

# TENANT VOICE

Our model for Co-regulation - involving and informing tenants

**Assurance to tenants that we are meeting the standards**

Barnsley MBC

Barneslai Homes Board

Customer Services Committee

### Scrutiny Panel

#### Tenant Voice

How YOU monitor and assess service delivery...

- Mystery shopping
- Surveys
- Spot checks
- Focus groups
- Your Community, Your Say
- Special interest groups
- Customer panel
- Complaints
- Compliments
- Estate Walkabouts
- Independent Living Schemes
- Property Repairs & Improvement Partnership
- Service Excellence Assesment Programme
- TARAs
- BH Quarterly Liaison

## Tenant Voice Panel

### Our Voice

How WE monitor and assess service delivery...

- Our system reports
- Your feedback
- Governance (Board)
- BMBC
- External assessments and comparison (benchmarking)
- Local Offer assessments
- Consumer standards

### Policy & Service Development