

# Customer Engagement Monthly Round Up



October 2024

Welcome to the Customer Engagement October 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



We went to a coffee morning at Meadow Crescent Community Centre on Tuesday 1 October to talk to tenants about becoming involved. Residents also had an opportunity to raise any concerns to their Neighbourhood Officer who came along with us. All concerns were addressed.



On Tuesday 8 October we took part in the Hygiene Project at the Thurnscoe Lift Building that was organised by BMBC Dearne Area Team. A member of our team went along and worked with the team. 200 packs to people that attended. People who came along were able to choose 6 items each from a great selection of hygiene products.



We organised a litter pick with Goldthorpe Primary school and other agencies got involved. It took place on Thursday 17 October. The aim of the project was to tidy the local area close to the school, to involve children in positive community action and to instil an awareness of litter issues and responsible behaviour. Working towards becoming an 'Eco School' the 26 children who took part in the litter pick all had the opportunity to use the litter picks. The children all worked really hard and collected an amazing 33 purple bags of rubbish!



We carried out four Empty Property Spot Checks this month with the help of two SEAP Assessors all four properties passed the voids standards but a few issues were picked up which were all passed to the relevant Neighbourhood Teams to raise jobs.



The TVP held an open forum meeting on Monday 21 October where members of the Neighbourhood Services, ALMO, Building & Fire Safety Residents and PRIP Panels all gave updates and feedback from their recent meetings.



The Scrutiny Panel met on Tuesday 22 October, to discuss future Scrutiny project ideas. It was decided to wait for the next quarterly report due out in November to assist in picking out the next project. The Scrutiny Panel already have their next meeting scheduled in to discuss the quarterly report and how to move forward with their next project of choice.



The Check it Challengers have been very busy this month completing three projects to help us around the upcoming ASB Week, which will take place week commencing 18 November. They were asked for their views on the ASB Survey we will be conducting, the content that will be going out on our social media channels and to give us a review on ASB on the Berneslai Homes website.



## Engagement Tours



We have been busy looking at our Engagement Tours and the impact these make on tenants. We have designed a new survey that we can take out with us which will make it easier to track issues tenants raise and anyone who wants to be more involved with us. Anyone who completes the survey is entered into a prize draw with a chance to win a £10 high street voucher!



On Monday 14 October we went along to the high rise tower blocks, Albion House, Buckley House and Britannia House. Members of the Building and Fire Safety Team, the Achieve Team and the Neighbourhood Officer all came along with us. Residents raised a number of issues, some were able to be discussed there and then with Officers that were present and other issues were passed on to the relevant teams. One tenant said she wanted to start a community group for those that lived in the high rises and this is going to be discussed at the next Building and Fire Safety Residents Panel meeting.



Tour Block Tour



Mapplewell Village Hall hosted a Health and Wellbeing Event on Tuesday 15 October. Berneslai Homes Board member and tenant Gez Morrall helped with organising the event and one of our involved tenants came along too. It was a great day with lots of fantastic stalls. We spoke to nine tenants from the area, most of them loved where they lived and some raised issues around repairs which were passed to the relevant teams to make contact.



On Tuesday 15 October an employability event was being held in Cudworth at the Exodus Project. A member of the team went along with the Ambition Team. One tenant who is already working with the Ambition Team on his IT Skills signed up to our Check it Challengers initiative to strengthen his skills even more!



We went along to a well established community group at St Aiden's Church in Oxspring on Wednesday 16 October to speak to residents there about what they liked/disliked about their areas. We spoke with 8 Berneslai Homes tenants who all live on the Oxspring estate. All the tenants completed our new engagement survey with issues highlighted such as ASB and more considerate parking and parking provisions.

### Coming Soon



Customer Panel will be held in Gateway Plaza on Wednesday 6 November. The theme of this panel will be the Lettings Policy



Committee in the Community is taking place on Thursday 14 November at Churchfields Community Centre in Barnsley.



We will be at a Winter Warmer Event this month:

- Thursday 21 November - Wombwell Library - 10am - 12pm

Come along and see us and fill out our survey to be entered into the prize draw!