

TENANT VOICE INFLUENCE 2024/25

Thanks to all the tenants who have helped influence our services over the last year. Here are some of the ways we've engaged with tenants.



OPEN TENANT MEETINGS

26

Meetings held

Tenant voices heard

168



TENANT VOICE PANEL MEETINGS

6

Meetings held

Tenant voices heard

29

The Tenant Voice Panel (TVP) are a coordination and assurance panel.



CUSTOMER PANEL

3

Meetings held

Tenant voices heard

63



CHECK IT CHALLENGERS

16

Projects

Tenant voices heard

233



ENGAGEMENT TOURS

9

Places visited

Tenant voices heard

95



MULTI-AGENCY EVENTS

10

Events attended

Tenant voices heard

39

HEARING THE TENANTS VOICE

Tenants have been consulted and asked for their views on 11 policies and letters for tenants including:

- Adaptations Policy
- Tenancy Fraud Policy
- Reasonable Adjustments Policy
- Rent Increase Letters
- Resident Insight and Engagement Strategy
- New Tenancy Pack

5 Tenants sit on a group that meets with Barnsley Council directly to give their views on the Housing service. This year they met on five occasions.

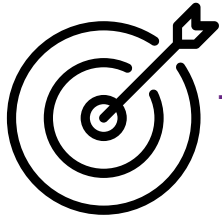
Tenants have been involved in 31 Empty Property Spot Checks, making sure empty properties are ready to let and meet the voids standard

Involved tenants influenced seven new surveys which will be sent to tenants including:

- ASB Survey
- Complaints Survey
- Maintenance Inspection Survey
- Adaptations Survey

Two tenant representatives sit on the Property Repairs Improvement Panel which met four times this year to discuss the repairs and maintenance service.

THE DIFFERENCE THE TENANTS VOICE HAS MADE



TARGET SETTING

At the Customer Panel in February tenants helped us set targets in relation to the Tenant Satisfaction Measures, which we shared with BMBC.

WEBSITE

The Check it Challengers suggested changes to our website in relation to ASB, making it easier to find and read.



LETTERS

At the Customer Panel in February tenants helped us set targets in relation to the Tenant Satisfaction Measures, which we shared with BMBC.

ANNUAL REPORT

Involved Tenants held meetings with our Comms Team to help us shape and plan our Annual Report.



NEW TENANT WELCOME PACK

We welcomed 12 tenants into Gateway Plaza to help us develop the new Tenant Welcome Pack, giving their views on what information should and shouldn't be included in the pack for all new tenants.

BUILDING FIRE SAFETY RESIDENTS PANEL

The Building Fire Safety Residents Panel have set up their own newsletter 'Tower Talk', distributed to residents of the high rise buildings offering information on what the panel have been up to and building and fire safety in the buildings.



SCRUTINY PANEL

Last year the Scrutiny Panel produced one report on Adaptations that has led to eight service improvements.

EVERY VOICE MATTERS



We're always looking for more tenants and leaseholders to get involved and have your say, helping us to improve services. If you'd like to get involved, please contact the Community Engagement Team by any of the methods opposite.

GET INVOLVED



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