

Tenant Satisfaction Survey 2023/24

About the Survey

Between September and November 2023, many of you took part in an important survey. All tenants were invited to participate in the survey via postal and online questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Oldham Council maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants that took part were entered into a prize draw, with five winning a £50 gift voucher.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Oldham Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



780

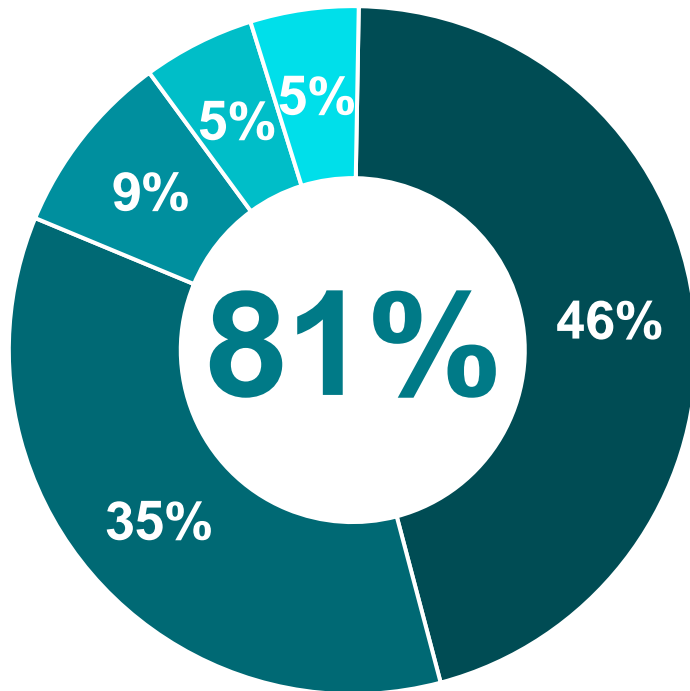
tenants took part
out of a total of
2,027 (622 by
post & 158
online)

A big thank you to everyone who took part!

Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Oldham Council (81%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



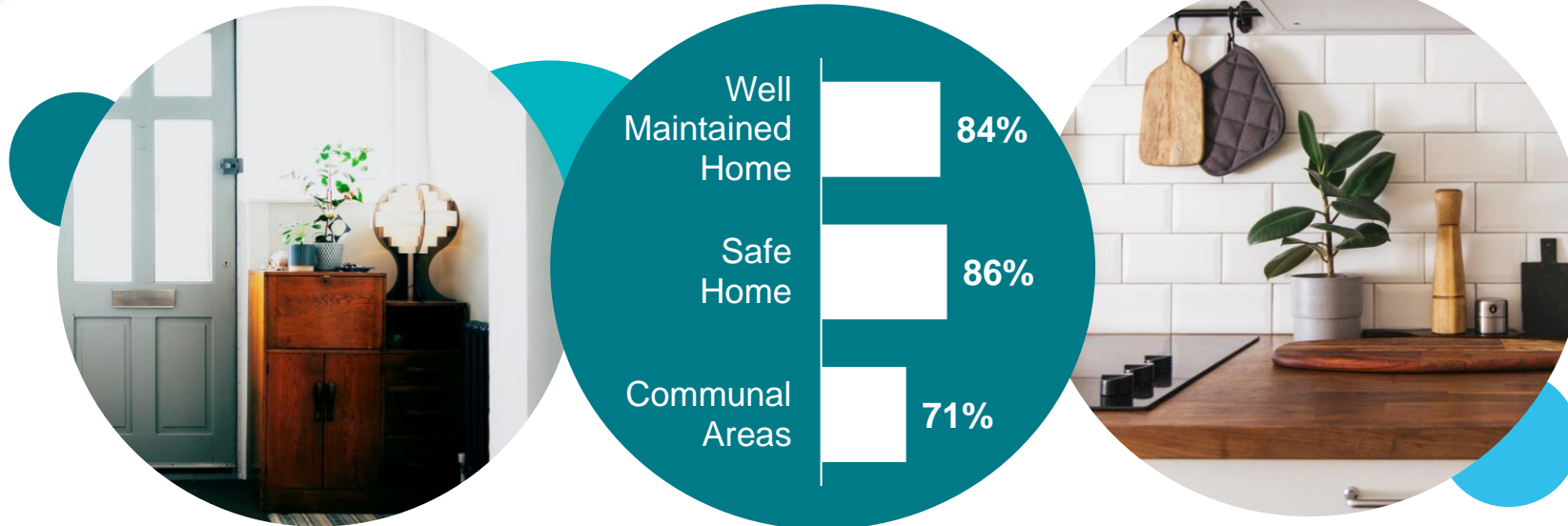
Over eight out of ten tenants are satisfied that they are provided with a home that is well maintained (**84%**).



Slightly more tenants are satisfied that Oldham Council provides them with a home that is safe (**86%**).



Seven out of ten tenants with communal areas are satisfied that they are kept clean and well maintained (**71%**).



Repairs Service



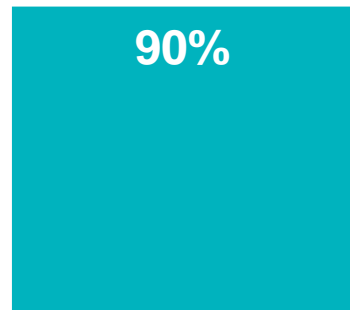
Nine out of ten tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(90%)**.



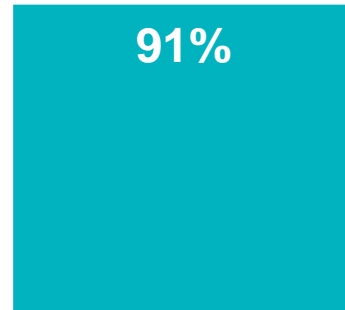
Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(91%)**.



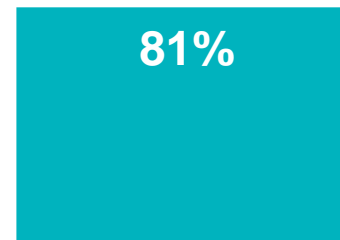
Four-fifths of tenants are satisfied with the way Oldham Council deals with repairs and maintenance generally **(81%)**.



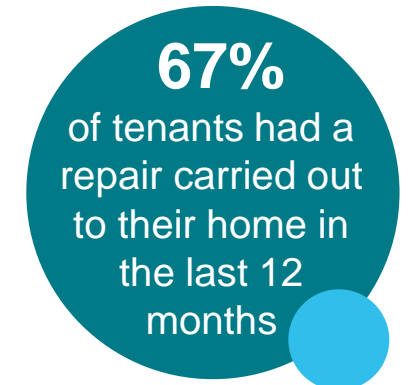
Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



Repairs &
Maintenance



The Neighbourhood



Around two-thirds of tenants are satisfied that Oldham Council makes a positive contribution to their neighbourhood **(65%)**.



Slightly fewer tenants are satisfied with Oldham Council's approach to handling anti-social behaviour **(59%)**.



Communications and Tenant Engagement



Over three-fifths of tenants are satisfied that Oldham Council listens to their views and acts upon them **(64%)**.



Seven out of ten tenants are satisfied that they are kept informed about things that matter to them **(70%)**.



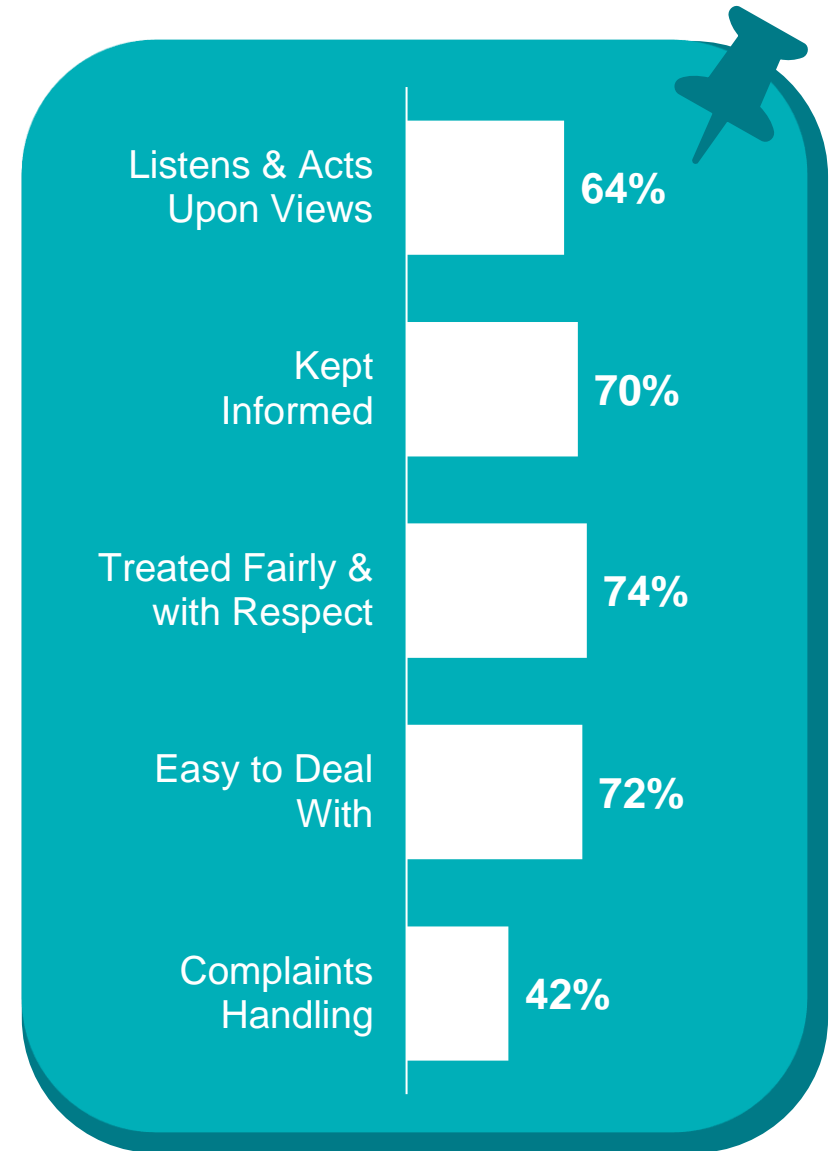
Three-quarters of tenants agree that Oldham Council treats them fairly and with respect **(74%)**.



A similar number of tenants are satisfied that Oldham Council is easy to deal with **(72%)**.



Around two-fifths of tenants who said they made a complaint in the last 12 months are satisfied with complaints handling **(42%)**.



Tenants' Comments

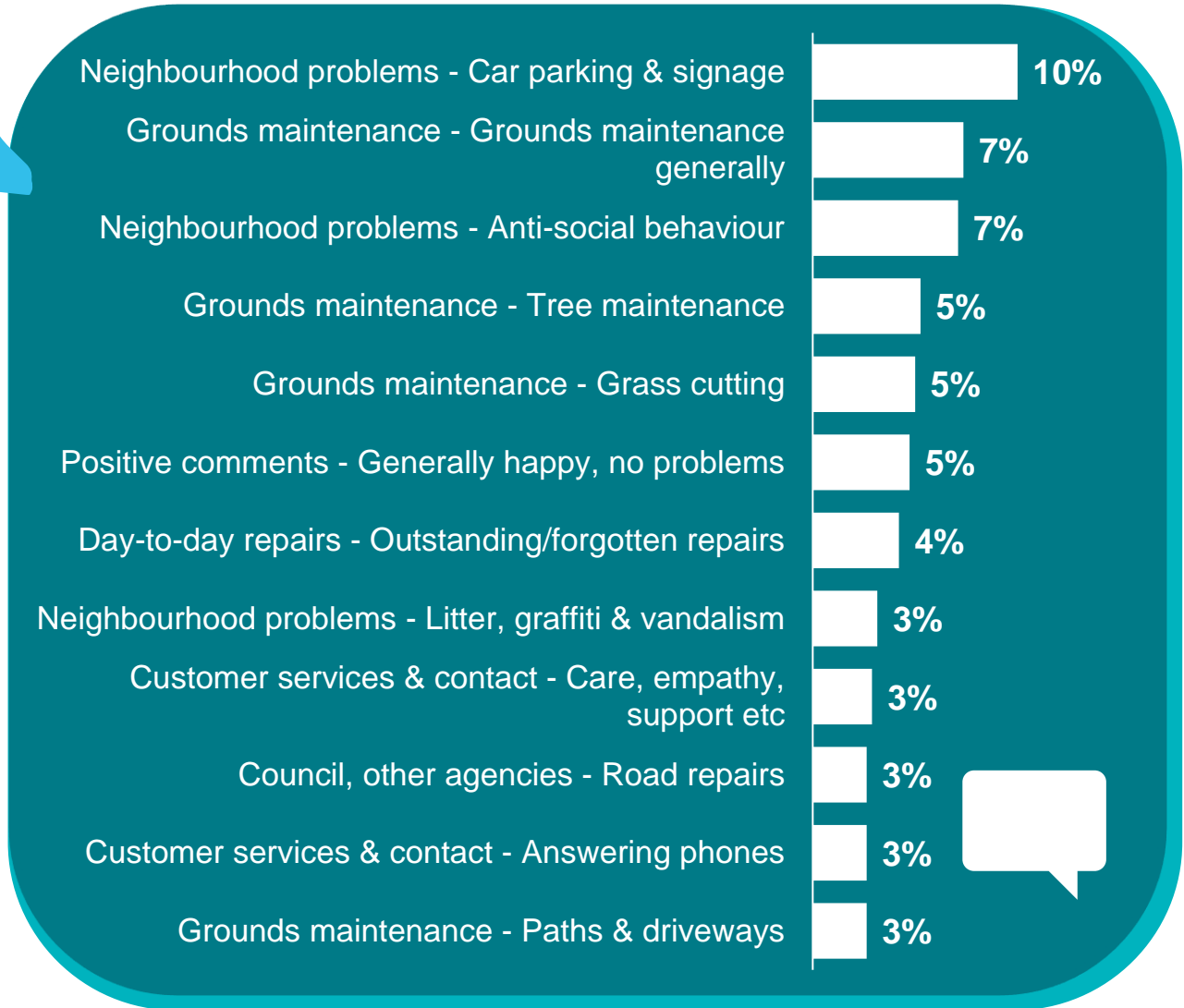
Finally, tenants were asked what one thing Oldham Council could improve and 396 tenants gave comments.

Tenants most frequently commented upon neighbourhood problems and grounds maintenance, including issues around car parking, anti-social behaviour and tree maintenance.

Tenants also mentioned the repairs service, such as outstanding or forgotten repairs that have not been dealt with, as well as the customer service received.

Other tenants are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.

Top comments



Your Views

Oldham Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Oldham Council does to involve you in developing services. As well as publishing the results of the survey, Oldham Council plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., grounds
maintenance, repairs
and customer service



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	780
B.	Timing of survey	21 September to 15 November 2023
C.	Collection method(s)	Online (via email) and postal surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	See following page
F.	Details of any weighting applied to generate the reported perception measures	Geographical area (ward) Age of respondent All weighting was applied in line with market research and sector guidelines
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	20 residents living in Oldham Council's supported living scheme, Holly Bank Apartments. A separate non-compliant face-to-face survey was undertaken with this group of residents. Questions in this survey were loosely based on Tenant Satisfaction Measures, and results were published to residents in an accessible format.
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	5x £50 gift vouchers
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

TSM Summary of Approach

Summary of the assessment of representativeness of the sample against the relevant tenant population (prior to weighting exercise)

Housing Need	Population		Responses		%
General Needs	635	31%	156	20%	1.6
Sheltered	1392	69%	624	80%	0.9
Total	2027		780		

Area	Population		Responses		%
Alexandra	120	6%	41	5%	1.1
Chadderton Central	600	30%	198	25%	1.2
Chadderton South	26	1%	11	1%	0.9
Coldhurst	110	5%	41	5%	1.0
Crompton	42	2%	16	2%	1.0
Failsworth East	141	7%	57	7%	1.0
Failsworth West	85	4%	41	5%	0.8
Hollinwood	123	6%	62	8%	0.8
Medlock Vale	119	6%	30	4%	1.5
Royton North	112	6%	50	6%	0.9
Royton South	7	0%	3	0%	0.9
Saddleworth North	24	1%	16	2%	0.6
Saddleworth South	39	2%	17	2%	0.9
Saddleworth West & Lees	147	7%	80	10%	0.7
Shaw	95	5%	45	6%	0.8
Waterhead	53	3%	33	4%	0.6
Werneth	184	9%	39	5%	1.8
Total	2027		780		

Gender	Population		Responses		%
NO DATA	10	0%	0	0%	
Male	902	44%	334	43%	1.0
Female	1125	55%	446	57%	1.0
Total	2037		780		

Age	Population		Responses		%
0 - 24	20	1%	7	1%	1.1
25 - 34	79	4%	20	3%	1.5
35 - 44	189	9%	40	5%	1.8
45 - 54	217	11%	57	7%	1.5
55 - 59	111	5%	29	4%	1.5
60 - 64	164	8%	47	6%	1.3
65 - 74	473	23%	214	27%	0.9
75 - 84	527	26%	250	32%	0.8
85+	242	12%	115	15%	0.8
NO DATA	5	0%	1	0%	1.9
Total	2027		780		

Constituency	Population		Responses		%
NO DATA	10	0%	0	0%	
Ashton-under-Lyne	226	11%	98	13%	0.9
Oldham East and Saddleworth	520	26%	248	32%	0.8
Oldham West and Royton	1281	63%	434	56%	1.1
Total	2037		780		