

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 2026 and the difference the tenant voice has made.

412

Tenants engaged

79

Completed damp and mould training

9

Partnership Events

4

Check it Challengers Projects



TENANT VOICE LAUNCH

In Quarter 4 we launched our new Tenant Voice Model. We now have three new Tenant Influence Panels:



The Panels are there to provide challenge, assurance and feedback. There are representatives from each of the three panels that also sit on the Tenant Voice Panel. We have worked hard on recruitment and signed up six tenants who are totally new to involvement, five Check it Challengers extended their level of involvement by joining the Panels and seven previously involved tenants took up new roles. That's 18 tenants signed up to our new Tenant Voice and Influence Panels. Inductions are underway to ensure tenants are prepared and feel comfortable, meeting staff, agreeing their agendas and schedules for the coming 12 months. Recruitment is still open for all Panels and interest is still high so we predict the number of Panel members to increase in Quarter 1.



CHECK IT CHALLENGERS

The Check it Challengers completed four projects this quarter:

- 2026 Rent Increase Letters
- Tenancy Change Policy
- Eform Submission Messages
- 2026/27 KPI Targets

For all for projects we had 74 reponses altogether.

Project Outcomes included:

- Overall the feedback to this years rent increase letters was positive, only two changes were made to the wording so that the letters were easier to understand.
- There were seven changes made to the Eform Submission messages as a result of Check it Challengers feedback, ensuring that the messages are tenant friendly.
- A summary report has been created on the 2026/27 KPI Targets that will be shared with staff. Terminology will be made clear and concerns around the programming of repairs appointments have been passed to the relevant team for consideration.
- We are awaiting confirmation of service improvements from the relevant team regarding the Tenancy Change Policy project. Check it Challengers will be updated on the impact they have made once we have feedback.

DAMP AND MOULD TRAINING

Quarter 4 marked the end of our first Damp and Mould Awareness Sessions roll out and we wanted to go out with a bang! The initial target for tenants to watch the video was 100, we achieved this target at the beginning of the Quarter in January. We ended the Quarter with 160 tenants watching the Damp and Mould Awareness video, 79 of those tenants watched in Quarter 4.

We held 18 events, concentrating on areas of the borough we hadn't been to previously. We are currently reviewing all the survey responses about the training video, but here's what some tenants had to say this quarter about the video:

“IT WAS BRILLIANT! I WAS MIND BLOWN BY HOW MUCH MOISTURE COMES FROM EVERYDAY ACTIVITIES. REALLY HELPFUL!”

Tenant, Lundwood

“IT WAS REALLY GOOD, IT PUTS IT INTO SIMPLE TERMS SO EVERYONE CAN UNDERSTAND”

Tenant, Cudworth



PARTNERSHIP WORKING

We continued to work closely with our partners attending 9 Partnership Events in Quarter 4:

- Manor Court Good Food Pantry, Royston
- Worsbrough Primary School
- Worsbrough Community Pantry
- Penistone Winter Wellbeing Event
- St Mary's Church foodbank, Wombwell
- Barugh Green Good Food Pantry
- Together at the Town Hall
- Grimethorpe New Options Gym
- Hoyland Community Shop
- Berneslai Homes Community Action Day, Monk Bretton

We engaged with 40 tenants at these events taking various enquiries about repairs, lettings, rent, tenants first and damp and mould reports, all of which have been dealt with by the relevant teams. We also used the events to talk to people about the new Tenant Voice model and opportunities for engagement as well as showing the damp and mould awareness video.



TENANCY READY COURSES

We held one two day Tenancy Ready Course for young care leavers this quarter with 11 people attending. The course was delivered in partnership with Future Directions who identify the young people through peer support.

Referrals are also taken from Berneslai Homes Housing Coaches.

After the success of the Young Care Leaver Tenancy Ready Course a new course for adults has been designed in partnership with Adult Learning. This course is aimed at customers on the waiting list that may benefit from additional pre tenancy support. 5 tenants attended the 3 day course, focusing on budgeting, tenancy management and an offer of further additional support via the Tenants First team. The pilot has been reviewed, with changes made to the second course due to run in April. 10 tenants have been identified to take part by the Lettings team.



Adult Tenancy Ready Course



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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MEETINGS

We held 12 meetings in quarter 4, engaging with 45 tenants.

- 1x TVP Meeting
- 2x Homes Panel meeting
- 2x Neighbourhood Panel meeting
- 1x Customer Services Meeting
- 1x PRIP Meeting
- 3x Neighbourhood Services Meeting
- Regulator Consultation Meeting
- Repairs Clarity Document Consultation

The Panel meetings were held for tenants to meet other Panel members and staff, discuss and agree their agendas and meetings schedules for the next 12 months and discuss the terms of reference for each individual panel. All Panels are now ready and raring to go for their first official meeting in April.

4 tenants came along to hear our response to the Regulators consultation on the current standards, all views from tenants at the meeting was positive and agreed with our approach.

6 tenants met with us to share their lived experience of the repairs service, from initial contact to completion. The session highlighted 10 common themes that have been taken forward, with a commitment to review the process/procedure.

SCAN ME

