



Bury
Council

Housing Services

Your Voice makes a difference

www.bury.gov.uk



Your Voice Makes a Difference

We are Bury Council Housing Services. We manage over 7,000 homes across Bury and support the communities where you live.

Our goal is to provide you with high-quality housing and services. We aim to create safer, healthier communities, and we need your input to do that.

Your opinions are important to us. We want to understand what matters most to you, so we can improve our services and meet your needs.

Your Feedback Shapes Our Services



We are committed to ensuring that your feedback guides our services and places you at the centre of everything we do.

We've worked with tenants to create a variety of ways for you to share your feedback and get involved with us.

Our focus is on putting you first, listening to your needs, building strong communities, delivering excellent services, and inspiring positive change.

We understand that these are challenging times, with the cost-of-living crisis, cuts in government funding, and a growing demand for affordable housing. Now, more than ever, it's essential that you can depend on our services. We are committed to meeting these challenges and making you proud to call Bury your home.

We also promise to meet the standards set by the Regulator of Social Housing, deliver continuous improvements to our services, and share our performance updates regularly.

If you are ever unhappy or feel your voice isn't being heard, we have steps in place to address your concerns. Each year, we will invite you to take part in a Tenant Satisfaction Survey. This simple survey lets you tell us what you think of our services, and we use your feedback to make ongoing improvements.



Our Priorities

To guide our work and achieve our goals, we've used your feedback to develop the following priorities:



Tenants at the Heart

We listen to, value, and act on what you say. In return, we ask that you care for your homes and respect your neighbours and communities.



Your Home

We are committed to maintaining our assets and investing wisely in the homes we manage and own.



Efficient

We spend wisely and operate efficiently to deliver more benefits for you and us.



Digitally Minded

We drive improvements and cost savings through automation, self-service, and new technologies.



Intelligence Led

We use data smartly to make evidence-based decisions to improve services and meet your demands.



Our People

We value a team that is driven by strong values, empowered, and talented.



In Partnership

Working together, building strong and effective relationships.



Flexible and Adaptable

We are responsive to changing business needs.



Inclusive

We value and respect differences, and we always act fairly.



Good Governance

We maintain the highest standards when making and implementing decisions, always putting the safety and security of you and our colleagues first.

Our promise to you

We are committed to keeping you safe in your home and providing the best service possible, following all government regulations.

We promise to communicate with you in a way that meets your individual needs. If you need information in large print, Braille, or a different language, just let us know, and we'll make it happen.

We will provide a clear and simple process for making complaints, so you know how to raise concerns and how we'll handle them.

You will have the opportunity to influence our decisions and be involved in shaping our services.

We will ensure that your neighbourhood and communal areas are kept clean and safe.

We are also dedicated to preventing and addressing anti-social behaviour in your community.



Getting to know you

Our goal is to ensure your voice is heard and that our actions make a real difference. We want to get to know you better so we can understand your needs and priorities and work together to strengthen our communities.

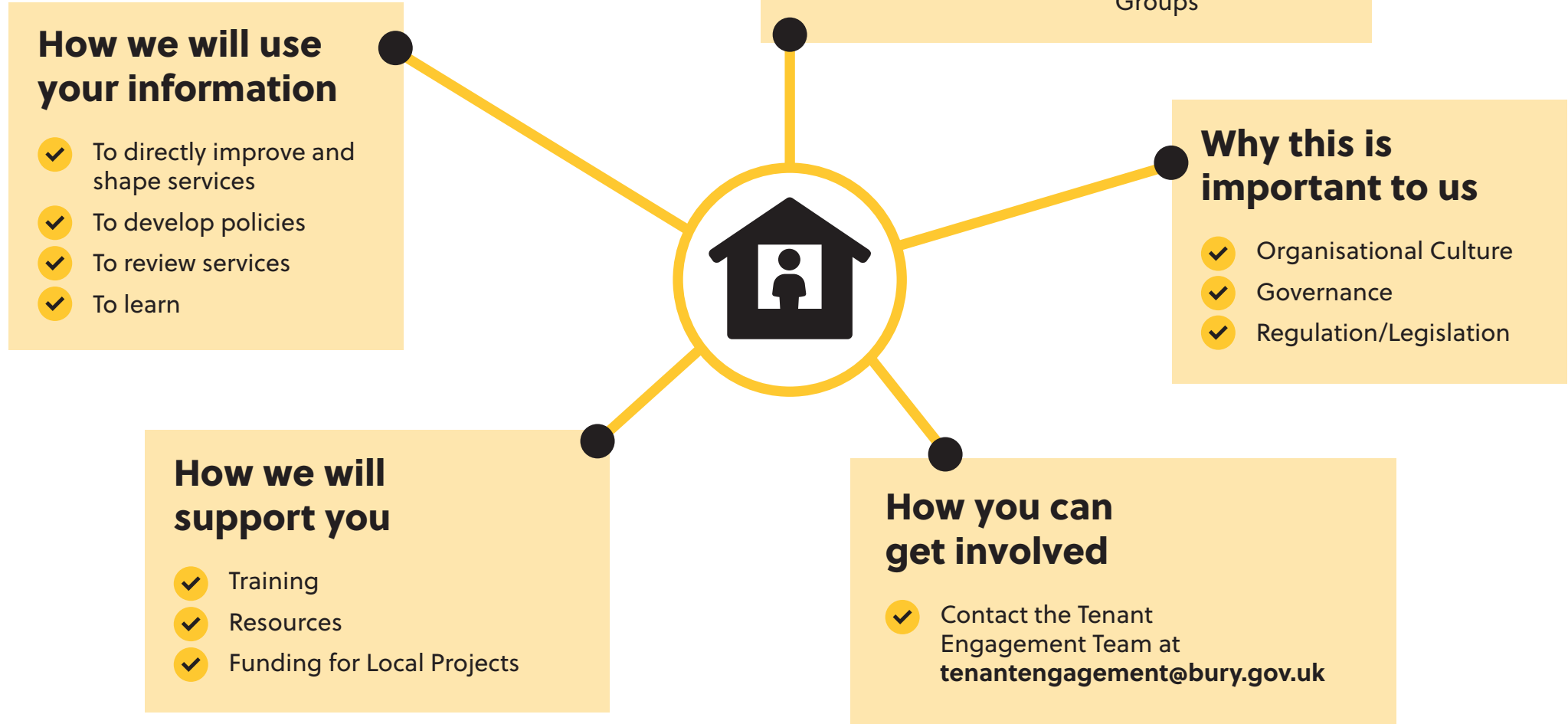
We're committed to improving how we keep you informed about changes and decisions that affect you. We want to involve you in our decision-making process and build a stronger relationship with you.

By working with you, we aim to create sustainable neighbourhoods where you feel protected, safe, and secure. We also want to give you the opportunity to review our actions and engage with us directly.

We've developed a framework that outlines exactly how we'll achieve these goals, ensuring openness, honesty and joined up working every step of the way.



Engagement Framework



Our commitment to you

In everything we do, our top priority is you. After speaking with you, we developed the following vision and objectives to make your feedback a priority, improve your home, and strengthen your neighbourhood.

Your voice makes a difference

- ✓ **You at the Centre:** We will ensure that all our tenants' voices are heard by placing you at the heart of everything we do.
- ✓ **Flexible Engagement:** We'll offer different levels of engagement so you can choose how and when you want to get involved.
- ✓ **Accessible Feedback:** We will use various methods to gather your feedback, making sure these methods are accessible to everyone.
- ✓ **Transparency and Accountability:** We will be open, inclusive, and accountable, giving you the chance to influence our decisions and informing you about how we use your feedback.
- ✓ **Support and Training:** We will review and increase the support and training opportunities available to you, making it easier for you to be involved if you choose.
- ✓ **Continuous Improvement:** We will use complaints data and feedback to learn from our mistakes and identify areas for improvement.



Housing Drop-in Session

Your home

- ✓ **Working Together:** We will work with you to design our services, making sure they match what you need and want.
- ✓ **Involving You in Decisions:** You will have a say in any changes or improvements we make to your home and community.
- ✓ **Timely Responses:** If you have any concerns about your home, we will respond quickly and in the way that works best for you.
- ✓ **Tailored Services:** We will adjust our services to fit your specific needs, making sure they are fair and inclusive for everyone.
- ✓ **Health and Safety:** We will make it easy for you to report any health and safety issues, and we will have a team ready to respond.
- ✓ **Better Communication:** We will keep you informed about any repairs or improvements happening in your shared spaces or home.
- ✓ **Special Care Services:** We will listen to the tenants in our Independent Living Schemes and make sure our services are tailored to their unique needs.





Getting Involved in Your Neighbourhood



- ✓ **Promoting how you can get involved:** We will actively encourage and provide various ways for you to get involved in making your neighbourhood a safe and attractive place to live.
- ✓ **Supporting Communities:** We will help you join neighbourhood activities, like social groups and community litter picking, aimed at improving your area.
- ✓ **Tackling Challenges Together:** We will work with other service providers to address health, wellbeing, and financial challenges in your neighbourhood.
- ✓ **Working with TRA's:** We will team up with Tenants and Residents Associations (TRAs) to identify local priorities, find funding opportunities, and improve how we work together.
- ✓ **Bringing New Opportunities:** We will work closely with Bury Voluntary, Community and Faith Alliance and Family Hubs to bring more opportunities to your neighbourhood.



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Ways to Get Involved and Share Your Thoughts

-  **Advice Drop-ins**
Get advice and support at a community venue near you. Contact us or visit our website for up-to-date locations.
-  **Complaints and Compliments**
Share your compliments, make a complaint, or give suggestions.



-  **Digital Communication**
Stay informed with news, events, and updates on our website and social media.
-  **Walkabouts**
Join us for monthly walkabouts.
-  **Estate Action Days**
Join us on monthly Estate Action Days where we help clean up your neighbourhood, tackle any issues you may be experiencing and offer support and advice.
-  **Housing Advisory Board**
Volunteers and councillors work together to improve life in Bury. They meet four times a year.



-  **Leaseholder Forum**
Leaseholders meet twice a year to discuss property management and neighbourhood issues.
-  **Newsletters**
Our monthly e-newsletter shares useful info about services and local events.
-  **Community Events**
Attend events to get advice, support, and meet us in person.





Tenant Voice Forum

Allows you to contribute and provides opportunities to scrutinise performance and make recommendations to improve service delivery.



Older persons Voice

Older tenants share their thoughts to improve community safety and quality of life.



Surveys

Share your opinions through surveys on neighbourhood issues and tenant satisfaction.



Tenant and Resident Associations

Local people working to improve their area and create community spirit.



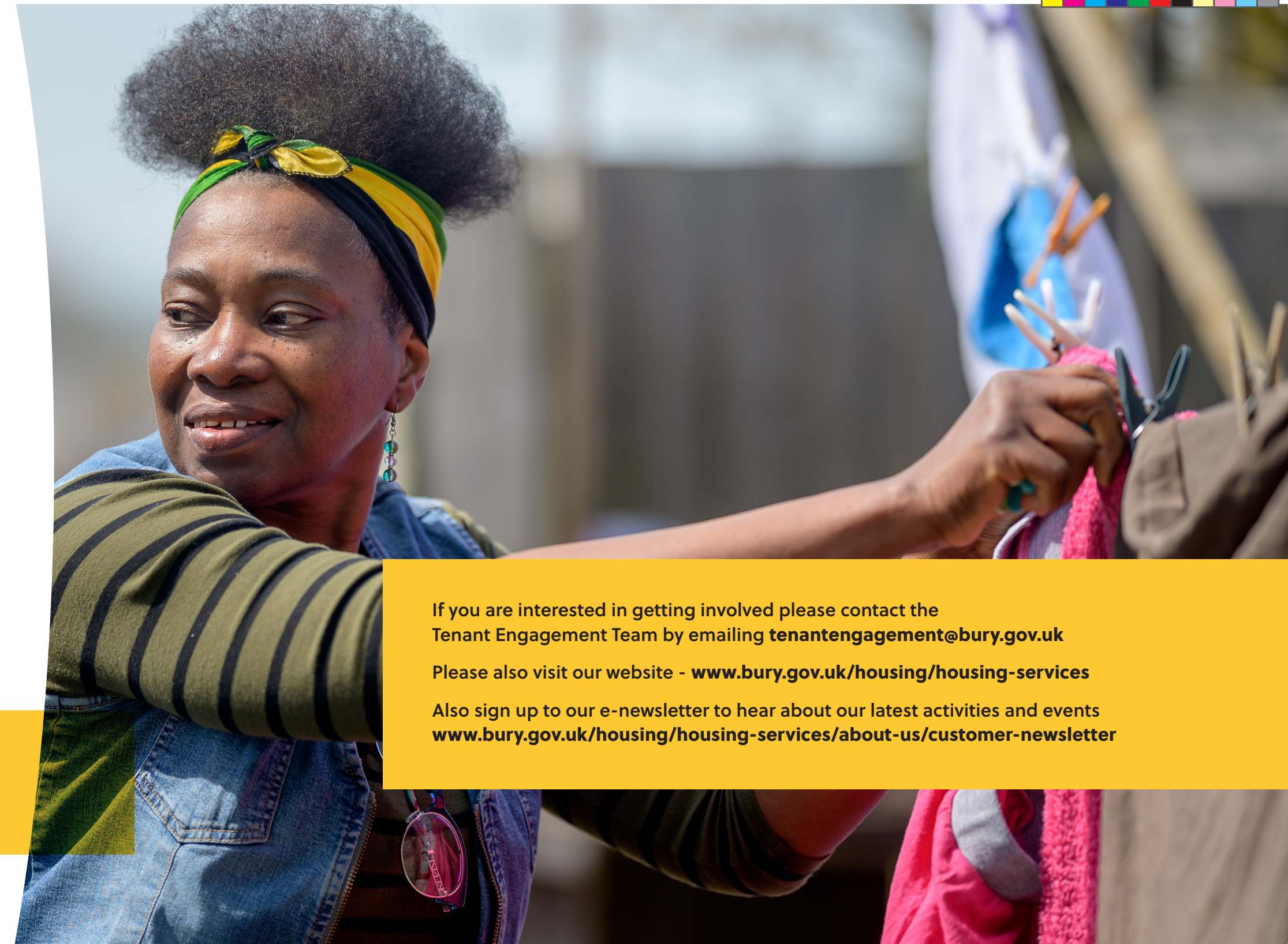
Youth Voice

Young people can share their ideas and get involved in activities and projects and make a positive difference.



Home Visits

An annual visit which we arrange provides an opportunity to discuss important issues in your home and neighbourhood.



If you are interested in getting involved please contact the Tenant Engagement Team by emailing tenantengagement@bury.gov.uk

Please also visit our website - www.bury.gov.uk/housing/housing-services

Also sign up to our e-newsletter to hear about our latest activities and events
www.bury.gov.uk/housing/housing-services/about-us/customer-newsletter



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