



Tenant Engagement Report 2025 - 2026

Bury
Council
**Housing
Services**

Our Tenant Engagement Journey

2025/26 was a year of strengthening tenant influence across Bury Housing Services. Through the Tenant Voice Forum, policy review workshops, scrutiny activities, community engagement and everyday conversations, tenants helped shape services, influence decisions and drive improvements that matter to tenants.

This year saw significant progress in moving beyond consultation and creating stronger opportunities for tenants to influence decision-making. A new reporting route through the Housing Advisory Board ensured tenant feedback, recommendations and challenge were more visible in governance discussions, helping strengthen transparency, accountability and oversight.

Tenants played an active role in reviewing services, scrutinising complaint handling arrangements, shaping policies and improving communications. Their feedback led to changes that have improved accessibility, strengthened customer communications and helped ensure services better reflect tenant needs and experiences.

Alongside this, tenants worked with staff and partners to improve neighbourhoods, support community projects, reduce social isolation and create opportunities for tenants to build skills, confidence and community connections.

This report highlights the difference tenant involvement has made during the last year and demonstrates our commitment to ensuring tenant voices help shape the decisions that affect homes, services and communities across Bury.

Thank you to every tenant who attended a meeting, completed a survey, took part in a review group, joined a community event or shared feedback throughout the year. Your voice continues to play an important role in improving services and shaping the future of Bury Housing Services.

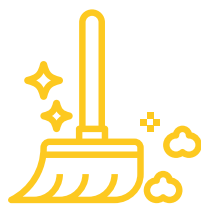


Insights into Tenant Engagement



4,450

Tenants
engaged with



13

Estate
Action Days



45

Community
events



709

Tenant Satisfaction
Surveys received



38

Walkabouts
conducted



99

New volunteers
secured



19

Tenant & Residents
Groups / Centres



110

Drop-in
sessions



52

Community
meetings



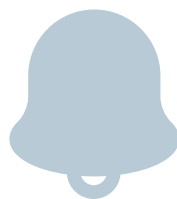
227,992

Posts viewed on
Facebook



12,779

Posts viewed on
Instagram



5,435

Newsletter
Subscribers



16

Newsletters
Sent



134,000

Push messages
sent

This insight has helped us better understand tenant needs, vulnerabilities, support requirements and communication preferences.

Tenant Voice & Involvement

Tenant Voice in Action

During 2025/26, tenants played an active role in influencing services, scrutinising performance and shaping housing policies. This work supports the Transparency, Influence and Accountability Standard by ensuring that tenant views are heard, acted upon, and reflected in decision-making.

The introduction of Tenant Voice briefing notes to the Housing Advisory Board gave tenant feedback a more formal role in decision-making, ensuring tenant views and recommendations help shape service improvements and influence future priorities.

Through the Tenant Voice Forum, consultations and engagement activities, tenants provided challenge, insight and recommendations that informed decision making.

Tenant Satisfaction Survey results told us:



How Tenant Voice Influenced Change

One of the Tenant Voice Forum's most significant pieces of work during 2025/26 was a detailed review of complaint handling. Tenants reviewed the complaints process and response letters, website information, compared our approach with other housing providers and assessed how accessible our Annual Complaints Report was for tenants.

Through this work, tenants told us they wanted clearer complaint communications, easier-to-understand information, and better updates on the outcomes of their complaints.

Tenant Voice & Involvement

Tenant Influence on Policies

More tenants than ever participated in focus groups to help shape service improvements, including how we communicate with tenants and the development of new policies and service standards. This included a new Pet Policy and Vulnerability Policy. Tenants shared their lived experiences, and their feedback played a key role in developing these documents.

Focus Topic - Communal Cleaning

A Communal Cleaning notice was also reviewed by the Tenant Voice Forum to provide clear information on what cleaning standards are expected.



What tenants told us

- Cleaning standards were inconsistent.
- Tenants wanted greater visibility of cleaning schedules.
- More transparency was needed around service delivery.

What we did

- Consulted tenants on the service.
- Reviewed cleaning standards and frequencies.
- Introduced clearer cleaning schedules within communal areas.

The impact

- Greater transparency for tenants.
- Improved confidence in the service.
- Higher satisfaction levels following implementation.
- **Satisfaction with communal areas increased to 69%, compared to 49% last year.**



Tenant Voice & Involvement

Changes Made Through Tenant Influence

Tenant feedback didn't just identify issues. It helped shape changes to how services are delivered:



You told us complaint information could be difficult to understand.

- ✓ We improved customer information, reviewed communications and strengthened tenant scrutiny of the complaints service.



You asked for clearer communication.

- ✓ We increased the use of plain English, improved website content and enhanced communications for Independent Living tenants.



You told us services should better recognise individual needs.

- ✓ We improved the recording of reasonable adjustments and strengthened support for vulnerable tenants, helping deliver more personalised services.



You raised concerns about noise nuisance.

- ✓ We introduced a soundproofing pilot, enhanced flooring standards and improved pre-let assessments to help prevent recurring issues.



Learning, Skills and Confidence

During 2025/26, we delivered 14 training courses, supporting 103 tenants and community volunteers to develop new skills, gain qualifications and build confidence, to help make a difference in their communities.

Working closely with Bury Adult Learning Centre, we expanded learning opportunities across our communities, making training more accessible and ensuring people could access support closer to home.

The Difference Training Has Made



Improving Digital Confidence

Digital Skills courses help tenants build confidence using technology, access online services and stay connected.



Supporting Community Leaders

Training in committee skills and financial management has helps volunteers manage groups, organise activities and support community projects.



Building Safer Communities

Mental Health First Aid and First Aid training equips tenants with practical skills to support others and respond confidently in emergency situations.



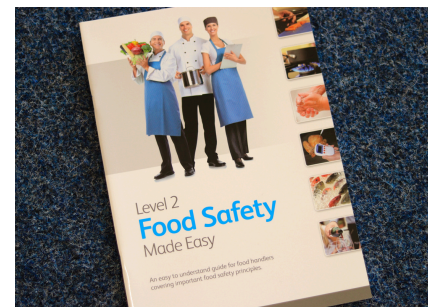
Creating New Community Opportunities

Food Safety training enables volunteers to support community initiatives such as breakfast clubs, bringing people together and reducing isolation.



Opening Doors

Many of our courses provide recognised qualifications, helping tenants take steps towards further education, volunteering or employment opportunities.



Learning, Skills and Confidence

"This was a fun and enjoyable course and I have learnt a lot which I can apply to my work and committees that I sit on."

"The courses will be of great help in delivering volunteering for the local community. The Food Safety course has enabled me to run the warm hub at the Jubilee Café already."

14

courses delivered

103

tenants and
volunteers
supported

Digital Skills
programmes
expanded

Accredited
qualifications
achieved

Community leaders
developed

Volunteering and
employment skills
strengthened



Building Stronger Communities



Reduced social isolation by increasing opportunities for community activities, for example VE day celebrations, craft sessions, breakfast club.



Improved shared green spaces and neighbourhood environments, for example community garden tidy events, Gardening Competition.



Strengthened communities by establishing and supporting resident groups, encouraging greater community involvement and local engagement.



Promoted community wellbeing by delivering Community Safety events, distributing Winter Wellbeing Packs, and facilitating community initiatives that supported vulnerable residents.

Together, these activities are helping to create communities where people feel connected, supported and proud to live.

The Difference Funding Has Made

£7,574

Community Grant
funding awarded

£15,100

secured through
social value and
external funding



67

community
projects funded

5

tenant-led grant
panels held



Our Community Grant funding supported a wide range of local projects, from environmental improvements to community fun days, digital equipment, craft sessions and festive parties. It's inspiring to see volunteers across our neighbourhoods creating opportunities, strengthening connections and improving the quality of life for residents.



In addition, a number of local community projects were supported through contractors' Social Value commitments and external funding awarded to resident groups. Contributions included vouchers donated by Wheeldons and GGI for competition prizes, Winter Wellbeing Packs provided by WRPS for residents during roof replacement works, and a garden centre voucher donated by BAAS to support a local gardening group. These contributions helped enhance community wellbeing, resident engagement, and neighbourhood pride.

Greener Spaces, Stronger Communities

Estate Action Days

7 Estate Action Days and 6 additional environmental improvement events were held across neighbourhoods identified by local feedback. These events provided opportunities for tenants to raise concerns such as fly tipping, anti social behaviour and environmental appearance of estates, and dispose household and garden waste.

The events helped strengthen relationships between tenants and services, increased community pride and encouraged tenant-led action. Several projects have continued beyond the events themselves, including ongoing gardening groups, environmental improvements and community activities.

31

tonnes of rubbish
cleared

169

staff and partners
volunteered

207

tenants engaged
with

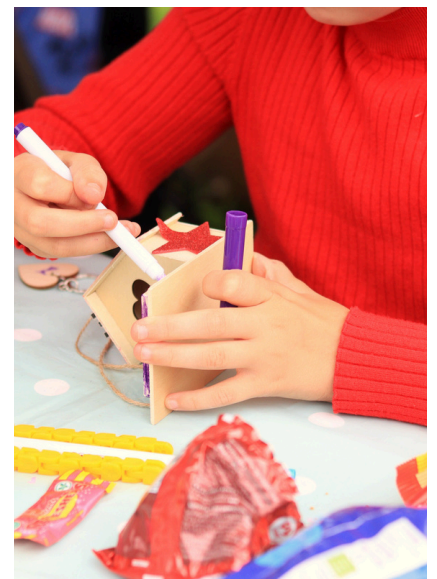
47

Tenant Satisfaction
surveys completed



50

young people took
part in activities



Greener Spaces, Stronger Communities



Community Impact in Action

Red Bank Garden Tidy Day brought together tenants, staff and local community organisations to completely transform a communal outdoor space, removing unsafe and unused items and creating a fresh start for tenants.



Griffin House and Falcon House tenants worked alongside staff and local partners to revitalise communal gardens, helping create spaces that encourage social interaction, wellbeing and outdoor activity.



Clarks Hill Gardening Club continues to demonstrate the power of tenant-led action, with tenants fundraising and developing long-term plans to improve their outdoor environment.



Seedfield Estate Clean-up Day united residents and volunteers to improve the local environment while supporting vulnerable residents, helping create a cleaner, safer neighbourhood for everyone.

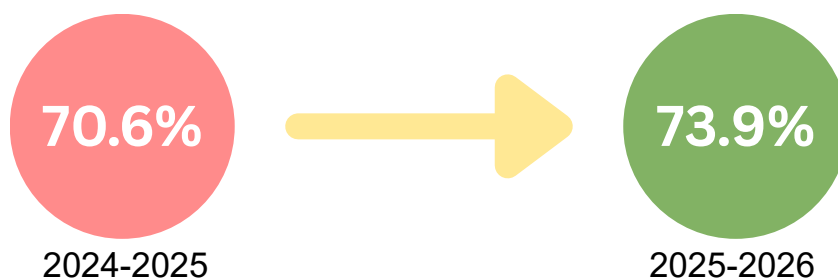


"I would like to thank Bury Council Housing Services for arranging our Garden Tidy day. Thank you to all the housing staff, Radcliffe Rotary, Little Britain Anglers, Radcliffe First, family of Red Bank, Incredible Edible Radcliffe, Radcliffe Litterpickers and Growing Together Radcliffe. You were all amazing and the teamwork was fantastic. You have given Red Bank a fresh start in their garden."

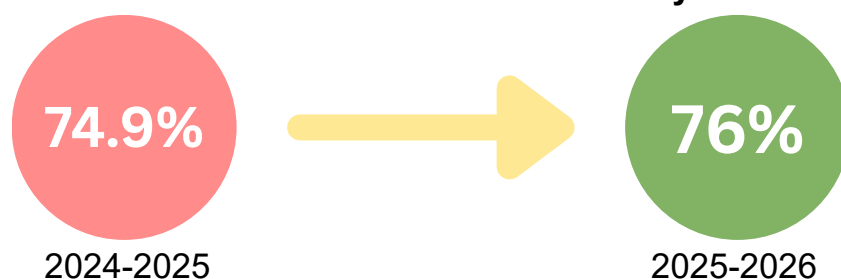
Making a Difference Together

Tenant engagement has contributed to improvements across a range of services. As a result, tenants have greater visibility of service performance and improvement activities, helping to strengthen accountability. Our services are also increasingly shaped by tenant feedback and lived experience, ensuring they better reflect the needs and priorities of our customers.

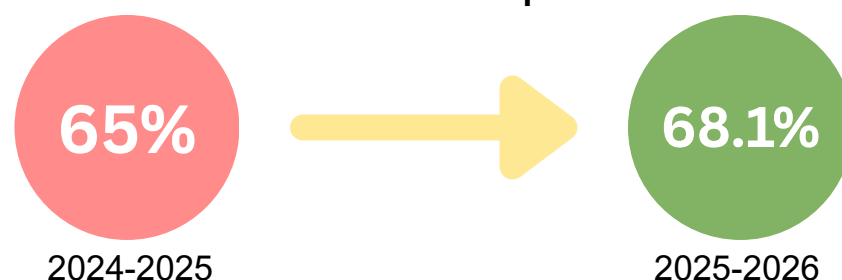
Overall satisfaction



Satisfaction that tenants are treated fairly and with respect



Satisfaction that tenants are kept informed



Thank You

We would like to thank every tenant who has generously volunteered their time and skills to make a positive difference not only within their communities but also to help improve housing services. The achievements within this report demonstrate that tenant engagement is no longer simply about consultation but also plays an important role in helping us create stronger, more connected neighbourhoods and better services.
