

Tenant Satisfaction Survey 2024/25

About the Survey

Between December 2024 and January 2025, many of you took part in an important survey. All tenants were invited to participate in the survey via postal and online questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way your managing housing association on behalf of Oldham Council maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants that took part were entered into a prize draw, with five winning a £50 gift voucher.



The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Oldham Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

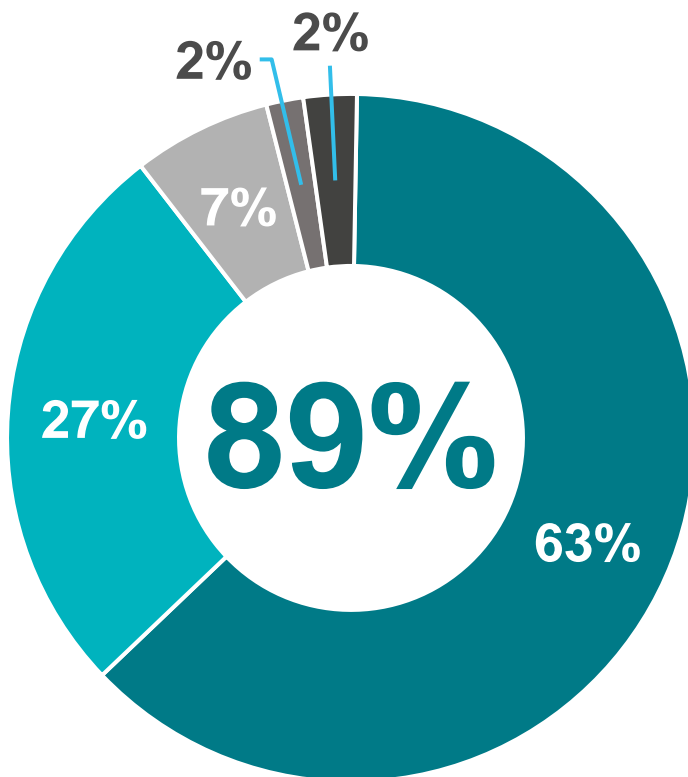
469
tenants took
part out of a
total of 2,027
(388 by post &
81 online)

A big thank you to everyone who took part!

Overall Service



Nine out of ten tenants are satisfied with the overall service provided by their managing HA on behalf of Oldham Council (**89%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



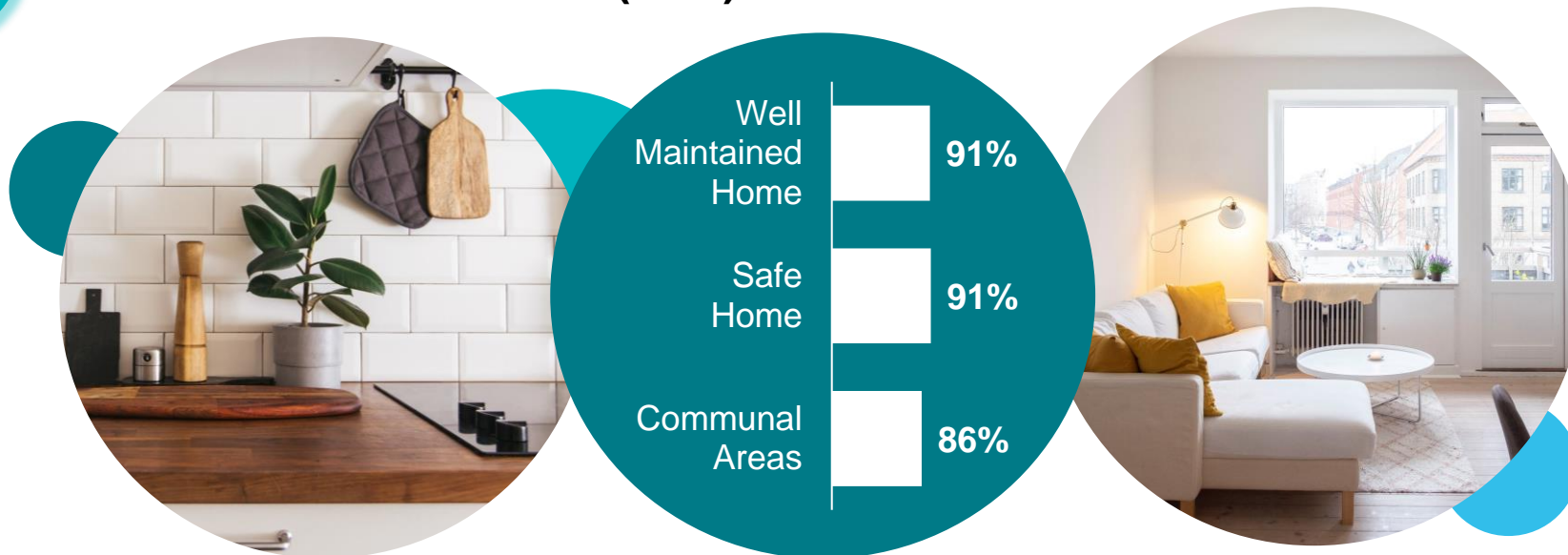
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained **(91%)**.



Tenants are similarly satisfied that their managing HA provides them with a home that is safe **(91%)**.



Six out of seven tenants with communal areas are satisfied that they are kept clean and well maintained **(86%)**.



Repairs Service



Nine out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(91%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(89%)**.



Nine out of ten tenants are also satisfied with the way their managing HA deals with repairs and maintenance generally **(90%)**.



91%

Overall Repairs Service
(Last 12 months)

89%

Time Taken to Complete
Most Recent Repair

90%

Repairs &
Maintenance

83%

of tenants had a
repair carried out
to their home in
the last 12
months

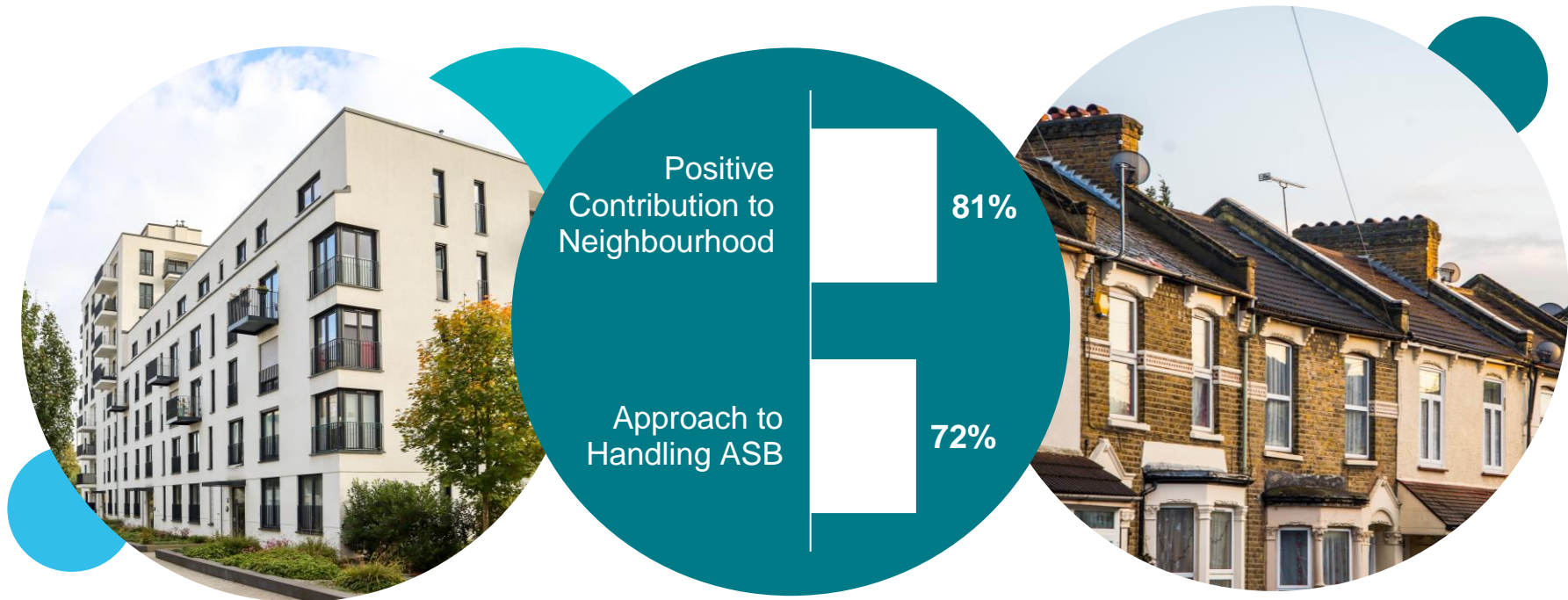
The Neighbourhood



Eight out of ten tenants are satisfied that their managing HA makes a positive contribution to their neighbourhood **(81%)**.



Slightly fewer tenants are satisfied with their managing HA's approach to handling anti-social behaviour **(72%)**.



Communications and Tenant Engagement



Eight out of ten tenants are satisfied that their managing HA listens to their views and acts upon them **(80%)**.



Over eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(84%)**.



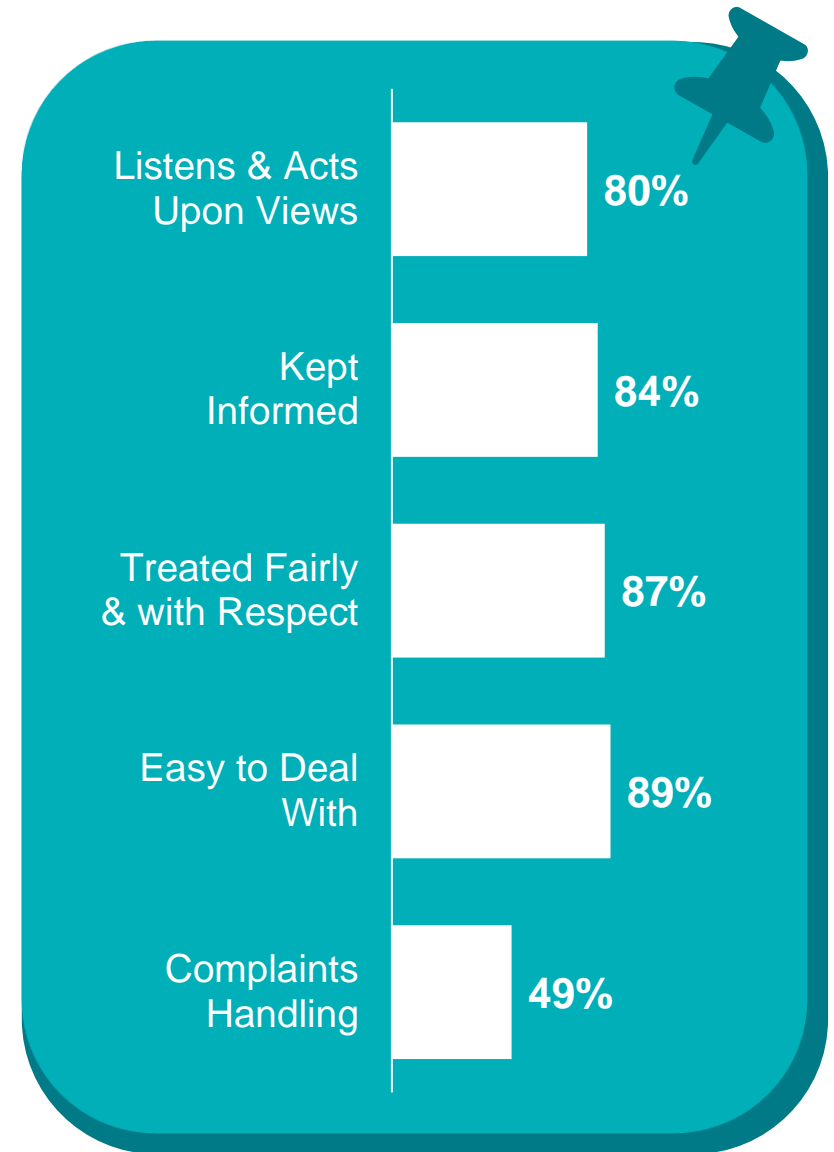
Six out of seven tenants agree that their managing HA treats them fairly and with respect **(87%)**.



Nine out of ten tenants are satisfied that their managing HA is easy to deal with **(89%)**.



Half of tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(49%)**.



Tenants' Comments

Finally, tenants were asked what one thing their managing HA could improve, and 238 tenants gave comments.

Tenants most frequently commented that they are generally happy with the services they receive.

However, of the more negative comments, tenants mentioned grounds maintenance and neighbourhood problems, including car parking, paths, anti-social behaviour and garden waste.

Tenants also referred to home improvements they would like, customer services, the condition of their property, safety and security, and communications.

Top comments



Your Views



Oldham Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Oldham Council does to involve you in developing services. As well as publishing the results of the survey, Oldham Council plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., grounds
maintenance and
customer services



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

Sample size	469
Timing of survey	02/12/2024 to 27/01/2025
Collection method(s)	Online (via email) and postal surveys
Sample method	Census
Representativeness of the sample	Representativeness checks carried out by managing HA, tenure type, property type, length of tenancy, age group and gender
Details of any weighting applied to the results	Results have been weighted by age group and managing HA
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw with four tenants who responded to the survey randomly selected to win one of five £50 shopping vouchers
Any other methodological issues likely to have an impact on the reported tenant perception measures	None



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