

Customer Engagement Monthly Round Up



July 2024

Welcome to the Customer Engagement July Round Up. This month we'll be sharing how we've captured the tenant voice. We'll also provide a summary of how the tenant voice has shaped services.

What we've done



On Tuesday 2 July we visited Pendon House as part of our Engagement Tour. We spoke to ten tenants who gave us their thoughts on the area, good or bad. As a result of this we made several referrals to the North and Penistone Neighbourhood team including a path that was cracked due to tree roots.



Thanks to the tenants who helped us finalise this years Annual Report by coming along to two meetings at Gateway Plaza.



As a result of our Engagement Tours we held an action day at Prospect Street Community Centre for the Summer Lane estates on Tuesday 16 July. We were joined by Neighbourhood officers, the Ambition team and the Lettings team. An estate walkabout and grounds maintenance spot checks were held as well as multi viewings on a property that is ready to let and an empty property spot check. Creative Recovery opened their doors, offering arts and crafts activities including some amazing mosaic art work, which will be displayed at the front of the building.

We spoke with a number of tenants and residents about the possibility of setting up a residents action group. The first meeting is being scheduled in and it is something we are very excited about!



The TARAs are making the most of the British summer. Great Houghton TARA has organised their annual day trip, this year heading off to sunny Scarborough while Grimethorpe are busy putting final touches to this years Gala event which is happening on Saturday 17 August at Millennium Park. It's promising to be a fun filled family day out!

Barnsley Pride event took place on Saturday 13 July. We had a great time chatting with everyone who came to see us. We got 19 responses from our survey and 14 of these people wanted more information on becoming involved in our tenant voice opportunities.



We completed six empty property spot checks this month on the Summer Lane estates, Elescar, Hoyland, Athersley and Worsbrough Common. Five SEAP members helped us out picking up issues and passing them on, to make sure our empty properties are up to the void standard before letting them out to new tenants.



The Fire Safety Residents Panel held a special meeting on Tuesday 30 July and met with the Lettings team leader to discuss and have a better understanding of the lettings process.

Coming Soon



Thursday 1 August marks Yorkshire Day and to celebrate we'll be visiting some tenants and residents to say thank you for the contributions they make to their communities.



We are looking at more places to visit for the Engagement Tour. Keep an eye out for leaflets through your door, we could be coming to a place near you very soon!