

Oldham Council

TSM Report 2025/26 July 2026

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Demographics

Acuity has been commissioned to complete the satisfaction survey report for Oldham Council for 2025/26. The fieldwork was completed in two sections, with Acuity carrying out this for the Housing 21 properties and TLF for the Great Places Properties. In all, Oldham has 1,429 Housing 21 properties and 629 Great Places properties.

The survey was completed as a census of all tenants, and at the end of the fieldwork in June 2026, 659 responses had been received. The survey is based on the Tenant Satisfaction Measures from the Regulator of Social Housing, which are required to be submitted annually. Of the 659 responses, 25 were made online, 506 by postal questionnaire and 128 by telephone interview. The results are for LCRA tenants only and have been weighted by age to ensure they match the overall tenant population as closely as possible.

The survey includes a number of open questions to capture tenants' comments about the services they receive. These are shown throughout the report and have used AI to analyse the comments but also include some example comments. The full text of these is available to view on the Acuity dashboard.

The survey is confidential, and the results are sent back to the Council anonymised unless tenants give their permission to be identified. 64% of tenants agreed that their name could be attached to their responses.

This survey aims to provide data on tenants' satisfaction, which will allow Oldham Council to:

- Provide information on tenants' perceptions of current services
- Compare the results with other social housing providers
- Inform decisions regarding future service development
- Report to the Regulator annually, as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Oldham Council, 647 responses were received from the 2,058 properties. This response is high enough to conclude that the findings are accurate to within $\pm 3.2\%$; well within the required margin of error.

NOTE: *The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, they may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.*

89%

Overall Satisfaction



Satisfaction across the measures is high, with 89% satisfied with the overall service.

Four measures have satisfaction in excess of 90%, with the most for the repairs service in the last 12 months and the home being safe, both at 92%.

The remaining measures are all in the 70% to 80% range, except for the handling of complaints, where 51% of tenants are satisfied.

This report focuses on the headline figures from the survey, but includes an assessment of what is driving satisfaction, an analysis of the open comments made by tenants and a comparison against other landlords.

TSM Key Metrics

Keeping Properties in Good Repair



Repairs Last 12 Months

92%



Time Taken Repairs

91%



Well Maintained Home

91%



Safe Home

92%

Respectful & Helpful Engagement



Listens & Acts

78%



Kept Informed

82%



Fairly & with Respect

87%



Complaints Handling

51%

Responsible Neighbourhood Management



Communal Areas

85%



Neighbourhood Contribution

77%



Approach to ASB

73%



Overall Satisfaction



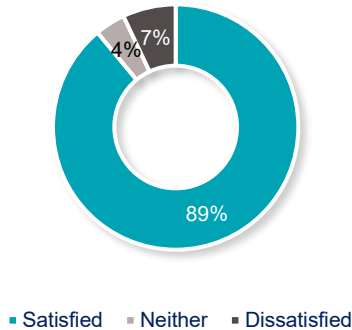
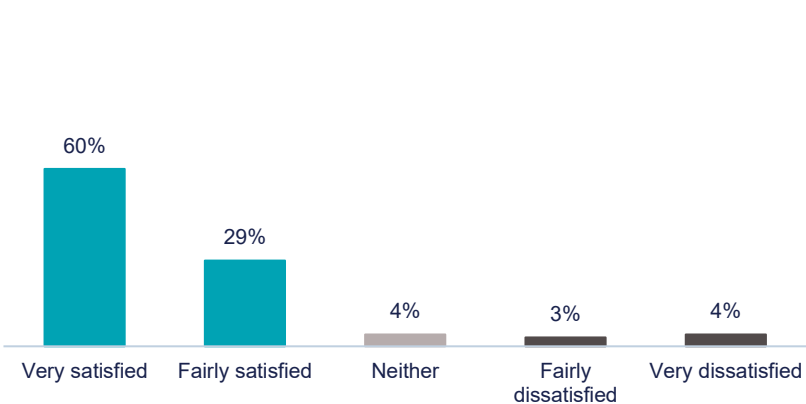
Overall Satisfaction

Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Oldham Council?” This is the key metric in any tenant perception survey.

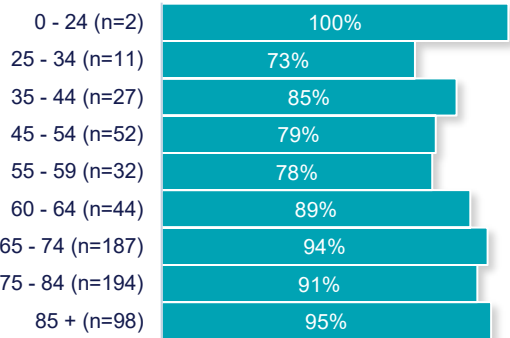
Nine out of ten tenants (89%) are satisfied with the service provided by the Council, with 60% very satisfied and 29% fairly satisfied. Just 7% are dissatisfied, and a further 4% are neither satisfied nor dissatisfied.

The results are also shown here, split by age group and response method. This shows that satisfaction tends to increase with age; the exception is the under-25 group, but only two responded. Apart from these, the most satisfied are those aged 85 and over (95%).

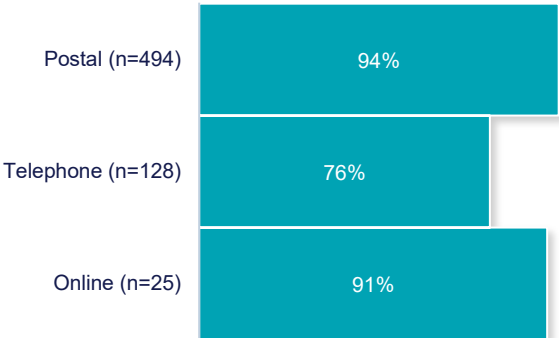
In terms of the response method, those completing a postal questionnaire are the most satisfied, and telephone interviews are the least. However, postal questionnaires were sent to the Housing 21 properties, which are older tenants, with the telephone approach used for the Great Places properties. As such, the age profile could be as much at play here as the method itself.



Satisfaction by Age Group



Satisfaction by Response Method





Respondents are overwhelmingly positive about housing management and repair services. The dominant sentiment is satisfaction: tenants report prompt, reliable repairs (often same-day or next-day), courteous contractors, and good communication about appointments. Long-term tenants note consistent service over many years and well-maintained communal areas. Specific praise is given to named staff and contractors for helpfulness and responsiveness. Key strengths are affordability, rapid response to repair requests, cleanliness of the environment, and supportive staff during personal crises.

Criticisms are limited: a few tenants report slower response times in some locations or periods, and occasional staffing shortfalls. One recurring operational issue concerns persistent rent-account errors that cause stress around two specific weeks each year. Noise complaints about a neighbour are reported as unresolved after two reports. A small number of tenants describe longer waits after moving in compared with previous experiences. There are also mentions of past problems in temporary accommodation (drug dealing) that were resolved over months.

Overall, feedback emphasises dependable repairs and supportive staff, with isolated service consistency and billing/accounting problems as the main areas of concern.

Comments - Why Satisfied

Example Comments

- I have no problems with them and it is affordable rent and repairs are done.*
- I have lived here for 20 years, and I am okay.*
- They are good all round, repairs are good, they manage the area and help people out.*
- I have never had problems or complaints.*
- There is an open hall in the centre.*
- They do the jobs and repairs that we require.*
- I have had no problems. If I needed repairs, they've been out the day after.*
- They have done everything I have asked for.*
- In the 5/6 years I have been here there has been no problems.*
- Whenever there is any issue and I call, they always respond promptly.*
- I have never had any problems and if I have ever needed any repairs, someone has always turned up.*
- If I have any issues I just call them and they always come and fix the problem, I've not had any issues with them not showing up. They're usually out on time and they give me a date and a time and make it.*
- Their response time is good and Oldham Council is very good.*
- Just generally, if I need a repair, they come straight out. If I have a question, they accommodate me as I'm registered blind, so if they send someone around, they make sure I am aware of it.*
- We have a house, we have everything.*
- What we need, they provide.*
- Whenever we need any support, they're there to help.*
- We're very happy with the flat.*
- Whenever I've needed any jobs doing they've come out when needed. My heating was having a problem the other week and the lads that came out were nice. They were a good bunch of lads and I feel like I'm quite content.*
- When it comes to repairs and stuff, they are pretty quick with it.*
- We are tenants of 12 years. They have done a lot for us, they keep areas well looked after and whenever we call, they do reply.*
- I have no problems what so ever. When I have needed any repairs, Wates have come out quickly.*
- I am very lucky. I get everything done that I want.*



Comments - Make More Satisfied

Respondents are broadly dissatisfied with the responsiveness and quality of repairs and with grounds/communal maintenance. The most frequent complaints concern slow or incomplete repairs (leaks, sinks, showers, roofs, doors, fobs), repeated need to chase contractors (Wates cited often), missed appointments, and poor follow-through on refunds or promised actions. Several tenants report long-standing issues (months to years), including drainage, broken external lights, damaged sheds, and failed exterior works that are promised but not delivered.

Security and access are also concerns: broken gates, non-working entry systems, smashed gates and poor lighting make areas feel unsafe. Parking management is another common problem – uncontrolled spaces, blocking drives, and a desire for a clear car park policy. Cleanliness and communal upkeep (corridors, elevators, exterior windows, and garden maintenance) are also noted. A minority praise staff when they respond well, but many cite poor communication, slow response times, and occasional rude out-of-hours staff. Specific accessibility needs (walk-in showers, bidet) and requests for rehousing or house swaps for family needs are mentioned.

Overall sentiment: frustration with repair timeliness, communication gaps, security and maintenance deficits despite some positive individual experiences.

Example Comments

- Vet the tenants better.*
- The elevators and corridors could be kept cleaner.*
- The repairs, sometimes I chase them up.*
- Waites should sort out the problems in the property.*
- Nothing really. I don't have much Great Places but when I call, they do what I ask.*
- Come and do the jobs more often.*
- Wear and tear like door handles and if things have been in for so many years like the bath panels etc after so long it should be replaced or stay maintained.*
- When we ring for repairs they don't always come on time. It can be three or four days after reporting it.*
- I have lived here eight years. My new housing officer is not responding (Katy).*
- Just a little help from them.*
- If they can come up with a car park policy. As it isn't manned or controlled, some tenants take up four spaces, meaning I sometimes cannot park in one. We pay a service charge so should be able to park.*
- I am waiting to hear from them. Occupational health have asked them to fit some equipment - a bidet.*
- When I call them with an issue, they should try to respond faster. It is quite slow and takes a long time.*
- To be honest, in the past when I reported about the garden and stuff, it took months to sort out the drainage. In terms of ground maintenance and the outside area, that could be kept cleaner.*
- When they send out people for the water meter and heating and they say they will refund the customer, to actually refund the customers as I'm still waiting for it. I feel like I'm missing out on some rent as I'm actually paying more than what it says on the letter and I feel like I missed out on the three weeks in December, so they definitely need to review people who are on direct debit so that we are paying what we need to and not more.*
- Getting rid of all the anti social behaviour tenants in the area. We have drug dealers in our area.*
- A choice of a walk in shower, I have had a hip replacement and I am struggling a bit.*
- Great places is okay, I just want them to listen really. The housing office is quite good.*
- We have had a few problems with repairs taking a while. They could be more prompt.*
- I would like them to be more security conscious. Out front gates have been smashed open a few times and they take a while to get fixed.*
- They could do better with repairs and communication wise.*



Comments - Dissatisfied

Respondents express dissatisfaction with housing management, repairs, and Council responsiveness. The dominant themes are slow or failed repairs (leaks, damp, mould, roofing, boilers, radiators, extractor fans, kitchen and bathroom work), repeated temporary fixes, missed appointments, long waits, and poor contractor performance – especially Wates. Many report chronic issues persisting for years despite repeated reports, with some paying for fixes themselves. Communication failures are pervasive: calls and letters go unanswered, complaints are not escalated, and promises from managers are unmet. Residents feel passed between Great Places and the Council with no clear accountability.

Some safety and well-being concerns recur: unresolved gas leaks, blocked access for disabled residents after fob removal, obstructive parking that impedes emergency vehicles, and health impacts from damp and mould (including hospitalisation and COPD). Service charges are questioned as tenants see little value for money (unclean common areas, smelly rubbish shoots). Tenant experience is worsened by perceived poor customer service and disrespectful attitudes from staff and contractors.

Overall sentiment is frustration, mistrust, and a sense that priorities and funding are misallocated, with calls for more timely, effective, and accountable maintenance and clearer communication.

Example Comments

There's no specific numbers on the council website, for example we think ne of our neighbours may of taken our bin, but we're struggling to get a dust bin not as there's not clear enough guidance. The roads are so poor, not just in my neighbourhood but the whole of Oldham. Where does the roads tax money going to? I've sent letters to the council with no reply. Just overall with the council, where's the money going. Rubbish priories aren't good. They need to fix outstanding issues first. The council tax is crazy, Oldham was or is considered one of the most deprived areas in the UK. In regards to safety concerns, we had a gas leak in the area and I called Oldham council who advised me to ring the energy supplier, but they should of come and gave us the reassurance as it was a major leak and it wouldn't of just affected my property, it would of taken out the whole neighbourhood.

If I call them for any reason, or if there's anything wrong, they don't respond straight away. It takes a week for them to come out, and sometimes they don't even come. They are not giving good service. At the start, the contract was very good, but day by day it is getting worse.

I work full time, and I am having ASB with my neighbours. They gave me a noise monitor which didn't work, I have had banging on walls, spitting and throwing food. I have also had an obscene letter stuck to my door. This has been going on for two years and nothing has been done about it.

They don't seem to do the jobs properly. I should have had a new kitchen by now.

Not necessarily great places. When we call for repairs, Wates take a while to come out. We have needed a replacement extractor fan and have been chasing this for four or five years but they just keep making excuses rather coming out to fix it.

In 2018 they were fantastic, they were on the ball, we thought we'd struck gold. Then two months ago we had the storm and we had damage due to it. We have been phoning up regularly telling them about it. The house is very cold. The bedrooms are very cold. My son has autism, he's non-verbal, and we have been telling them this and we are just getting fobbed off. It's a joke it's not getting sorted. We reported the windows as there were gaps in them. Once that was sorted it made no difference. We got a new boiler but the radiators are not big enough and they keep saying, "yeah, we know." We don't complain about anything and I'm at the point where I don't want to maintain the outside anymore because of this. I earn just over minimum wage and I pay £300 a month for gas. It's a massive chunk of my wage. I work 60-70 hours a week. I'm in the process of going to the MP and the ombudsman. Great Places and Wates are jokes. We're not being listened to. They're just not willing to do it.

I am disabled and walk with a stick. We had a fob to go through the car gates which is far easier for me as the path is flat and level. They have removed the fob access from inside the car park meaning I now have to use the standard crossing. A car parks right next to this entrance so if it is raining I cannot use an umbrella as everyone has to squeeze through the space where the car is. It is a nightmare. I called Wates and the lady on phone, April, said you have to use the pedestrian gates. The issue I have is that we can access using the fob from being outside and coming in but just not leave this way.



Well Maintained, Safety & Communal Areas



Well Maintained, Safety & Communal Areas

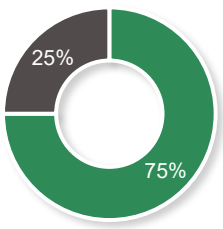
Nine out of ten tenants (91%) are satisfied that their home is well-maintained, just 4% are dissatisfied.

Satisfaction with the home being safe is slightly higher at 92%, and again, 4% are dissatisfied.

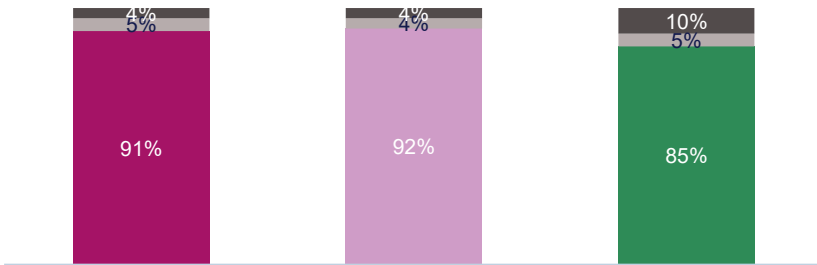
Three-quarters of tenants say they live in a building with communal areas that the Council is responsible for maintaining, and of these, 85% are satisfied they are kept clean, safe and well-maintained. There are 10% who are dissatisfied.

There is a similar split by age, with older tenants generally the most satisfied, and again, those responding by post are the most satisfied, by telephone interview the least.

Communal Areas?



■ Yes ■ No

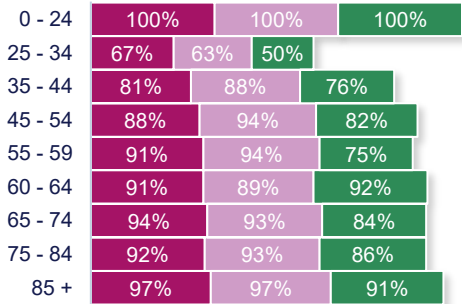


Well Maintained Home (n=648) Safe Home (n=644) Communal Areas (n=433)

Coloured = Satisfied ■ Neither ● Dissatisfied

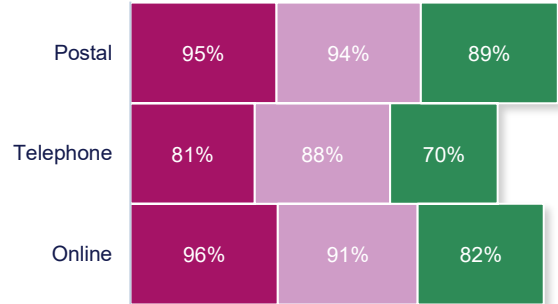
Satisfaction by Age Group

■ Well Maintained Home ■ Safe Home ■ Communal Areas



Satisfaction by Response Method

■ Well Maintained Home ■ Safe Home ■ Communal Areas





Keeping Properties in Good Repair



Keeping Properties in Good Repair

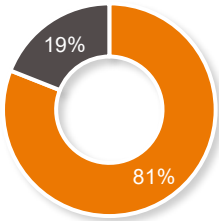
Eight out of ten tenants (81%) surveyed stated they had a repair carried out by the Council to their home in the last 12 months.

Of these tenants, 92% are satisfied with the repairs service during this period, with slightly fewer satisfied with the time taken to complete their most recent repair (91%). It is commonly found that tenants are not as satisfied with the time taken, especially as they can have high expectations around timescales. Therefore, it is important to manage the expectations of the tenants from the beginning.

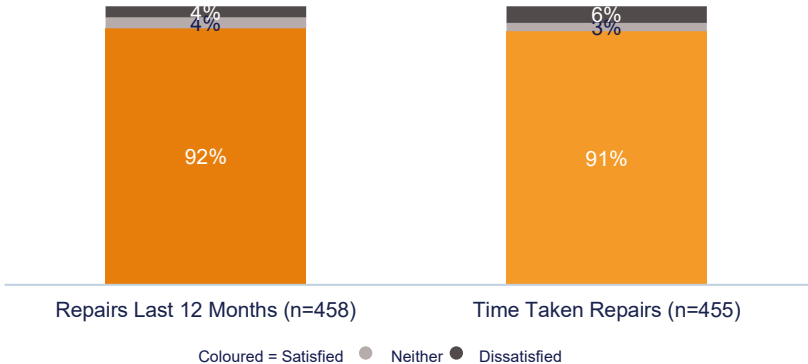
All of the oldest tenants are satisfied with both aspects of the repairs service, with, again, satisfaction increasing with age.

Nearly all of those completing a postal questionnaire are satisfied, 98% for both aspects.

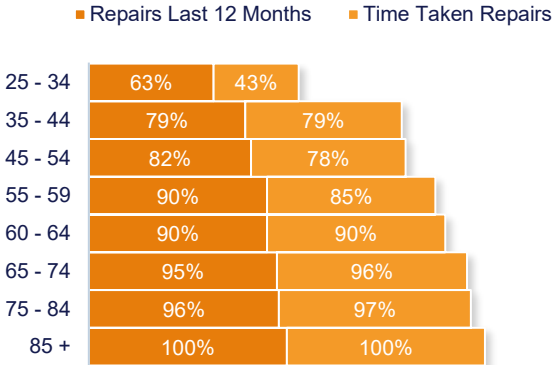
Repairs in Last 12 Months?



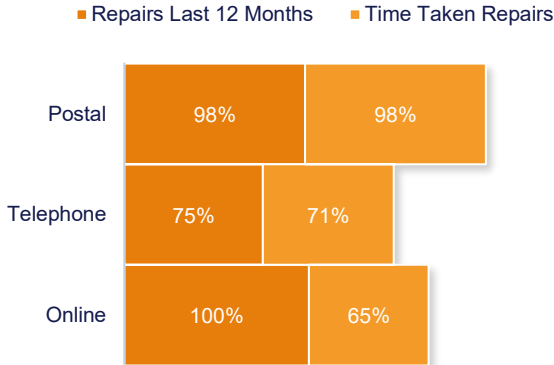
■ Yes ■ No



Satisfaction by Age Group



Satisfaction by Response Method





Comments - Satisfied with Repairs

Overall sentiment is strongly positive: most respondents report prompt, professional, and effective repair services. Common themes include rapid response times (many same-day or within an hour), reliable appointment windows, polite and friendly staff, and thorough workmanship with repairs completed cleanly. Several comments highlight contractors going beyond the reported issue – fixing additional problems they noticed – and good time management. Boiler and heating repairs are noted as handled well, with temporary heaters provided when needed. Continuity and ease of contact for emergencies are valued; callers consistently say a single phone call results in timely service.

Criticisms are limited: a few find repair scheduling frustrating or that some repairs take too long to complete. A few comments indicate difficulty getting repairs initiated rather than execution quality. One respondent emphasised professionalism but frustration about arranging visits. Overall reliability and competence are emphasised repeatedly – respondents feel able to trust contractors to arrive when promised and to fix issues effectively. The dominant perception is that Wates and associated contractors deliver efficient, courteous, and high-quality repairs, with occasional service-timing and scheduling concerns being the primary area of dissatisfaction.

Example Comments

I rang and within five minuets they were at my door. I don't think you could get more satisfied than that. They have fitted me a new boiler, and I feel comfortable with these people.

They are very quick and they are all nice people. They are done in a certain timeframe.

They always give a time to come out for repairs, they come promptly and do the repairs in good timing.

I just have to make a phone call for repairs and they always come on time.

They do the job really, really good.

A quick and efficient service with pleasant staff.

They meet the standards.

They rang me and asked if I was home. They came in and did the repairs.

If I ring them, they do come out to sort out the repairs.

They are good at their jobs.

They were very quick and here within the hour.

The staff are really good. They do everything we ask for and sort out any issues.

I think the last repair I had was to my boiler which they came out and changed everything and fixed it and now my water is working perfectly fine.

I live opposite the Great Place Centre and if anything happens, they help me, and this area is clean.

It is done professionally and with skill, we can't fault that, it's just getting them to do it that is frustrating.

They come after a day of reporting usually. The repair is done quickly, there is no mess and they clean up after themselves and they are efficient.

When we call regarding a repair, its dealt with as soon as and they make sure someone comes out.

Yes everything is fine.

I was very satisfied because when I reported the repair it was done within a couple of days and as it was a heating problem they left me with some heater before they could come back to do the job.

Once the repair is done there are no issues with it.

Everything is okay.

I called Wates and they came out the same day to do the repair.



Comments - Repairs Service Improvements

Some of these respondents report dissatisfaction with the repairs service timeliness and communication. Common complaints: long waits for appointments (often weeks), missed appointments or contractors not turning up, lack of notification about arrival times, and failures to return to finish jobs.

Some note incorrect contractor assignments or wrong parts being ordered, causing delays. Communication gaps extend to no follow-up after repairs and poor auditing of completed work; one respondent describes an internal roof leak repaired externally, but no follow-up or remediation of internal water damage. Quality and consistency of workmanship and contractor behaviour are also issues – some tradespeople are described as rude or moody, and repairs often are incomplete or recur (e.g., leaks, heating stopping, poor drainage, persistent water pressure problems). Specific recurring problems include drainage issues, blocked gutters (with at least one respondent confused about billing responsibility), inconsistent heating/boiler performance, and shower/venting problems tied to neighbours.

Appointment scheduling concerns include requests for timely arrival windows (not early mornings) and clearer communication when access is required for vulnerable households. A minority of responses are neutral or positive, but the dominant sentiment calls for faster, better-coordinated, and more polite, accountable repair services.

Example Comments

- It sometimes takes them a while to come.*
- Letting me know when they are coming.*
- Just come out and put more effort into the jobs.*
- They could phone after and have a follow up call with the tenant to see how the repair went. I had a roof repair, a slate was missing and it was leaking water into my home. The repair to the roof was fixed but the damage inside wasn't repaired. They never came or phoned to see if we needed anything doing to that.*
- They should audit their repair, communication definitely needs work to be done. the works being sent to incorrect contractors. So after waiting three weeks for someone to come out to be sent the wrong person for the job. We have live like this.*
- Be on time, and come on that date.*
- It takes two weeks for an appointment.*
- Responding to enquiries quickly.*
- They are alright.*
- I'm not sure really.*
- Quicker response times for repairs.*
- The water, it never drains in the building.*
- Sometimes the builders attitudes aren't great and a lot of them seem moody. They are not particularly friendly and it is really uncomfortable for us sometimes.*
- I have to chase up sometimes as they don't always turn up for appointments.*
- Other than making sure the right parts are ordered, that's about it.*
- To be more responsive and more polite.*
- Fix the issue that I'm experiencing with the water pressure please.*
- Finish the jobs. They come to do a repair, don't get them finished on the day but then it takes so long for them to come back to finish.*
- The boiler wasn't working in winter, and I made an appointment to fix it. They said they would come out, but they didn't turn up. I had no hot water for one to two days.*
- They say they will turn up and tried to turn up but then say there was no access. There actually is someone at home 24 hours, as I have a disabled son.*
- It really depends which worker you get visiting to do repairs. Some are great, some can be quite rude.*



Comments - Dissatisfied with Repairs

Example Comments

I have got a baby in the house and four other children . I have shown them the mould and my child is poorly again. It has destroyed the blinds and it keeps coming back. The bedrooms and bathroom are disgusting, covered in mould.

The service is not good. I call them, and they come after a week or sometimes they don't come at all.

If it is a two man job or they are needing parts to order, then you have to keep chasing to get the job done. The engineers that do come out sometimes don't log the follow up; which causes the problem.

I had a repair which was a leak in the bathroom and my son's bedroom. They have not looked at my son's bedroom yet. The bathroom leak they have stopped the leak but by doing so they have put two holes in my living room ceiling and have splashed paint up my walls. I have just redecorated and it now looks terrible. They have not said when they were coming back either.

I had a bathroom repair. There was a water leak coming down into the kitchen and down from the side of the wall. I reported it and they came out. It took over a year and multiple visits to work out what it was. Lewis, the contractor was excellent, he filled the bathtub and worked out the leak was coming from the bath plug. I still have water marks all over kitchen which have not been rectified.

The more time went on, the less workers were coming round. Apparently the repair department had very limited availability and were only doing call outs for emergencies only. Our front door handle wasn't working properly and the lock wasn't turning. This is urgent, but it took three weeks for this to be repaired.

There are a lot of things like I keep ringing, but they don't answer the phone, and by the time they do it goes through to the Manchester branch. Then, I ring the Oldham branch, they don't answer and it goes to voicemail, and if it's Friday so you have to wait until Monday.

My kitchen cabinets are not lasting even a week after repair. Two days later, they were broke again. It's all cheap.

As the customer service was atrocious and they were not professional. They were using abusive language thinking we wouldn't understand. If you're a plumber or whatever, you have a service to carry out but it was terrible. Also, they didn't write what I told them to and they didn't do the job properly, it was just half a job. I had to book them in several times for them to come out for the same issue.

They just do patch jobs that they take forever. It is a poor service and we really don't get what we are paying for.

Great Places are saying we don't have mould, but we do. We have issues with the guttering and we have a cable dangling down, that was supposed to be sorted over two years ago.

They also tend to put the blame on tenants for the repairs we report. Wear and tear is normal, but the act like we are to blame and shouldn't be calling. Wates haven't been the best from our experience when it comes to repairs. They are not prompt, they often do not turn up and they are inconsistent with their communication. We are constantly chasing them. Some are also rude. I have made complaints about the staff that comes round, both times nothing been done about it. I tried to escalate this and was told Tony the manager will respond but we haven't had a response from him.

Just 12 tenants responded to this question and they express dissatisfaction with repair services, highlighting consistent delays, poor workmanship, and communication breakdowns. Some of these tenants report long waits for appointments, missed or inconsistent call-outs, and frequent need to chase progress – sometimes for weeks or over a year – before issues are resolved. Repairs are often described as temporary “patch jobs” that fail soon after completion (e.g., kitchen cabinets breaking days after repair), or leave additional damage (holes, paint splashes, persistent watermarks).

Recurring mould and unresolved leaks are serious health and property concerns, particularly for households with young children; tenants report mould returning despite reports and feel their health risks are being downplayed. Tenants also describe rude or unprofessional contractor behaviour, inconsistent logging of follow-ups, and failures to complete multi-stage jobs or to return as promised. Tenants feel blamed for normal wear-and-tear and report poor complaint escalation, with managers not responding.

Operational issues noted include limited repair-team availability, poor phone responsiveness, misrouting between branches, and delays when parts or two-person teams are required. Overall sentiment is frustration, distrust, and concern for safety and quality of living conditions, but only from limited responses.



Contribution to the Neighbourhood

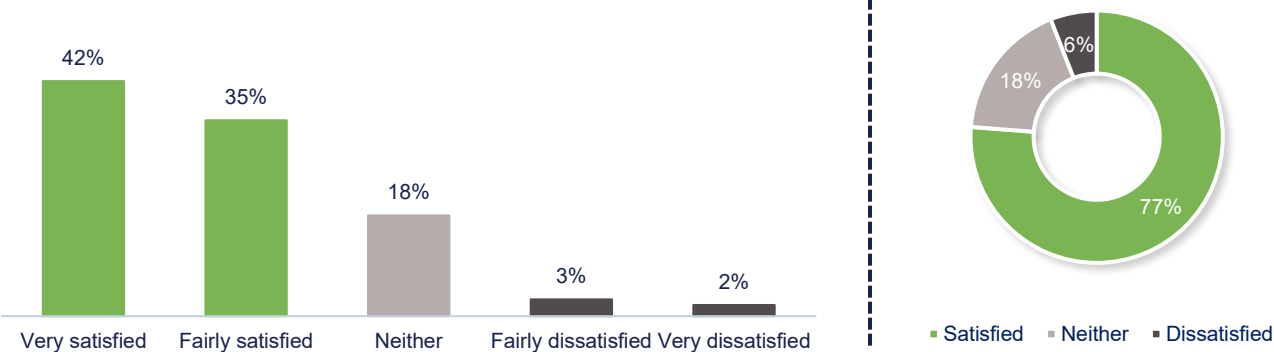


Contribution to the Neighbourhood

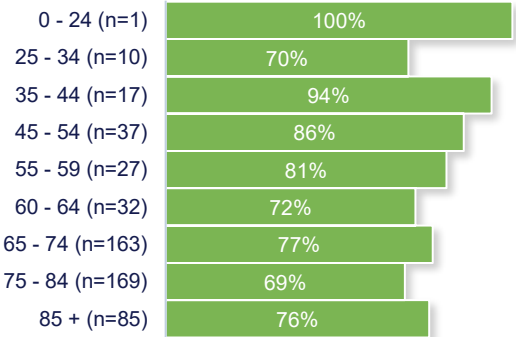
Three-quarters of tenants are satisfied that the Council makes a positive contribution to their neighbourhood (77%). More tenants are very satisfied than fairly satisfied, 42% compared with 35%.

Just 6% of tenants are dissatisfied, but 18% are neither satisfied nor dissatisfied, some of whom may be unaware of the impact the Council has locally, perhaps requiring better information.

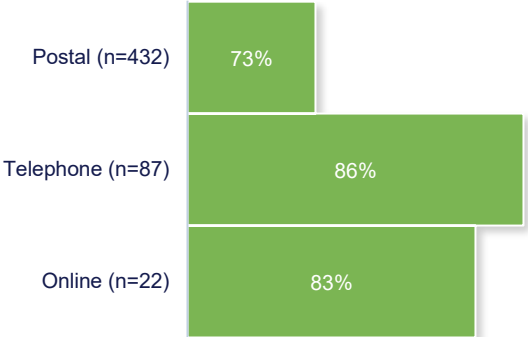
The pattern of satisfaction by age is a little different from the other measures, with the most satisfied in the 35 to 44 age group. Also, those completing a telephone interview are the most satisfied, postal, the least.



Satisfaction by Age Group



Satisfaction by Response Method





Approach to ASB



Just under three-quarters of tenants are satisfied with the Council's approach to handling anti-social behaviour (73%). There are 11% of tenants dissatisfied, including 8% who are very dissatisfied. The remaining 16% are neither satisfied nor dissatisfied, perhaps as they are unaware of how Oldham handles cases of ASB.

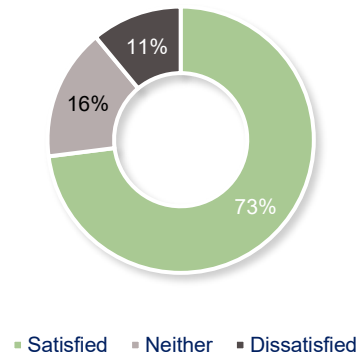
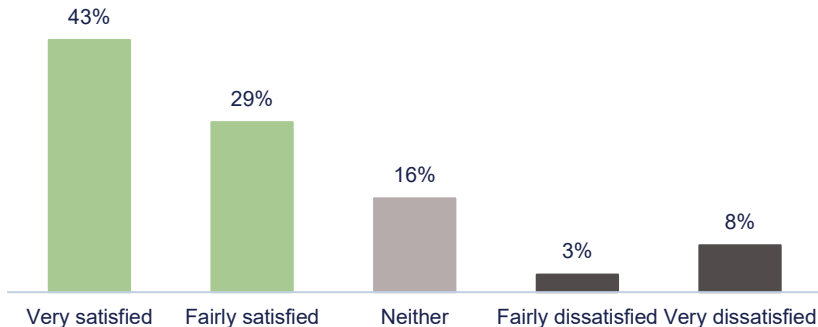
While this metric has the second-lowest level of satisfaction in the survey, it is often one of the lower-performing TSMs for Registered Providers (see Benchmarking Page 28).

Satisfaction with this metric can be influenced by tenants' knowledge and experience of how anti-social behaviour is handled, as well as wider problems in their neighbourhood.

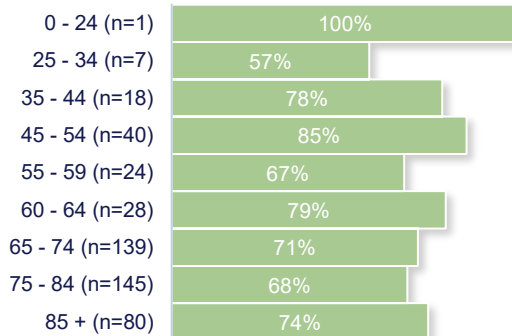
It should be noted that all tenants are asked about their perception of how the Council handles ASB, not just those who have reported a case in the last twelve months. This means effective communication with all tenants is important, not just those who have experienced ASB.

There is no particular pattern of satisfaction by age, but online respondents are less satisfied than those using the other methods.

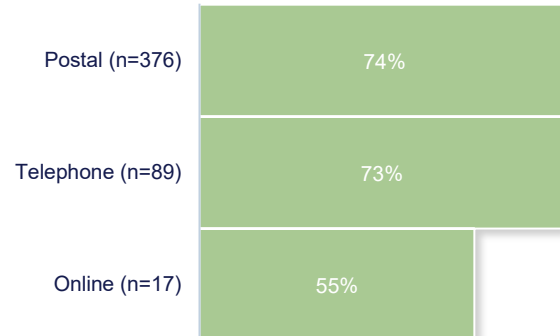
Approach to ASB



Satisfaction by Age Group



Satisfaction by Response Method





Respectful & Helpful Engagement



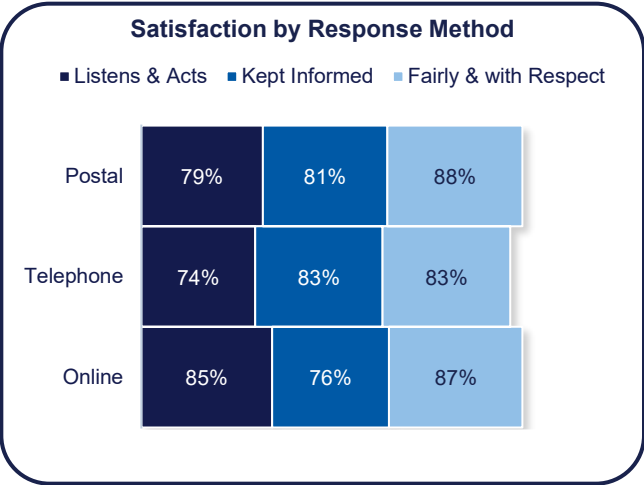
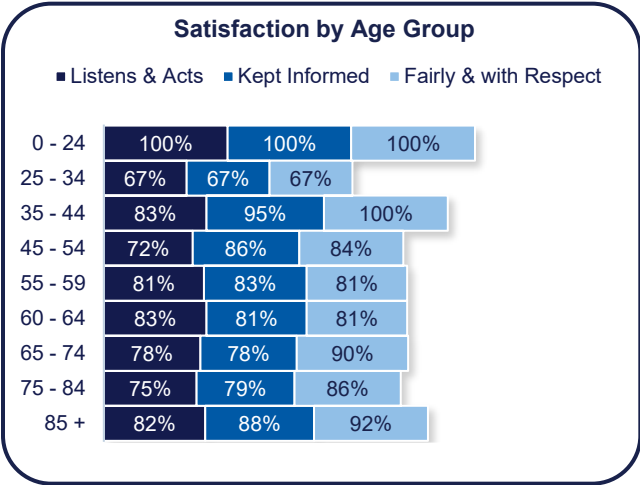
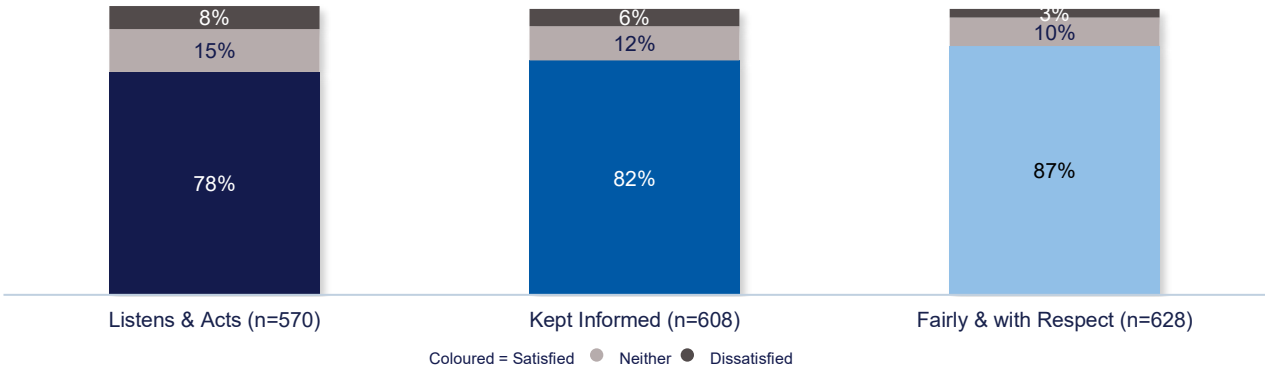
Over six out of seven tenants are satisfied that they are treated fairly and with respect by the Council (87%), just 3% dissatisfied.

Slightly fewer tenants are satisfied that they are kept informed about things that matter to them (82%). Again, very few are dissatisfied, just 6%, whilst 12% are neither satisfied nor dissatisfied.

Over three-quarters of tenants are satisfied that their views are listened to and acted upon (78%), with 8% dissatisfied. Satisfaction with this measure can be impacted by a range of interactions tenants have with their landlords, including how repair requests, anti-social behaviour cases, and complaints are handled, as well as more formal feedback channels, such as tenant panels and surveys. For example, this report has shown that some dissatisfaction is being caused by outstanding repairs that have not been dealt with, and tenants may, therefore, feel they are not being listened to when they report repairs.

Satisfaction with these engagement measures is fairly consistent across the age groups, apart from those aged 25 to 34. It is also quite consistent in the method of response.

Respectful & Helpful Engagement





Comments - Did Not Listen and Act

Those not satisfied that the Council listens to their views were asked to comment, and only 17 did so. Some of these express frustration and distrust toward property management, citing repeated unaddressed repairs, poor-quality work, slow responses, and perceived cost-cutting. Common issues include unresolved damp and mould (linked to health impacts for children, asthma, and ongoing re-growth despite reporting), inadequate or failing heating/boiler performance (longstanding faults, high energy costs, and multi-day outages), and insufficient heating capacity (small radiators in large rooms). Door, gate, and fob malfunctions compromise security and accessibility – particularly affecting disabled tenants – and communal entrances and bin areas are poorly maintained and slippery when wet.

Several tenants report multiple complaints or inspection requests that produce little or temporary remediation; work is described as flimsy or repeatedly failing. Communication and case handling are criticised: requests for footage or permits are slow or refused, follow-ups and promised actions (e.g., dehumidifiers, signed-off roof repairs) are not completed, and tenants feel their vulnerabilities and emergencies are not treated urgently. Service charges are contested, given the perceived lack of cleaning and repairs.

Just one tenant left a comment suggesting improvements.

Example Comments

Some tenants just don't respect the building or people living here. I have put in four complaints and they have done what they can. My front door lock needed a repair to the door handle as it was not closing properly and we were in winter, someone came did the handle. It had lost the function that if someone come in, it would automatically locks. They should of replaced it with what was there. We had the original put back on but was experiencing the same problem with the gap letting cold air in. We had someone come out two or three times, same thing kept happening over again. The door handle is flimsy and keeps getting broken. The quality of work isn't there, needs to be audited and overlooked. Better quality products too.

When I suggested a permit policy for the car park to manage the spaces, but they refused to do it.

The manager of Wates that comes to my property is well aware of the disabilities we have, they have not been listening. There was an inspection last week, and I made it clear the bathroom is hazardous and dangerous for my son. He's autistic, and it's a slippery bathroom and it's broken. He's unaware of danger. Wates just said they're looking into it. It's an emergency.

The walkway where the bins are kept and the garden area is slippery when wet and they don't do anything about it.

The roof problem has been ongoing for three months; the damage is still there. During Christmas we sent pictures because they asked for them, and they still have not signed off the work. They're just trying to get it done as cheaply as possible, which is why it's taking so long. The next storm could blow the roof off the house.

Regarding the gates and fob issue. I am disgusted. Why can I enter via the gates, but I can't use the fob to go out. It is ridiculous. I am disabled and it makes it a lot harder for me.

During a community meeting I explained I had a draft in one of the bedrooms. During winter the room is freezing and I was constantly bleaching the room. Within a week of bleaching it is regrown. This was my daughters bedroom and she was exposed to mould and is asthmatic. I moved her out of the room and put my son in there. He kept coughing with red eyes. The mould had grown rapidly. I took son to the doctors and he said it was the mould exposure. I have asked for a dehumidifier, the H/O has taken my number but I have not heard back. The bedroom has also not been fixed.

The lack of cleaning. The main entrance communal door is broken and they are not doing anything about it yet I am paying a service charge.

The gates previously mentioned is the big example. Stolen catalytic converter on Mums car. We had asked for footage to be given to us to review. Yet they were really hesitant and took too much time. Any major formal request takes a lot of time.

n/a

My boiler. I have been telling them for three years there is a big problem with my boiler. They keep coming out to replace parts, looking at pressure drops. I have even been told off by them for causing the issues. On average I was spending five to six hundred pounds per month on gas which wasn't right and was far too expensive. Someone came to do the annual check a few weeks ago and it failed. I live in a four bedroom house with three disabled children and we were left without a boiler for three days.



Effective Handling of Complaints



Effective Handling of Complaints

When asked if they had made a complaint to the Council in the last 12 months, 16% of tenants said they had. However, it is hard to tell how many of these are genuine complaints or service requests which have yet to be fully actioned. At the same time, a high proportion of complaints alone is not necessarily a negative – it can indicate an easily accessible and transparent complaints process.

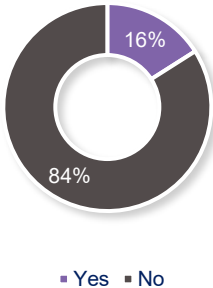
Of the tenants who said they made a complaint, half are satisfied with the Council's approach to complaint handling (51%), with 35% dissatisfied.

Complaint handling is usually the lowest-performing TSM for Registered Providers, so this result is not unexpected; however, it does suggest that improvements can be made to the process.

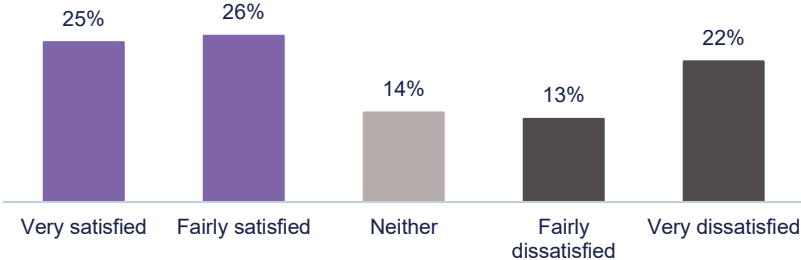
Dissatisfaction with complaints can be caused by the outcome, i.e. if tenants got the resolution they wanted (notoriously difficult), as well as how it was handled, including timeliness, how they were kept updated and the attitude of the staff they dealt with.

Those aged 65 to 74 are the most satisfied. Those responding online are the least satisfied by response method.

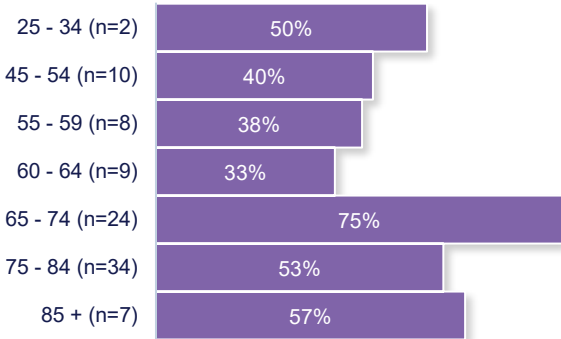
Complaint in last 12 months



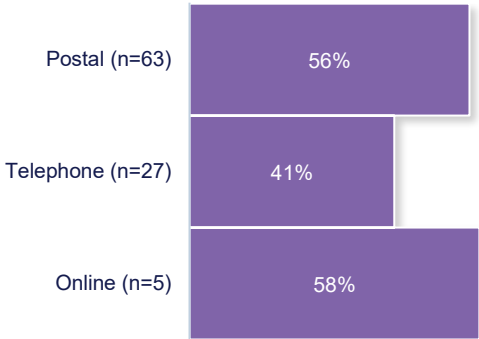
Satisfaction with Complaints Handling



Satisfaction by Age Group



Satisfaction by Response Method





Further Insight



Annual Satisfaction & Dissatisfaction

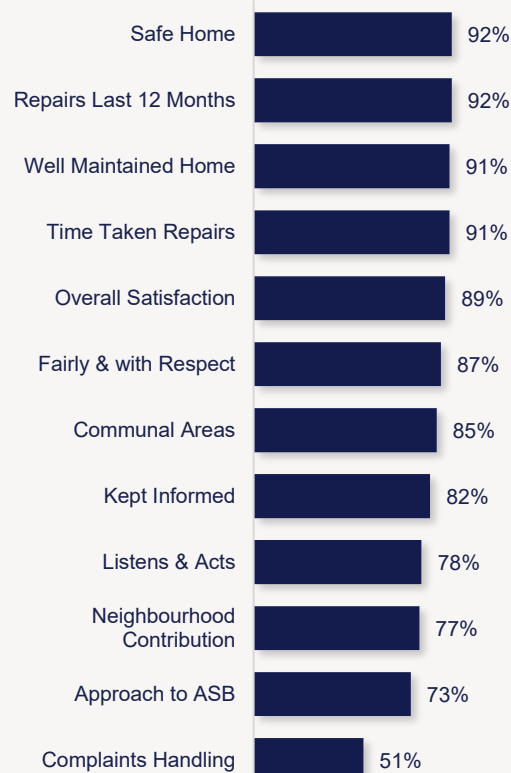
The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

This clearly shows that the range of satisfaction is high, with correspondingly low dissatisfaction.

The only exception is for complaint handling, with 51% satisfied and 35% dissatisfied. For the other measures, no more than 11% are dissatisfied.

The Council should be encouraged by these results, suggesting most are very happy with the quality of service they receive.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





Managing Agents

Housing 21 tenants are more satisfied than Great Places tenants across all but two measures. The only measure in which Great Places scored higher is for being kept informed (83% compared to 81%), while both Great Places and Housing 21 scored the same for their approach to ASB (73%).

Overall satisfaction is considerably higher among tenants in Housing 21 properties than at Greater Places (94% vs 76%).

The largest differences are generally related to repairs. These include satisfaction with the overall repairs service over the last 12 months (23p.p difference) and the time taken for repairs (26p.p difference).

These results are similar to the 2024/25 results, in which Housing 21 tenants were more satisfied with every measure.

	All Residents	Great Places/Wates	Housing 21
Overall Satisfaction	89%	76%	94%
Repairs Last 12 Months	92%	75%	98%
Time Taken Repairs	91%	71%	98%
Well Maintained Home	91%	81%	95%
Safe Home	92%	88%	94%
Listens & Acts	78%	74%	79%
Kept Informed	82%	83%	81%
Fairly & with Respect	87%	83%	88%
Complaints Handling	51%	41%	56%
Communal Areas	85%	70%	89%
Neighbourhood Contribution	77%	86%	74%
Approach to ASB	73%	73%	73%



Key Driver Analysis

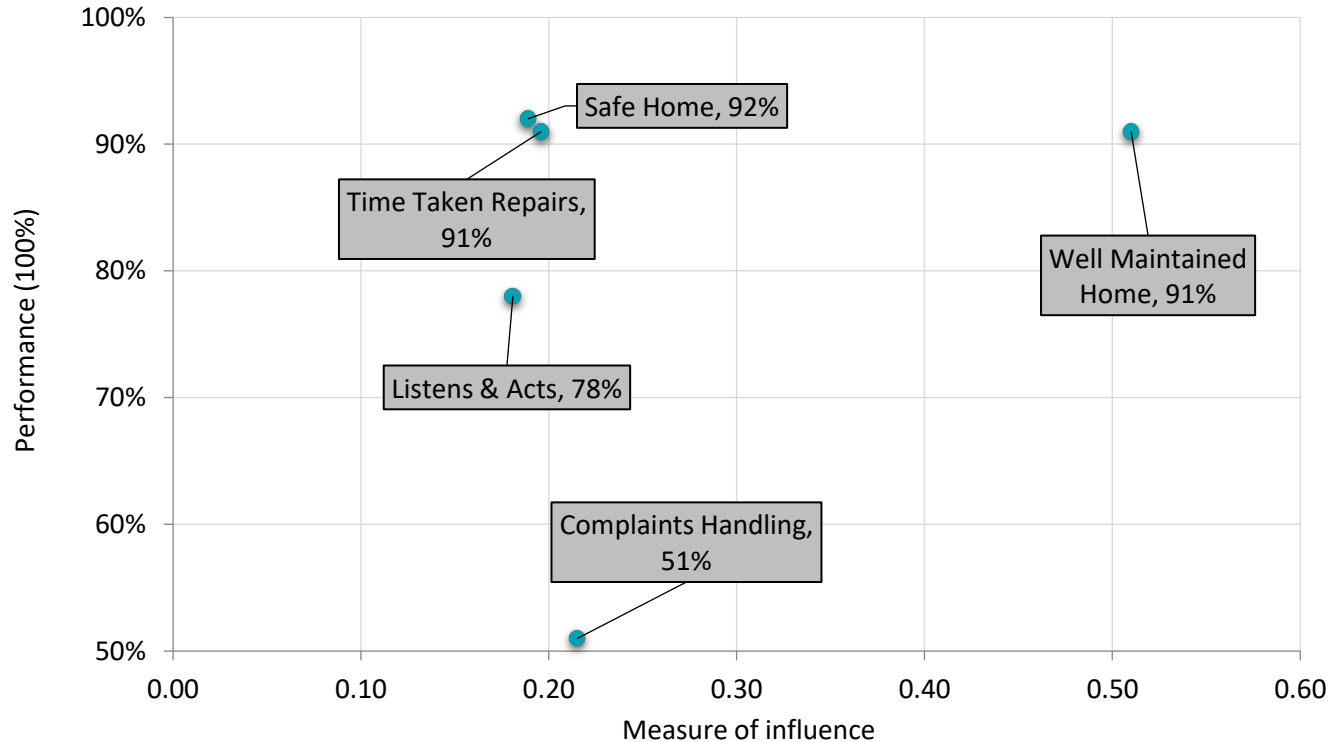
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2025/26, the most important driver for tenants' satisfaction with the overall service provided is that the Council provides a well-maintained home, which already has high satisfaction, followed by complaint handling.

Listening to tenants' views, the time to complete repairs and having a safe home are also important, but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided by the Council.

Annual Key Driver Analysis – Overall Satisfaction



Benchmarking – Acuity Clients (LCRA)



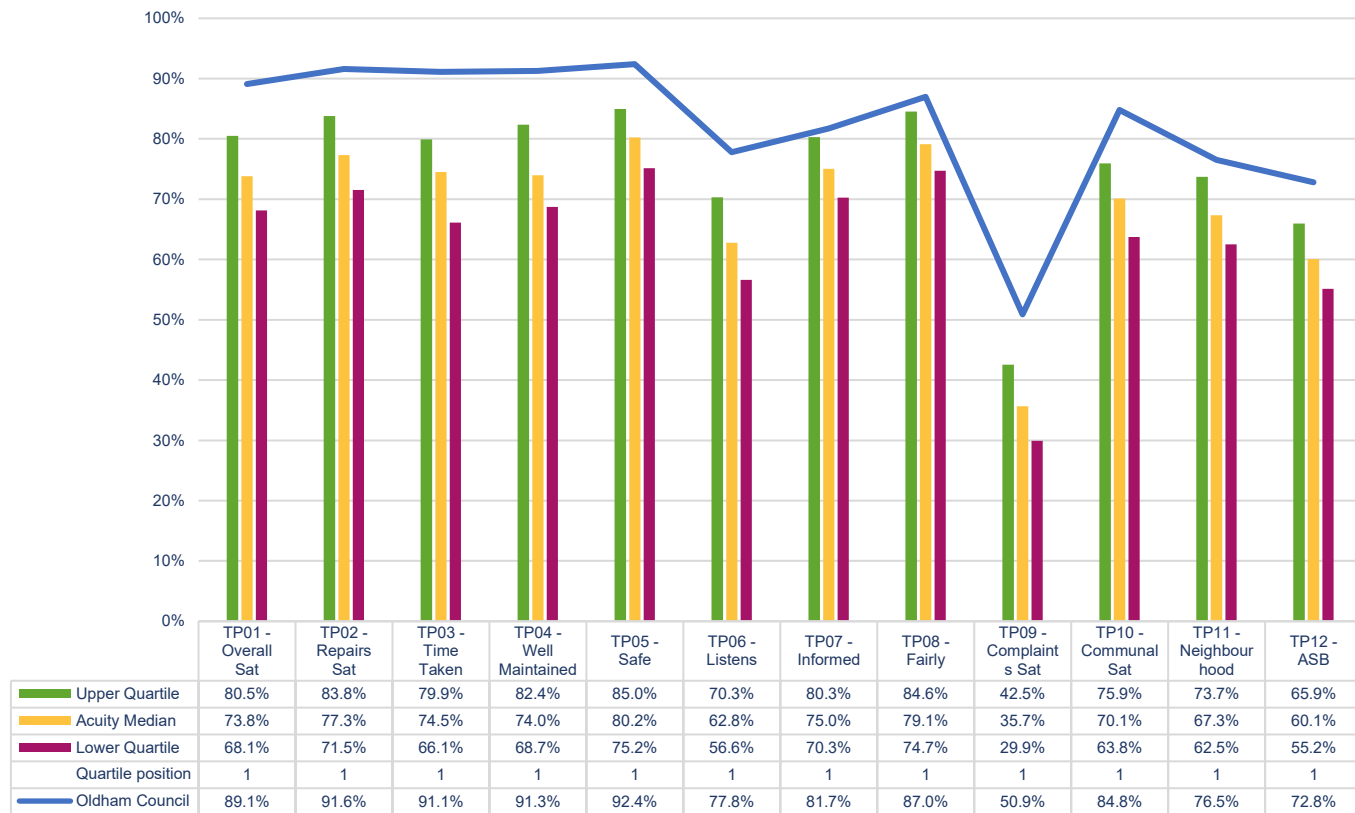
All registered providers with over 1,000 units are required to submit their TSM results for 2025/26 to the Regulator of Social Housing by the end of June 2026. The full set of results is then released in November.

Typically, national datasets do not vary much year on year, and here we provide a comparison with the previous year's dataset (2025/26), which includes local authorities and housing associations.

When compared against all landlords, all measures are in the top quartile, some distance above the top quartile mark.

Given that Oldham Council manages several Housing 21 properties, this is, perhaps, not surprising, but it should still be very pleased with the comparison.

The base size for this is 124 landlords.



Benchmarking – Acuity Clients (Councils)

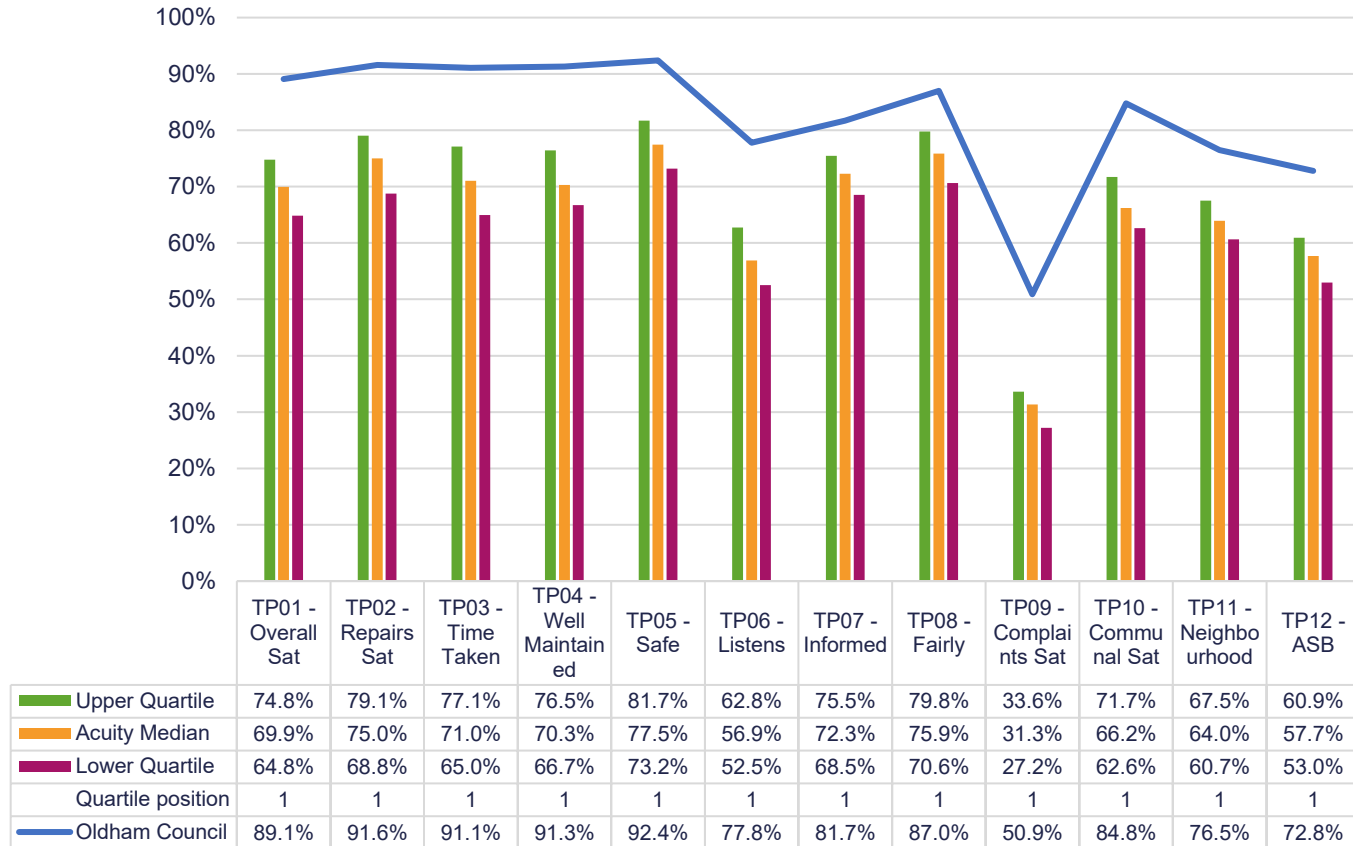


Given that this is a local authority, albeit with properties managed by other providers, it is appropriate to compare the results against other local authorities only, and the chart shows the differences against the quartile positions, again using the 2025/26 Acuity data set.

The Council compares very well against this group, with all measures again in the top quartile.

This confirms the high level of satisfaction shown by tenants.

The base size here in 47 landlords.





National Context

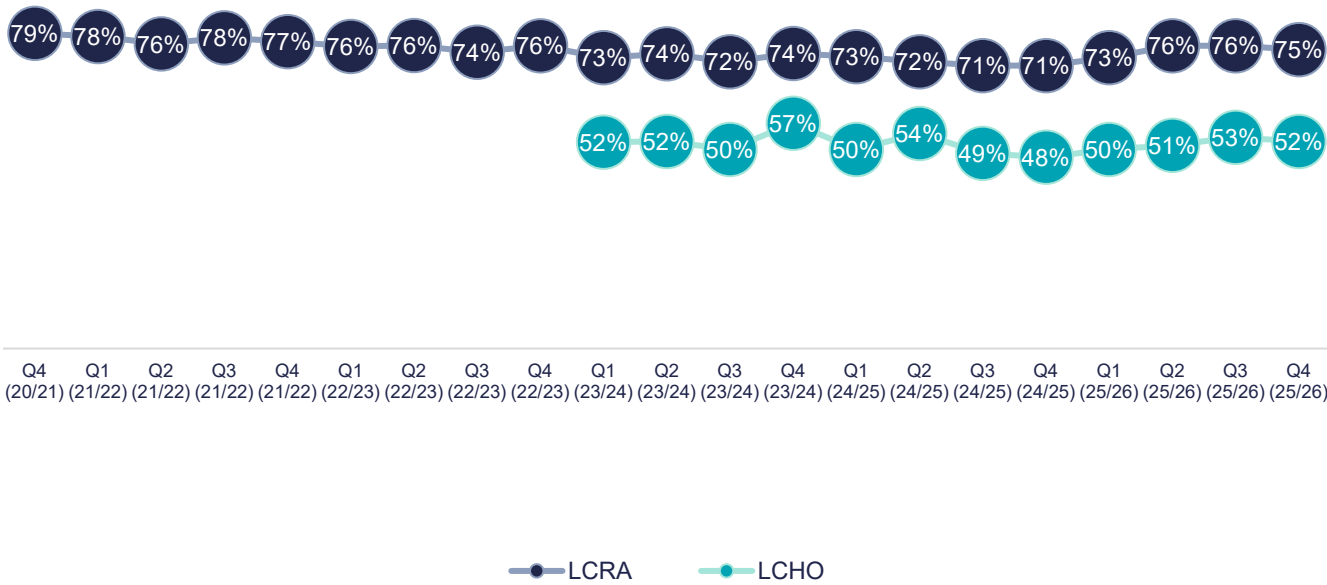
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Tenants have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but shows it is starting to increase again as we move through 2025/26.

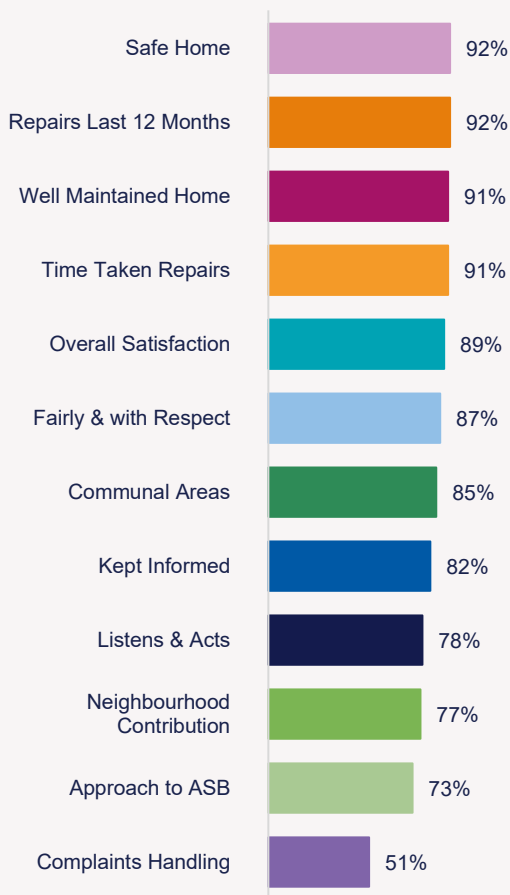
Overall Services (Acuity Clients)





Summary

Satisfaction with Measures



Summary



Acuity was commissioned to complete the report on the properties owned by Oldham Council but managed by Housing 21 and Great Places. Acuity completed the fieldwork for the Housing 21 tenants, but for Great Places, this was completed by TLF. This report pulls these together.

Satisfaction is high, with 89% satisfied with the overall service and four measures having at least 90% satisfied, the most for the home being safe and the repairs service in the last 12 months (both 92%). Three of the remaining measures are in the 80% range, and three are in the 70% range. Just one measure falls below this, the handling of complaints at 51%; although this is generally the lowest-scoring of these TSM metrics in surveys of this type. Correspondingly, dissatisfaction is low, no more than 11%, apart from complaint handling, where 35% are dissatisfied. Just 7% are dissatisfied overall.

In terms of what is driving satisfaction, having a well-maintained home is the most influential, but the home being safe, the repairs service, listening to views and handling complaints are also important, but not as influential. When compared against other social landlords who have worked with Acuity in the last year and used the TSMs, Oldham Council compares very well, with all measures in the top quartile. When compared against other councils, the comparison is even better, all top quartile again, but more ahead of the top quartile mark.

The survey included a number of open questions, asking tenants to comment on the services they receive. Generally, the comments confirm the high satisfaction results, with most very happy with the services they receive. What criticisms there are focus on repairs, with some delays and a few examples of poor work. Also mentioned are some security issues and parking management. Examples of the comments made are shown throughout the report, with the full text available on the Acuity dashboard. These can help the Council target those areas with some room for improvement.

When breaking down the results by different subgroups, this shows that satisfaction does tend to increase with age, and there is a difference in those responding in different ways, but as not all methods were offered to all tenants, it is difficult to draw strong conclusions. There is no real difference in terms of gender or disability, and the ethnic origin data is patchy and also difficult to analyse definitively.



Oldham Council has around 2,058 LCRA tenants, although 1,429 of these are managed by Housing 21 and 629 by Great Places.

Separate surveys were completed by Acuity and TLF, respectively, and this report draws these together. The results reveal many areas of very good performance, and these compare very well against other social housing providers.

The comments made by tenants give insight into what they are most concerned about and will help the Council target services that may need some improvement.

Shown opposite are some recommendations that the Council may wish to follow up on to help improve satisfaction in the future, but are made in the context of very good satisfaction.

Recommendations

Maintaining High Satisfaction

The satisfaction levels shown by tenants are consistently high, and when compared with other social landlords, all measures are in the top quartile. Whilst this should be applauded, it presents a challenge in keeping satisfaction levels at this height or even trying to increase them. Many of the properties owned by the Council are managed by Housing 21 under a PFI scheme, so by nature aim its service at older people, who are generally more satisfied than their younger counterparts. Despite this, it still indicates a high level of service. The Council should be pleased but aware of allowing quality to slip, so monitoring these arrangements is important so the individual association maintain their standards.

Repairs Service

Satisfaction with the repairs service is high, with 92% satisfied with the service in the last 12 months, and almost as many (91%) with the time to complete repairs. Despite this, there are hints of some inconsistency of service, as some have voiced concerns about delays in completing works, wrong parts ordered, communication gaps and poor quality. There is also a feeling among some that repairs are often fixed temporarily rather than providing new parts, which will last longer. Happily, very few report damp issues, but where there are any, these need to be investigated as a matter of urgency. Having a well-maintained home is of utmost importance to tenants, so pressure needs to be applied to maintain standards and resolve the few inconsistencies that do sometimes exist.

Neighbourhood Management

Again, satisfaction with the maintenance and management of the communal areas is generally very good, but there are some comments about the security aspects of the buildings, such as problems with door entry systems, communal cleaning, and parking management. Some tenants question the value of the service charges as a result, suggesting they are not getting what they are paying for. These problems tend to be isolated in the overall context of good performance, but targeting the few areas where standards do slip could increase satisfaction even further.



Demographics



Response Method

This table shows the results split by the method used to respond to the survey. However, these were not offered equally, with the Housing 21 tenants receiving a postal questionnaire and the Great Places survey conducted primarily by telephone interview. Given the nature of the different groups, it is, perhaps, no surprise that those completing the survey by post are generally the most satisfied.

However, in many similar surveys, online responses are much lower, but here that is not really the case.

Those responding by telephone interview are generally the least satisfied, 76% overall, compared with 91% online and 94% by post.

	All Residents	Postal	Telephone	Online
Overall Satisfaction	89%	94%	76%	91%
Repairs Last 12 Months	92%	98%	75%	100% *
Time Taken Repairs	91%	98%	71%	65% *
Well Maintained Home	91%	95%	81%	96%
Safe Home	92%	94%	88%	91%
Listens & Acts	78%	79%	74%	85%
Kept Informed	82%	81%	83%	76%
Fairly & with Respect	87%	88%	83%	87%
Complaints Handling	51%	56%	41%	58% *
Communal Areas	85%	89%	70%	82%
Neighbourhood Contribution	77%	73%	86%	83%
Approach to ASB	73%	74%	73%	55%

*Base below 10



Age Group

It is common in surveys of this type that satisfaction generally increases with age, and this appears to be the case for the Council, although, given the nature of some of the properties included, there are very few in the younger age groups.

The most satisfied overall and with their homes and the repairs service are those aged 85 and over (95%); the least satisfied are those aged 25 to 34 (73%).

There is no particular pattern for the remaining measures.

It is not entirely clear why this is, but it could be that older people are generally happier in their home and understand how the system works, whereas younger tenants can have higher expectations of what they feel services should look like.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	89%	100% *	73%	85%	79%	78%	89%	94%	91%	95%
Repairs Last 12 Months	92%	- *	63% *	79%	82%	90%	90%	95%	96%	100%
Time Taken Repairs	91%	- *	43% *	79%	78%	85%	90%	96%	97%	100%
Well Maintained Home	91%	100% *	67% *	81%	88%	91%	91%	94%	92%	97%
Safe Home	92%	100% *	63% *	88%	94%	94%	89%	93%	93%	97%
Listens & Acts	78%	100% *	67% *	83%	72%	81%	83%	78%	75%	82%
Kept Informed	82%	100% *	67% *	95%	86%	83%	81%	78%	79%	88%
Fairly & with Respect	87%	100% *	67% *	100%	84%	81%	81%	90%	86%	92%
Complaints Handling	51%	- *	50% *	0% *	40%	38% *	33% *	75%	53%	57% *
Communal Areas	85%	100% *	50% *	76%	82%	75%	92%	84%	86%	91%
Neighbourhood Contribution	77%	100% *	70%	94%	86%	81%	72%	77%	69%	76%
Approach to ASB	73%	100% *	57% *	78%	85%	67%	79%	71%	68%	74%

*Base below 10



Ethnicity

The vast majority of those responding are in the White British group (473), the next biggest group being Asian British (53). 37 tenants preferred not to say what their ethnic origin is.

In terms of satisfaction, the White British group are the most satisfied overall, 94%, compared with 74% in the White group.

Those who preferred not to say are the most satisfied on six other measures and the least on one.

Given the wide range and limited number from some groups, it is difficult to draw any strong conclusions from this.

	Asian or Asian British	Black or Black British	Mixed	Other Ethnic Group	White	White British	White Other	Prefer not to Answer
Overall Satisfaction	78%	65% *	59% *	100% *	74%	94%	100% *	89%
Repairs Last 12 Months	71%	83% *	81% *	- *	86%	98%	100% *	96%
Time Taken Repairs	75%	60% *	100% *	- *	70%	98%	100% *	100%
Well Maintained Home	72%	90% *	88% *	100% *	88%	95%	100% *	97%
Safe Home	85%	90% *	71% *	100% *	90%	94%	100% *	97%
Listens & Acts	76%	71% *	81% *	100% *	67%	79%	73% *	86%
Kept Informed	87%	66% *	84% *	100% *	75%	82%	73% *	73%
Fairly & with Respect	85%	73% *	100% *	100% *	77%	89%	73% *	89%
Complaints Handling	44%	0% *	100% *	- *	58%	55%	- *	60% *
Communal Areas	74%	84% *	68% *	100% *	55%	89%	100% *	90%
Neighbourhood Contribution	89%	67% *	100% *	100% *	77%	74%	100% *	69%
Approach to ASB	87%	56% *	100% *	100% *	50%	73%	86% *	68%

*Base below 10



Gender

More females than males responded to the survey (386 and 273, respectively), which is representative of the tenant base.

When looking at the satisfaction from the two groups, there is very little between them, just 1p.p on the overall service, and no more than 2p.p on any other measure apart from the handling of complaints, where 14p.p more female tenants are satisfied.

This suggests that gender is not a significant factor in determining satisfaction.

	All Residents	Female	Male
Overall Satisfaction	89%	89%	90%
Repairs Last 12 Months	92%	91%	93%
Time Taken Repairs	91%	92%	90%
Well Maintained Home	91%	92%	90%
Safe Home	92%	93%	92%
Listens & Acts	78%	77%	79%
Kept Informed	82%	81%	82%
Fairly & with Respect	87%	87%	87%
Complaints Handling	51%	57%	43%
Communal Areas	85%	84%	86%
Neighbourhood Contribution	77%	76%	77%
Approach to ASB	73%	72%	74%



Disability

The information about disability is very limited, and from the 659 responses, 531 had no information. Of the others, 96 said they had no disability, but 30 do; two are unknown.

Satisfaction data from these two groups is shown here, but is of limited use, given the large gaps that exist.

However, where this information is known, those with a disability tend to be a little more satisfied than those without. As those with a disability are more likely to be older tenants, age could be a factor here.

	All Residents	No	Yes
Overall Satisfaction	76%	76%	81%
Repairs Last 12 Months	75%	72%	89%
Time Taken Repairs	71%	68%	91%
Well Maintained Home	81%	78%	93%
Safe Home	88%	86%	93%
Listens & Acts	74%	72%	77%
Kept Informed	83%	86%	79%
Fairly & with Respect	83%	81%	95%
Complaints Handling	41%	35%	43% *
Communal Areas	70%	75%	55%
Neighbourhood Contribution	86%	83%	97%
Approach to ASB	73%	71%	83%

*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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