

Berneslai Homes Customer Services Committee – 5th February 2026 Meeting Summary:

Customer Services Committee Terms of Reference

Committee noted the Customer Services Committee Terms of Reference.

BMBC Contact Centre Update

Committee received a report on the Customer Contact Centre performance from April to December 2025, which provided an update on improved performance and service improvements that have been made to enhance the overall experience for both customers and staff. Key improvements included: dedicated training for staff dealing with the damp and mould phone line service; streamlining the length of the lead-in message that is delivered before calls are answered; and the introduction of automated bots to help call handlers locate accurate information quickly when handling customer enquiries. A soft launch of an online reporting app for repairs has been carried out to encourage more customers to use online reporting with a full launch being planned.

Committee were pleased with the Contact Centre improved performance and the improvements that have been made.

Quarterly Complaints Report Quarter 3

Committee received a report which summarised the complaint handling and learning for October – December 2025. The reduction in Stage 1 and 2 complaints compared to the same period last year was highlighted. 96% of Stage 1 complaints and 100% of Stage 2 complaints have been responded to within the timeframes set by the Housing Ombudsman Service Complaint Handling Code, which demonstrates strong performance. The quarterly survey on customer satisfaction around complaint handling using an automated service as opposed to a telephone conversation had been undertaken which had seen a reduction in satisfaction and response rates. Moving forward the methodology will be reviewed with a more blended approach being taken as recommended by officers for 2026/27. Committee were informed of the improvements being made to reduce complaints by improving communication with tenants.

Committee were assured of the continued positive progress in improving the complaint handling service, responding to complaints within timescale, the strengthened governance oversight of complaint handling and learning and agreed to a more blended approach on the complaint handling survey methodology.

Maladministration Case – December 2025

Committee received and noted the Housing Ombudsman's (HO) determination and the orders made in relation to a maladministration case made in relation to Berneslai Homes relating to damp and mould and endorsed the improvement actions and assurance arrangements as set out in the HO's report to strengthen damp and mould oversight.

Hearing Tenants – Involvement and Influence Update

The Committee received a report which provided an update as at the end of Quarter 3 (October – December 2025) on how tenants and residents have made their voices heard and influenced policy and service delivery at Berneslai Homes. Positive engagement work has been carried out and good transactional survey results received. Analysis of the voices heard via the transactional surveys is ongoing and will be reflected in the Quarter 4 update to Committee. Positive headlines results have been received from the Tenant Satisfaction Measures (TSMs) showing that improvements have been made compared to 2024/25 and Key Performance Indicator targets have been met. Further consultation and action planning from the results will take place prior to these being presented to Board for approval. A follow up satisfaction survey for damp and mould is being developed to ensure issues have been resolved. An update on the key community engagement and development activities for the quarter was provided which showed an increase in the range of opportunities offered for engagement including continuation of damp and mould awareness sessions, a new Independent Living Scheme tenants' group being established and consultation with tenants on the start of Berneslai Homes' Human Library project aimed at reducing social housing stigma.

The Committee noted the positive actions to strengthen and respond to the tenant voice, the positive headlines from the TSM surveys, the updates to be provided in the Quarter 4 report in respect of the analysis of the transactional surveys and the continued positive direction of travel in respect of community engagement and the increased offers of engagement.

Damp, Mould and Condensation Update

The Committee received a comprehensive report which provided an update on Berneslai Homes' current compliance and the demand position under Awaab's Law Phase 1. Berneslai Homes' performance shows strong performance for emergency hazards, but significant hazards remain below the statutory target, driven primarily by demand shift, surveyor/coordinator capacity constraints and continued development of data and reporting arrangements. Committee were informed of the operational actions that are in progress to close capacity gaps in respect of surveyors and co-ordinators and to strengthen delivery assurance together. Data assurance actions to improve statutory Key Performance Indicator (KPI) reporting are in progress.

The Committee noted the current compliance and demand position under Awaab's Law Phase 1 noting that an update will be provided at the next meeting of Berneslai Homes' Board on 19th February 2026 as this is a new area of compliance.

Housing Ombudsman Repairing Trust

The Committee received a report which provided an overview of the Housing Ombudsman's Spotlight Report: Repairing Trust (May 2025) and includes the findings from the self-assessment carried out in respect of the current repairs service against the Ombudsman report recommendations. The learning from this report will be included in Improvement Plans and the Property Repairs and Improvement Partnership (PRIP) Action Plan to ensure Berneslai Homes provides a consistent approach to improving and building trust with tenants. Committee were informed of the ongoing positive work that is taking place in order to continue to improve and provide an efficient and effective repair service noting that consideration will be given to how progress on the Improvement and Actions Plans will be shared.

The Committee noted the report and the findings from the self-assessment carried out in respect of the current repairs service against the Ombudsman report recommendations.

RSH Consumer Standards and Rent Standard 2026 Self-Assessment – Approach and Timelines

The Committee received a report which outlines the proposed approach and timeline for the 2026 self-assessment against the Regulator of Social Housing's Consumer Standards and Economic Rent Standard. The self-assessment commenced on 12th January 2026 and will be overseen by the Consumer Standards Oversight Board and undertaken jointly with officers and involved residents. A draft self-assessment will be presented at Customer Services Committee on the 7th May 2026 for discussion and recommendations prior to this being submitted to Berneslai Homes Board on 30th July 2026.

The Committee approved the approach and timeline.

Engagement Model Update

The Committee received a report which provided an updated position on the implementation of the revised Resident Engagement Model approved by Committee in November 2025 and recruitment to the new Customer Services Committee' model. The publicity and recruitment campaign has been extended to the middle of February 2026 as there are still more positions available than applications received which will allow Berneslai Homes to raise awareness with every tenant via the rent increase notice and undertake additional targeted recruitment . Recruitment for the 4 Customer Services Committee Members will take place from 23rd January 2026. The Draft Insight and Engagement Strategy was presented which has been updated to reflect the new arrangements. Committee noted that the Strategy will be finalised and published by the end of February to reflect the changes previously approved by Committee. An initial project for each of the groups is to offer challenge and assurance on Berneslai Homes' Regulatory Consumer Standards self-assessment which will be completed by the end of March 2026.

The Committee noted the positive number of applications received together with the recruitment timeline and that an update will be provided at the next Committee on the 7th May 20206.