



Tenant Engagement Report 2024 - 2025

How we've worked and listened to
tenants over the last year

Executive Summary



Strengthening Communities Through Engagement and Partnership

This year, we've seen a positive increase in tenant engagement, driven by a wider range of activities designed to bring people together and build stronger relationships. We've worked hard to build trust by supporting the development of new community groups, helping us better understand what matters most to our tenants.

At our community events, we bring together not only our own services but also teams from across the council. For example, waste management teams have supported local clean-up days by offering advice on recycling and waste prevention. This joined-up approach ensures we can respond more effectively to the specific needs of each community.

We continue to promote strong partnerships, both locally and strategically, through our work with the Public Sector Leadership Team. These collaborations help us deliver more holistic support and long-term improvements.

All of this work supports the Neighbourhood and Community Standard, with tenant-led projects and community action days helping to maintain safe, clean, and welcoming environments. These efforts also contribute to meeting the Decent Homes Standard.

We integrate tenant engagement into every Housing Service team, engagement is not just about community events, but about ensuring tenants can participate in, shape, scrutinise, and improve our services at every level. This approach empowers our communities, strengthens our relationships with tenants, and ensures we are meeting the expectations of the Social Housing Regulator.



Insights into Tenant Engagement



Each year, the data we gather helps us understand how we're doing and shows our continued dedication to engaging with tenants in meaningful ways. From communication updates to training sessions, these figures highlight the many ways we stay connected and responsive to our community's needs.



4,000

Tenants
engaged with



10

Estate
Action Days



2000

Properties
visited



37

Tonnes of
waste removed



44

Walkabouts
conducted



63

New volunteers
secured



276

Face-to-face
consultations



23

Tenants and
Residents groups



34,702

People reached
on Facebook



604

People reached
on Instagram



5,722

Newsletter
Subscribers



12

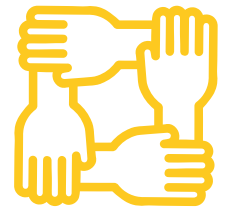
Newsletters
Sent



47,000

Push messages
sent

Community Initiatives



Neighbourhood & Community Initiatives such as gardening projects, social clubs, and youth activities help strengthen communities, reduce isolation, and improve shared spaces, supporting the Neighbourhood & Community Standard.

Engaging with tenants and local partners ensuring our neighbourhoods are clean, safe and well-maintained also contributes to broader goals within the Transparency, Influence and Accountability Standard, as tenants are involved in designing, shaping and co-producing these projects. Here are a few examples of tenant-led activities, making positive change:

Taylor House Community Engagement and Garden Project

Taylor House, an Independent Living Scheme, benefited from the introduction of a coffee morning to support tenant interaction. While initial attendance was modest, engagement grew steadily as tenants responded to our ongoing presence.

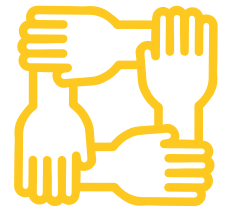
We held a consultation meeting to explore tenants' interests within the scheme. One idea that generated real enthusiasm was improving the building entrance to create a more welcoming space. With this shared vision, tenants successfully secured a community grant to support a garden project. Together, we created a list of essentials, plants, compost, pots and invited all tenants to take part, with staff volunteering to support the initiative. As the project took shape, more tenants became actively involved, taking pride in improving their surroundings and building a sense of community.

It was heartening to witness the transformation, not just of the space, but of the shared commitment among tenants.

As a lasting result, three dedicated tenant volunteers now care for the plants, ensuring the garden remains a thriving, vibrant feature of the scheme



Community Initiatives



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 encouraged people to come together and invest in their surroundings.



Clarks Hill Action Group

Following a consultation, residents of Clarks Hill expressed feelings of social isolation. Over the past year, we have worked closely with them to establish an 'Action Group,' empowering volunteers to take the lead in organising activities within the scheme. Their efforts have resulted in a thriving community, with events such as a breakfast club, digital skills workshops, bingo, inter-scheme games tournaments, takeaway nights, and seasonal celebrations.

Additionally, we have recently partnered with Bury College and will soon welcome a work placement student, who will provide support to both residents and the group in their ongoing activities.

Community Engagement Activities



The **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 and contributing to improved service delivery and tenant satisfaction. Here's a piece of feedback we received from a tenant:

"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."

56.1%

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

Our **Community Grant** has successfully funded Community Groups to deliver gardening projects, activities to tackle social isolation within our communities, seasonal parties such as Easter celebrations and exercise sessions to improve tenant's health and wellbeing.

We also engaged with tenants and families through our **Christmas Tree Competition** to spread some festive cheer, show their sparkling masterpiece and encourage pride and personal achievements.

We are proud to build links across generations by facilitating **inter-generational activities** to unite young and old, for example visits to Independent Living Schemes by school pupils and choirs, and celebrated tenants' birthday milestones.

We held our **Annual Volunteer Networking Event** as a recognition and thank you to the amazing volunteers and community champions who dedicate their time to help improve and make a difference to our neighbourhoods and tenants' lives.



Training



We are dedicated to creating safe, healthy, and empowered communities. As part of this commitment to community capacity building, we deliver targeted training sessions and awareness campaigns designed to upskill tenants, improve quality of life, and reduce inequalities. This includes accredited courses, scam awareness sessions at Independent Living schemes, and courses run in partnership with other housing providers and partners.

We've held **22 courses** over the year and **upskilled 178 tenants.**

Consultations



Tenant consultations are a key part of our commitment to the Transparency, Influence and Accountability Standard. By actively seeking tenant views and involving them in decision-making, we ensure that services reflect what matters most to our communities. They help us build trust, improve transparency, and demonstrate how tenant feedback directly shapes the way we deliver and improve our services.

We consulted with over **1500** tenants throughout the year on:

- Elms community safety
- Townside recycling bins
- Consultation of ginnel/footpath closure
- Chesham Fold environmental improvements
- Tenant Engagement Strategy
- Housing Services Annual Report

Tenants co-produced the Annual Report, with over **900** responses to a consultation exercise, helping to influencing the design and content.

Close partnership working with GMP, brought together a number of key stakeholders to be a visible presence on an estate which was blighted with crime and anti-social behaviour. A safety survey was conducted to understand perceptions with over 60 residents providing their feedback. This resulted in applying for a Public Space Protection Order, to install lockable gates, to restrict access on a ginnel, which was a hotspot for crime and anti-social behaviour, and future plans are to turn it into a community garden.

Chesham Fold consultation was carried out to gauge tenants perception around the reduction in crime, anti-social behaviour and overall environmental improvements to subways and outside spaces, resulting in increased footfall and positive comments from the community.

Before



After



Tenant Involvement and Scrutiny



Members of the Tenant's Voice Forum actively contribute their insights and feedback, helping to shape and enhance the delivery of our services, here are some highlights:

- Involved in staff recruitment (Director of Housing)
- Neighbourhood workshops regarding transition to Bury Council
- Procurement of Mock Inspector
- Involved in the content of Tenant Engagement Strategy and Annual Report
- Reviewed several housing policies, eg Environmental Policy, ASB Policy
- Co-produced new Damp and Mould information leaflet
- Reviewed the new website
- Set meaningful targets for the Tenant Satisfaction measures
- Consulted on our new vision for Housing Services

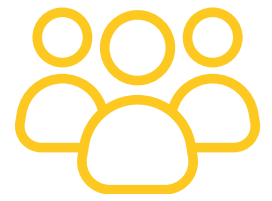
We stay connected with tenants through regular consultation meetings, community and tenant-led groups and informal coffee mornings, and we are always keen to hear tenant's views on what we are doing well and how we can improve.



58.6%

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

Valuable Community Assets



Our Community Centres operate independently, led by dedicated volunteers in collaboration with Housing Services. We provide tailored support to each area based on its specific needs.

These centres play a vital role in delivering much-needed support to some of the borough's most disadvantaged areas, offering essential services such as food banks, pantries, clothing and baby banks, youth clubs, warm spaces, and meals for veterans, along with a variety of activities and community events. They also serve as valuable spaces where officers can engage with residents, work alongside local initiatives, and provide assistance to our most vulnerable tenants.

Thanks to our Community Grant Funding, alongside generous external fundraising and donations, **£21,000** was awarded to tenants and local community groups. These funds empowered a wide range of meaningful projects and events, bringing real benefits and vibrancy to our neighbourhoods.

Access to Funding and Cost of Living Support reflects our commitment to both the Transparency, Influence and Accountability Standard and the Tenancy Standard. By offering clear information and practical help, we ensure tenants feel supported during financial challenges. These efforts help tenants sustain their tenancies and demonstrate our dedication to fairness, respect, and responsive service delivery.

Learning from Complaints



Over the past year, we received a total of **150** compliments, reflecting the many positive experiences our tenants had with our services.

We received 62 formal complaints of which 31 escalated to stage 2.
We identified key learnings to build on:



Improve quality of data.



Improve the way we communicate to tenants about things that matter to them.

65.1%

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



Improve our approach to Complaint Handling.

36.6%

of tenants are satisfied with our approach to complaints handling.



Improve the Repairs and Maintenance Service.

74.9%

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



Improve our approach to Anti-Social Behaviour.

50.7%

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

72.8%

of tenants are satisfied with the time taken to complete their most recent repair.

You can find a full list of our Tenant Satisfaction Measures on our website.



Looking Ahead

Tenant feedback is essential, not just for learning from mistakes, but for embedding meaningful change and continuous improvement. Alongside learning from complaints, we aim to build an ongoing learning culture shaped by what tenants share with us, not just when issues arise. Over the coming months, we'll be:

- **Refreshing our Tenant Engagement Strategy** to make sure it reflects what matters most to you.
- **Creating a Tenant Engagement Satisfaction Survey** so we can hear directly from you about what's working and where we can improve.
- **Reaching out to under-represented groups.** We aim to actively reach out to a broader range of tenants, to strengthen trust and transparency and ensure that decisions reflect the diverse needs of our communities.
- **Embedding engagement across all areas of our service**, so your feedback helps shape every part of what we do.
- **Housing Advisory Board.** We continue to build on the governance and assurance provided by members, using its oversight to strengthen transparency, accountability, and tenant-led decision-making.

We're in the early stages of working with the Tenant Voice Forum reviewing some key services, including:

- **Our complaints handling process**, to make it clearer and more responsive.
- **Our repairs offer**, to ensure it meets your needs.
- **Developing a forward plan for scrutiny**, based on your feedback and our service improvement plans.

Your input is vital, and we're looking forward to working closely with you to make these plans a success. This report shows how tenant voices really make a difference. We'll keep working to build trust, improve services, and make sure everyone feels safe, respected, and heard.

