



20 February 2013

### **First impressions count at Berneslai Homes**

Berneslai Homes would like to invite customers to the next Customer Panel which will be held on Wednesday 27 February at 6pm, at Barnsley Metrodome.

We know how stressful moving house can be, and that first impressions really do count. That's why we want to find out how we can make the moving in process as smooth as possible. We don't have a lot of money to spend but we do want to make the most of the money we have got, and that's why we will be asking our customers for their thoughts on our empty property standard and those first few weeks of being a Berneslai Homes tenant.

Berneslai Homes Director of Business and Customer Services Dave Fullen adds: "Last year 81% of our new tenants told us they were happy with their new home which is great but we feel there is room for improvement. We want to know how we can make things better, so we welcome both new and existing tenants to our next panel to share their experiences and ideas."

Booking your place couldn't be easier. You can book online via the website <http://consult.barnsley.gov.uk/public/berneslaihomes/february2013panel>, by email to [clairehawley@berneslaihomes.co.uk](mailto:clairehawley@berneslaihomes.co.uk), by phone to 01226 774376 or text to 07802 848956. Please give your name and address when booking and to say if you need help with transport to the event.

**END**

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**Editors notes:**

Berneslai Homes ALMO was set up by Barnsley Council in 2002 to manage its housing estates and bring the homes up to government decent homes standards by 2010. In 2009 they were awarded a three stars excellent rating with excellent prospects for improvement by the Audit Commission following an inspection. The organisation is run by a board comprising of a Chair, three councillors, three independents and three tenant members. Berneslai Homes manages approximately 18,900 properties and employs just under 500 employees.