

Customer Services Committee member role profile



Purpose

The Customer Services Committee helps make sure tenant voices are heard when decisions are made about services.

As a Customer Services Committee Member, you'll work with other tenants and members of our Board to review how services are performing, share your views, and help improve services for tenants and leaseholders.

You don't need any previous experience. We'll provide training, support and guidance to help you succeed in the role.



Being a committee member at Berneslai Homes

We've outlined the personal attributes or characteristics committee members should have which will shape how they carry out their role.

Personal skills

Committee members should:

- Care about tenants and communities.
- Be willing to speak up and share their views.
- Be open to learning new things.
- Be reliable and prepared for meetings.
- Treat people with fairness and respect.

Teamwork

Committee members should:

- Listen to different opinions.
- Be respectful even when you disagree.
- Work as part of a team.
- Help create a positive and constructive atmosphere.

Making decisions

Committee members should:

- Consider information before forming a view.
- Ask questions if something isn't clear.
- Think about how decisions may affect tenants.
- Be willing to look at different options and ideas.

Learning and development

Committee members should:

- Take part in training and development opportunities.
- Be open to feedback.
- Build their confidence and knowledge over time.



Key responsibilities

Customer Services Committee members are expected to:

- Put the interests of tenants and leaseholders first.
- Attend committee meetings, training sessions and other events when required.
- Read information before meetings and take part in discussions.
- Share your views, experiences and ideas.
- Ask questions and help us understand what matters to tenants.
- Help review how well services are performing.
- Work positively with other committee members, board members and colleagues.
- Follow the Committee's Code of Conduct and other agreed policies.
- Treat confidential information appropriately.
- Take part in training and development opportunities.

Key duties

As a Committee Member you'll help to:

- Make sure tenants' views are considered when decisions are made.
- Review customer service and housing performance.
- Identify areas where services can be improved.
- Consider feedback from tenants and leaseholders.
- Help shape future services and priorities.
- Make sure Berneslai Homes remains focused on delivering good services for tenants.





www.berneslaihomes.co.uk



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Registered Office: 10th Floor, Gateway Plaza, Off Sackville St, Barnsley, South Yorkshire, S70 2RD.

September 2026