

CUSTOMER ENGAGEMENT QUARTERLY NEWSLETTER Q1 2026-27

Welcome to the Customer Engagement Quarterly Newsletter. We'll be taking a look back on what we've been up to over the last few months covering April-June 2026 and the difference the tenant voice has made.



357

Tenants
engaged

12

Community
Champions

11

Independent
Living Scheme
Groups

1

Customer Panel



TENANT PANEL MEETINGS

All Tenant Influence Panels held their first official meetings in April. The Head of Customer Services attended each meeting to speak to the Panels about Berneslai Homes' approach to the Regulator for Social Housing's self-assessment on the new standards. Each Panel agreed with Berneslai Homes' approach and further meetings will be scheduled in for later in the year for the Panels to receive an update on how we are performing.

As it was the panels' first meetings, they requested more information around what relates to their role such as policies, strategies, and action plans. All information requested has been sent to panel members.

Other outcomes included:

- Organising a tenant information session to give all involved tenants more information on General Data Protection Regulations (GDPR), Equality, Diversity and Inclusion (EDI) and the Stop Social Housing Stigma campaign. The session was held at the beginning of June.
- Members of the Customer Services Influence Panel agreed to become this year's Annual Report Editorial group and held their first two meetings with the Communications Team giving their thoughts on the content and design of the Report.



COMMUNITY CHAMPIONS

Community Champions is a model we've based on our successful Check it Changers model. It's a way for tenants to give their views on their communities from the comfort of their own homes at a time to suit them. In this quarter, we met with four tenants and Neighbourhood Officers to finalise how the model should look and roll out a pilot.



Community Champions will be sent a survey every couple of months to find out what issues they have in their areas. The results will then be fed back to Neighbourhood Teams to raise any necessary jobs or to include in their local area action plans. All actions will then be reported back to the Community Champions to let them know the difference they've made.

We've been actively recruiting while the pilot scheme was running. We've now signed up 12 Community Champions, who will all receive their first surveys at the beginning of Quarter 2.

As an outcome of the Scrutiny Panels last project on Communal Areas it was decided to set up residents groups across as many Independent Living Scheme Groups as we could. We've now finished visiting all 13 schemes and have 11 groups set up, engaging with 76 tenants in Quarter 1.

There are only two schemes that haven't had any interest in forming a residents group but we still want to give these tenants the opportunity to give us their views on where they live and so all tenants at these schemes will receive an annual survey.

The schemes have achieved a lot in the small amount of time they have been running, here are just a few things:



Some of the members of the Glebe Court ILS Residents Group.

- Tree inspections and jobs raised at Saville Court.
- Gas Compliance Officer came and spoke to tenants at Glebe Court about issues with their heating systems and came to a resolution they were happy with.
- Roof inspection complete at Willowcroft to try and address numerous leaks at the scheme.



CHECK IT CHALLENGERS

The Check it Challengers had two projects in this Quarter:

- Electrical Safety Letters Review
- Voicescape Repairs Survey Review

We asked the group to look at the series of Electrical Safety letters that are sent to tenants, this was as a direct result of feedback from a tenant. We reviewed the letters internally, before asking the Check It Challengers for their feedback. They suggested minor grammatical improvements, which have been made.

During a TVP Meeting the Panel raised concerns over the Voicescape repairs survey and commissioned the Check it Challengers to give their views on the questions, length of the survey, and overall tone. This project closed at the beginning of Quarter 2 and so outcomes of this project will be included in the next quarter's newsletter.

CUSTOMER PANEL



This Quarter's Customer Panel theme was 'Communicating for You' and 23 tenants came along to Gateway Plaza to give their views on the website and a series of letters. The first part of the Panel included a presentation the Strategic Communications and Marketing Manager on the recent communications survey for tenants and residents.

The group then split into smaller groups for their workshops to look at the new website features and some examples of letters and emails from Berneslai Homes. Each group tested some of the new website features, including the improved search bar, events calendar, and accessibility toolbar. They were then given some example emails and letters to look at to tell us what was good, what could be improved, and anything they didn't like.

You can find the video with all the feedback from the Customer Panel [here](#).

Towards the end of the quarter, the Engagement Team and six involved tenants took a road trip across the Pennines to this years Housing Conference in Manchester.

We had a brilliant time and learnt a lot attending talks on things like Awaab's Law phase 2, Partnership in Practice: Finding Success through Resident Engagement, and Beyond the Front door: Domestic abuse, gambling harm, and the hidden risks driving tenancy breakdown.



STOP SOCIAL HOUSING STIGMA CAMPAIGN



Berneslai Homes is signed up to Stop Social Housing Stigma (SSHS) campaign.

The Tenant Voice Panel agreed our approach during their meeting in May.

We've made a start by asking those who attended the Tenant Information Session in June what stigma means to them and we'll be using their thoughts to influence our social media campaign.

We're currently in the process of putting together a working group of staff and tenants with help from the Tenant Voice Panels and Influence Panels. There will be more information on this in the next quarter's newsletter.

FIND OUT MORE...

If you'd 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!

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