 2025.

31
People
completed the
accredited
course

SMITHIES LANE

The Engagement Team, and partners, have been building relationships at the Smithies Lane Travellers site. In the last three months we have:

- Delivered a half term arts and craft session where 16 people attended.
- Held NHS immunisation drop in session.
- Held three Adult Carer drop in sessions.
- Completed a health needs questionnaire with all plots on site.
- Dealt with numerous tenants enquiries regarding outstanding repairs.
- Drop in session to offer information and support regarding the rent increase letters
- Planned in family fun sessions.

YOUNG CARE LEAVERS

The Tenancy Ready Course has been designed in partnership with the BMBC Youth Participation service and their Advocacy and Participation officers. It's a 4 week programme focusing on the following:

- Who are Berneslai Homes (What we do)
- What types of offers they will receive.
- The support they will receive when they are a BH tenant.
- Costs involved (budgeting & bills, wants ad needs)
- Practical skills beneficial to living on your own.
- Extra session to cover anything young care leavers think should have been included.



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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