

Tenant Satisfaction Survey 2025/26

About the Survey

In June 2026, many of you took part in an important survey. All tenants were invited to take part in the survey by completing either a postal, online or telephone questionnaire.

The survey was carried out by two independent market research companies, Acuity Research and Practice (for Housing 21 properties) and TLF Research (for Great Places properties). It focused on how happy you are with the way your managing housing association, on behalf of Oldham Council, maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.



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.

659

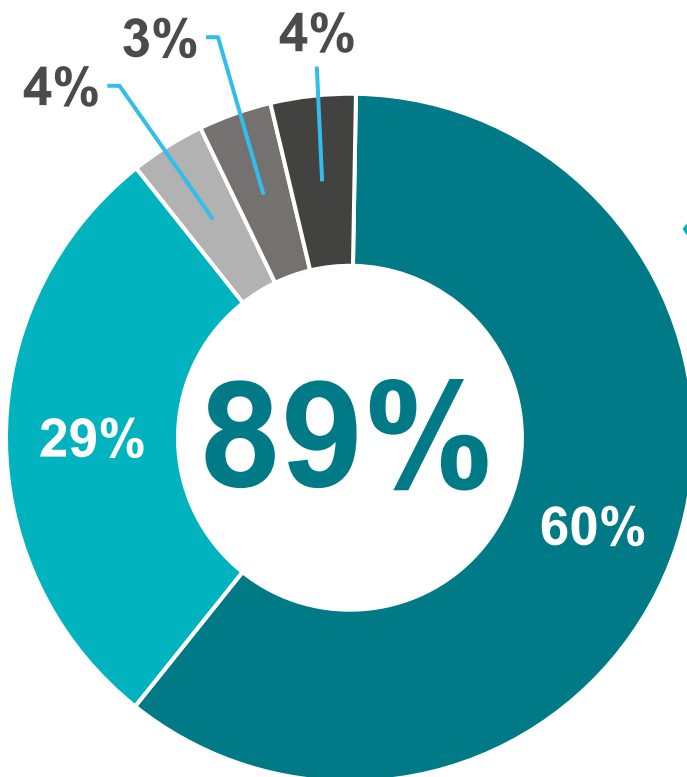
tenants took part
out of a total of
2,058 (506 by post,
128 by phone &
25 online)

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



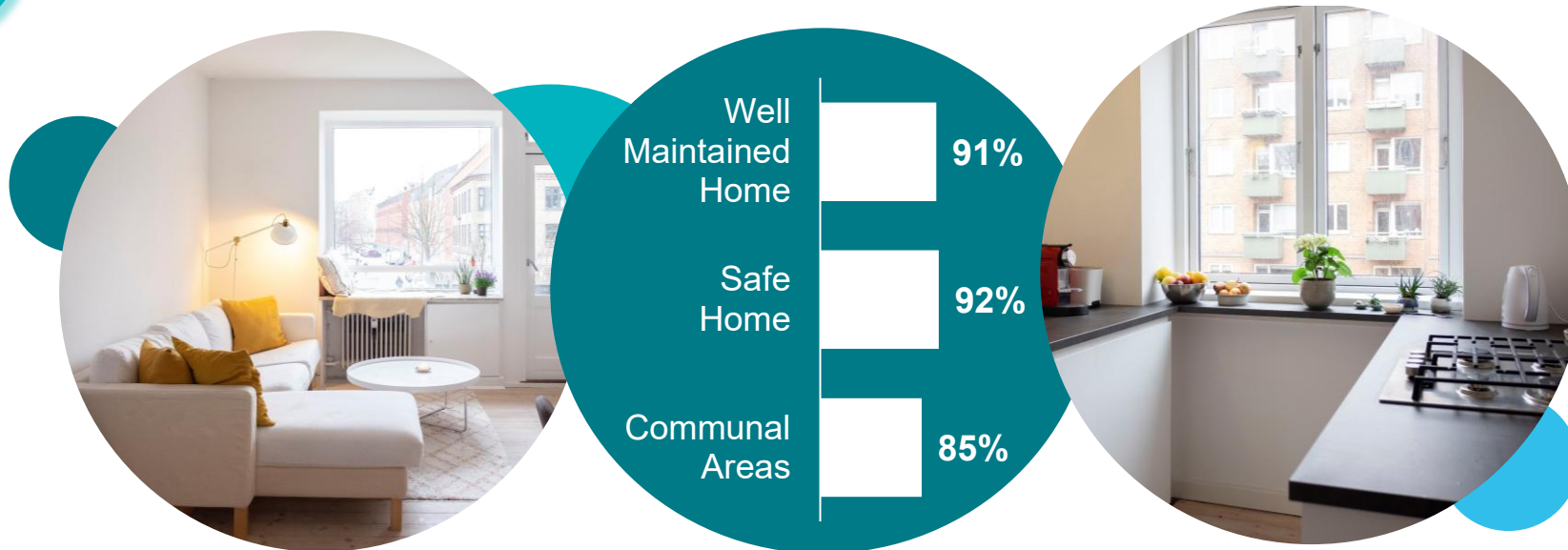
Nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**91%**).



Tenants are similarly satisfied that their managing HA provides them with a home that is safe (**92%**).



Six out of seven tenants with communal areas are satisfied that they are kept clean and well maintained (**85%**).



Repairs Service



Eight out of ten tenants said they had a repair carried out to their home in the last 12 months **(81%)**.



Around nine out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(92%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(91%)**.



92%

91%

Overall Repairs Service
(Last 12 months)

Time Taken to Complete
Most Recent Repair

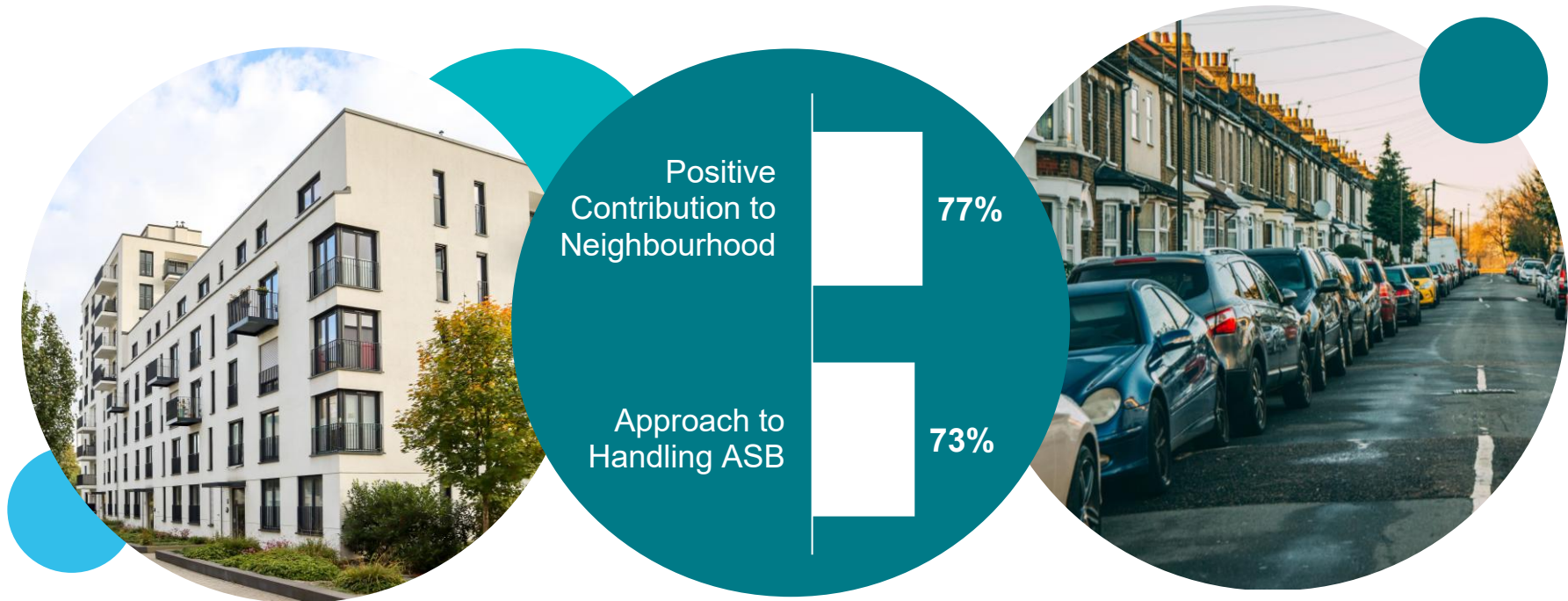
The Neighbourhood



Around eight out of ten tenants are satisfied that their managing HA makes a positive contribution to their neighbourhood **(77%)**.



Slightly fewer tenants are satisfied with their managing HA's approach to handling anti-social behaviour **(73%)**.



Communications and Tenant Engagement



Over three-quarters of tenants are satisfied that their managing HA listens to their views and acts upon them **(78%)**.



Around eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(82%)**.



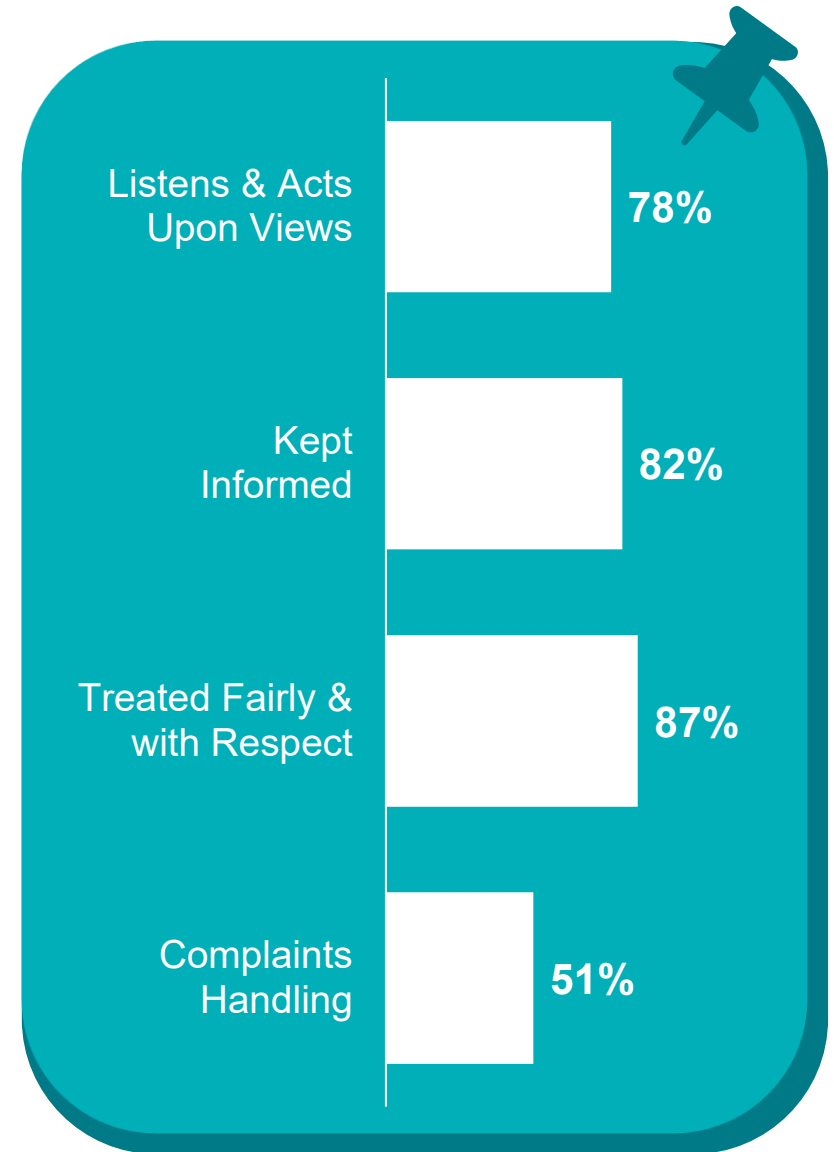
Six out of seven tenants agree that their managing HA treats them fairly and with respect **(87%)**.



One in six tenants said they made a complaint to their managing HA in the last 12 months **(16%)**.



Half of these tenants are satisfied with their managing HA's approach to complaints handling **(51%)**.



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,
such as communal
areas, communications
and customer service



Involve tenants in
shaping service
improvements





Oldham Council



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