

Berneslai Homes making more services available online

As part of National Customer Service Week (3 – 9 October) Berneslai Homes are encouraging their tenants to visit their new website or download the free app to report repairs, apply for a property and report any issues, all at the touch of a button.

Berneslai Homes Customer Service and Engagement Manager Sarah Barnes adds, "Our new website and app makes it easier and quicker to access our services 24/7, where ever you are. We are pleased to offer an improved online service for our customers."

National Customer Service Week is a week long opportunity to raise awareness of customer service and the vital role it plays in successful business practice and the growth of the UK economy.

If you have a smartphone or tablet you can download the FREE Berneslai Homes by visiting your app store. For more information on Berneslai Homes visit www.berneslaihomes.co.uk

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Editors notes:

Berneslai Homes is the Council's managing agent for the management and maintenance of council housing in Barnsley. They have a track record for excellent performance at value for money cost and in 2015 the Council extended the service agreement for a further five years from April 2016 to March 2021 with the ability for rolling five year extensions. They have been listed in the Sunday Times Top 100 Best Companies to Work For In The Not For Profit Sector for the last four years and achieved the Investors In People Gold Standard. They work closely with many partner agencies within the Sheffield city region and are part of the One Barnsley board.

The organisation is run by a board comprising of a Chair, three councillors, three independents and three tenant members. Berneslai Homes manages approximately 18,745 properties and employs just under 500 employees