

Annual Report 24-25



www.bury.gov.uk/housingservices
0161 686 8000



Hello and welcome.



We're pleased to share Bury Council Housing Service's Annual Report for 2024-2025. It reflects our ongoing efforts to realise our vision of satisfied tenants, quality homes, and united communities.

We asked tenants to help shape this year's report by giving feedback on its design and content. We received **550** responses and **331** comments. Many people wanted to see more about repairs, safety, and anti-social behaviour, so we've made sure these topics are covered throughout the report. We also heard from **392** tenants who told us they would prefer an online version, while **142** said they would prefer a printed copy. To make sure everyone can access it, we've provided paper copies for those who need them.

This year, we've continued to align our work with the Regulator of Social Housing's Consumer Standards expectations, which focus on safety, quality, transparency, strong neighbourhoods, and meaningful tenant involvement. These principles guide everything we do, from improving building safety and tackling damp and mould, to promoting energy efficiency and ensuring tenants have a voice in shaping services.

In early 2024, we undertook a mock inspection to prepare for the Regulator's new inspection framework. This exercise helped us identify areas where we need to improve. As a result, we are working through improvements to enhance service delivery for our tenants.

However, we recognise there is still much to do. We remain focused on making meaningful, sustained improvements to ensure our services are inclusive, responsive, and built around the needs of our tenants. We are grateful to our residents, staff, and partners for their continued support.



Sian Grant,
Director of Housing
Services



Cllr Clare Cummins,
Cabinet Member
Housing Services

Safety and Quality.



We invested £9.5 million in improving homes this year through our Capital Programme.

While this investment was smaller than we expected, this was a year of important change where we've made some big steps that will help us manage services better and involve tenants more directly.

With this, we're ready to do more! Next year, we plan to roll out a much bigger programme of improvements to homes across our communities and we're excited to show what's coming.

881

Improved homes as part of planned capital works.



18,823

Repairs jobs completed.



5,452

Caretaking jobs completed.

1057

Windows, doors, kitchens, bathrooms, heating, roofs & solar panels refurbished.



0.54%

of homes do not meet the Decent Homes Standard.

99.9%

of gas safety checks have been carried out.

100%

of lift safety checks have been carried out.



100%

of fire risk assessments have been carried out.



100%

of asbestos inspections have been carried out in communal areas.

94.4%

of Legionella risk assessments have been carried out.*



*We couldn't reach 100% due to ongoing asbestos work that needed to be carried out in one communal roof space where the shared water tank resides. Alternative and additional testing was put in place to make sure the water supply remained safe.

Safety and Quality.



Social Housing Decarbonisation Fund Works in Whitefield

During 2024-2025, we spent **£4,472,147** on making a number of energy and carbon saving improvements to homes in Whitefield. Funding to pay for these improvements will be drawn down from Greater Manchester Consortium Authorities Funding.

In line with Bury's Net Zero Carbon Strategy, this work included improvement of the ventilation in homes, new windows and doors to help heat loss and reduce draughts, upgraded wall and loft insulation to retain heat, and installing solar panels to generate renewable electricity to reduce electricity bills and lower the carbon footprint of homes.

Here's some feedback we've received from tenants who've had the work done:

"Our son sleeps right through now that his room is a lot warmer, and our bills cost half of what they used to."

"We're saving a lot on the electric, and the house is a lot warmer."



Transparency, Influence and Accountability.



Your feedback gives us important information about how our tenants view our services and it helps us see where we're doing well and where we can improve. This helps us build a service that meets your needs and responds to what matters most to you.



62

Stage 1 complaints
received

31

Stage 2 complaints
received

6

Housing
Ombudsman
enquiries

2

Local Government
Ombudsman
determinations

150

Compliments

Transparency, Influence and Accountability.



Here are a few improvements we've made as a result of your feedback:

You Said, 	We Did! 
Improve the way you communicate with tenants about things that matter to them.	We've delivered training sessions with staff to maximise use of texts and emails to keep tenants informed in a timely way. To help keep non-digital tenants informed, we created a non-digital newsletter for Independent Living Schemes and introduced phone call surveys to gather feedback from those who can't access our surveys online.
Improve the repairs and maintenance service.	We're simplifying the process of how we identify tailored services within our systems, and we've introduced messages that give early notice of cancelled repairs and allow us to make new appointments.
Improve the approach to complaint handling.	This year, we've worked to build a positive complaints culture, responding within required timescales, keeping tenants informed, and recognising where we need to improve. We've made it easier to complain online and clarified all the ways tenants can raise concerns, including through a representative. In Summer 2025, our Complaints team will join the Performance Improvement and Assurance department. We'll be working with the Tenants' Voice Forum to review and improve the service together.

Your Neighbourhood and Community.



Homes do best when the communities around them are strong. Here, we look at how we've worked to keep neighbourhoods clean and safe, and how we've tackled anti-social behaviour by working together and focusing on prevention.



130

ASB cases were resolved

£21,000

Invested into community projects

270

Community events

10

Estate Action Days ran

37

Tonnes of waste removed during our Estate Action Days

"We really appreciate the support we get off Bury Housing Services to help keep the area free from rubbish that many of our neighbours would otherwise struggle to get rid of."

Our Estate Action Days have been a great example of staff, tenants, partners and volunteers working together to improve the look of our neighbourhoods by providing skips and litter picking, developing a sense of pride within our communities and having a visible presence on estates. They build on trust and communication, which helps us to deliver better services and improve tenant satisfaction.



Your Neighbourhood and Community.



44

Neighbourhood walkabouts.

50

Winter warmer packs distributed.

63

New volunteers secured.

22

Training courses ran.

178

People were referred into volunteering, training and employment opportunities.

Townside Action Group

The group's presence at Police and Community Together meetings (PACT) meetings, walkabouts, and Estate Action Days has strengthened connections between residents, Bury Council and volunteers and is a great example of how small efforts can lead to meaningful change, bringing people together, improving the environment, and creating a real sense of pride in the area.



Residents have taken ownership of communal spaces and expanding their efforts beyond Heyside Way, showing how much momentum this initiative has gained.

Receiving a Community Grant to enhance the space with plants helped create greener, brighter spaces, not only making the area more inviting but also encouraging people to come together and invest in their surroundings.

Your Tenancy.



We have worked hard all year to keep things clear, consistent and responsive, whether its helping with tenancy queries, resolving issues, or making sure you feel informed and supported every step of the way.



100.73%

Rents collected.

3,565

Tenants in rent arrears.

£43,000

in Discretionary Housing Payments has supported tenants facing rent arrears.

29,844

Calls taken at the Contact Center.

339

New tenancies started.

31 days

Average re-let time for general needs properties.

4,000

Customers engaged with during walkabouts, drop-ins, and more.

2,000

Properties visited during our Estate Action Days.

276

Face-to-face consultations on local environmental concerns.

12

Tenant Voice Forum meetings.

Tenant Satisfaction Measures (TSMs).



We conduct Tenant Satisfaction Measure (TSM) surveys regularly to hear your views on our services. In 2024-2025, **958** tenants took part and shared their thoughts, helping us understand what matters most to you.

70.6%

of tenants are satisfied with the service provided by us.

74.9%

of tenants are satisfied with the overall repairs service over the last 12 months.

72.8%

of tenants are satisfied with the time taken to complete their most recent repair after they reported it.

66.8%

of tenants are satisfied that we provide a home that is well maintained.

69.5%

of tenants are satisfied that we provide a home that is safe.

58.6%

of tenants are satisfied that we listen to their views and act upon them.

65.1%

of tenants are satisfied that we keep them informed about things that matter to them.

74.9%

of tenants agree with the following statement: "Bury Housing Services treat me fairly and with respect".

36.6%

of tenants are satisfied with our approach to complaints handling.

55.2%

of tenants are satisfied that we keep communal areas clean and well-maintained.

56.1%

of tenants are satisfied that we make a positive contribution to their neighbourhood.

50.7%

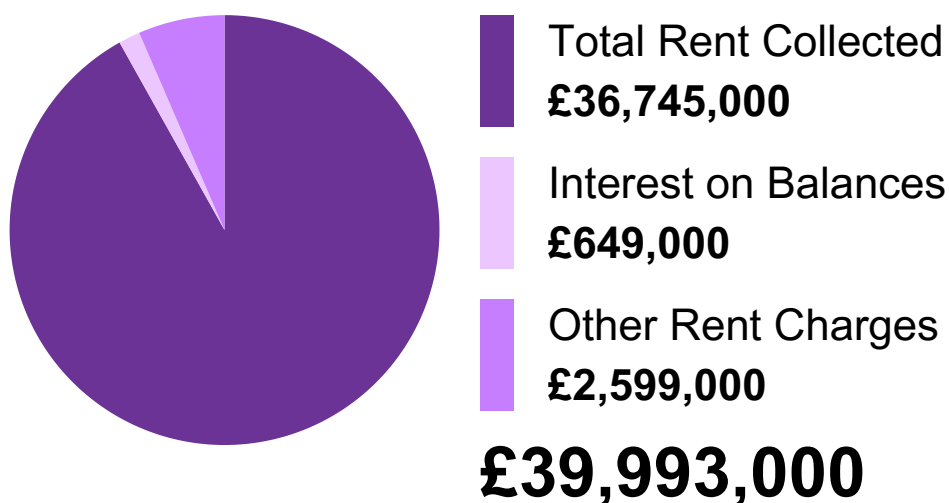
of tenants are satisfied with our approach to handling anti-social behaviour.

How your rent is spent.

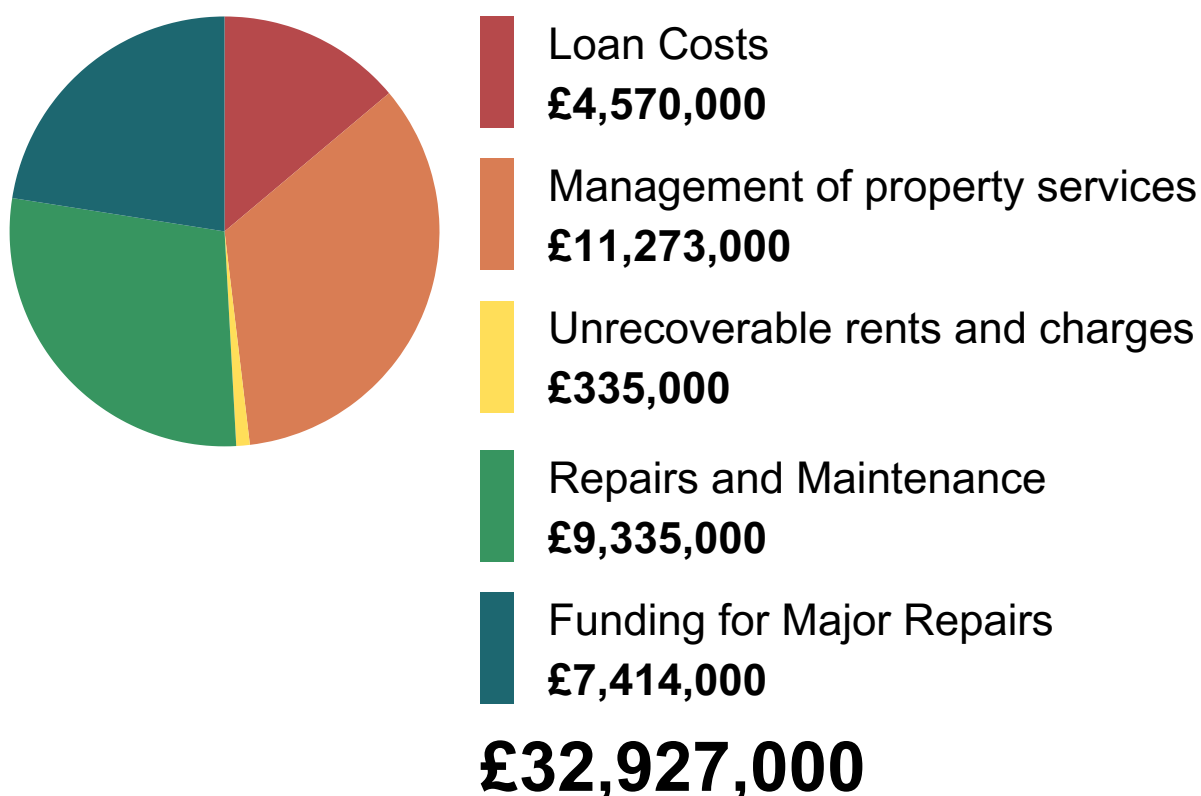


During 2024-2025, we collected **100.73%** of rent for Bury Council Owned Homes.

Total Income



Total Expenditure



Looking Ahead.



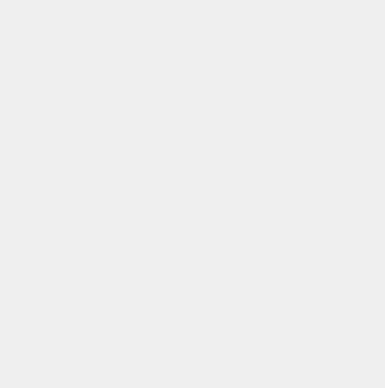
The year ahead brings new opportunities to strengthen our services, invest in our homes, and continue building trust with our tenants. Your feedback has shaped this report, and it will continue to shape our decisions.

We're committed to listening to you, learning from you, and acting on what matters most. Whether it's fixing repairs faster, improving how we communicate, or making neighbourhoods safer and more welcoming, we're focused on providing services that match your needs and priorities.

We aim to be open and honest in everything we do. By responding to your concerns and always looking for ways to improve. We aim to demonstrate strong performance and accountability across all areas, ensuring we meet the standards set by the Regulator of Social Housing.

There are many ways for tenants to get involved, from joining panels and forums to sharing views through surveys or direct contact. If you'd like to get involved, feel free to reach out to our team by emailing **tenantengagement@bury.gov.uk** or calling us on **0161 686 8000**.





Thank You

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Bury
Council