

Berneslai Homes Customer Services Committee Meeting Summary – 30th April 2026:

Member Responsible for Complaints and Member Responsible for Resident Engagement – Terms of Reference
The Committee approved the Terms of Reference for both the Member Responsible for Complaints and the Member Responsible for Resident Insight and Engagement.
Damp Mould and Condensation Update (Quarter 4)
The Committee received a comprehensive report which provided an update on Berneslai Homes' current compliance and performance position under Awaab's Law. Berneslai Homes' performance shows strong performance for emergency hazards, but significant hazards remain below the statutory target driven by increased inspection demand and the operational and capacity impacts from this change. Committee were informed of the mitigation actions implemented to strengthen delivery assurance and the 6-month Awaab's Law review and Improvement Action Plan. Committee were informed that the Council's Corporate Assurance have commenced a Damp and Mould Audit, which will strengthen regulatory compliance and improve service delivery. Housemark Monthly Pulse now includes defined Awaab's Law performance indicators to support sector-wide benchmarking. Berneslai Homes has submitted data for all five damp and mould indicators. The results will support clearer benchmarking against regional and national peers and be reflected in future reports to Committee. The Committee noted the current compliance and demand position under Awaab's Law and that further assurance updates will be received as improvement actions are embedded and performance stabilises.
Update from the Building Safety Resident Engagement Panel (6 monthly)
The Committee received the 6-monthly update on the activity of the Building Safety Resident Engagement Panel for the three high rises, noting the issues raised by residents and leaseholders during this period together with the actions and responses taken. Committee were informed that the Person Centre Fire Risk Assessments are almost complete, the painting of communal areas will be completed in May 2026 and that upgrading of the communal entrance doors will be carried out due to anti-social behaviour issues. Longer term the installation of CCTV is being reviewed. The Fire Service has also undertaken some fire safety training. The Committee noted the 6-monthly update from the Building Safety Resident Engagement Panel.

Report from Tenant Led Scrutiny Group – Communal Areas

The Committee received a report which provided an update on findings and actions from the tenant scrutiny exercise into satisfaction with communal facilities (where charges are payable) noting the positive progress that has been made with the Action Plan. An update was given regarding progress with the scheduled Tenant Scrutiny project of those tenants living in schemes with non-chargeable communal facilities. The surveys have been completed, and a full report will be presented to Committee in August 2026.

The Committee were assured on the positive progress that has been made on the Action Plan arising from the Scrutiny Exercise and that updates will be provided to the August Committee.

Hearing Tenants – Involvement and Influence Update

The Committee received a report which provided an update as at the end of Quarter 4 (January – March 2026) on how tenants and residents have made their voices heard and influenced policy and service delivery at Berneslai Homes and how Berneslai Homes has worked with tenants and residents to support sustainable communities. The ongoing detailed analysis on actions responding to the tenant voices heard via the transactional surveys, together with a summary of actions arising and completed as a result of tenant feedback in 2025/26, will be presented to Berneslai Homes Board in August 2026. Committee noted the continued positive partnership working and community engagement, alongside the increased range of offers available. Tenant Voice Panels have commenced, and the Tenant Satisfaction Measures survey has produced positive headline results. Further consultation and action planning will take place prior to the report being presented to the Berneslai Homes Board for approval to publish.

The Committee agreed a deep dive exercise be undertaken at a future Committee on the low satisfaction on repairs, issues around timescales of repairs along with tenant communication.

Regulator of Social Housing Consumer Standards and Rent Standard 2026 Self-Assessment - Update

The Committee received a report which provided an update of progress against the 2026 self-assessment against Regulator of Social Housing's Consumer Standards and Economic Rent Standard. Committee were assured that the self-assessment will be completed within the revised timescales and presented to Committee in August 2026 with associated Action Plans.

Committee noted the positive progress on the competence and conduct standard which includes a review of the Code of Conduct and wider professional organisational arrangements. In respect of the rent standard, Committee noted that a new Rents Policy is being developed.