



Housing@21

Oldham Report 2021/2022



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If you need this report in a different format, for example large print, Braille, audio file / CD or another language, please contact your local manager. Thank you.



Neil Revely, Chair of Oldham Retirement Housing Partnership (ORHP)

Welcome from the Chair of Oldham Retirement Housing Partnership

“We’re delighted to also be able to share Neil’s message in a video format this year. You can view the video by scanning the QR code with the camera on your mobile phone, or by visiting the Annual Reports page in the resident information section of the Housing 21 website.

Scan the QR code! Housing 21 Oldham Report 2021/ 2022”



I hope you enjoy reading this year’s Oldham Report 2021/ 2022.

The year started just as Covid-19 restrictions were being lifted, and we were beginning to get back to some sense of normality. The vaccine rollout was underway and whilst we were still being careful, activities on courts were starting again, helping residents to stay connected and feel less isolated.

Creating opportunities to bring residents back together has been a real focus for Court Managers this year, with many ‘welcome back’ parties taking place throughout the year.

One court celebrated Christmas, New Year's and Valentine's Day all in one event, as they knew residents had missed out on so much.

Seeing residents enjoying life and having the opportunity to interact with others is a key part of what living in our courts and communities is about, as residents tell us it helps people feel connected, healthy and happy.

Looking to the future and developing new and better ways of doing things has been another focus this year.

Our Property Services Teams are embracing technology, for example by using drones for survey work and installing energy efficient solar panels. Residents are increasingly using new IT equipment and learning new digital skills to help keep connected, and there have been many other positive developments with technology. This includes the continued rollout of the new cashless washers and dryers, which will carry on into next year, and the new warden call system in 2023.

Despite how difficult the last couple of years have been, the generosity of our residents in thinking of others has been outstanding and humbling. Tremendous efforts have gone into fundraising significant amounts of money as well as donating many items to foodbanks.

I consider it a privilege to be the Chair of the Oldham Retirement Housing Partnership, and I'm proud to be associated with all that's been achieved through these very difficult, emotional times.

Thank you to everyone for your hard work and dedication this year and let's look forward to continued success and strong partnerships with our residents, employees, and everyone that makes our courts and communities a place where people want to live and thrive.

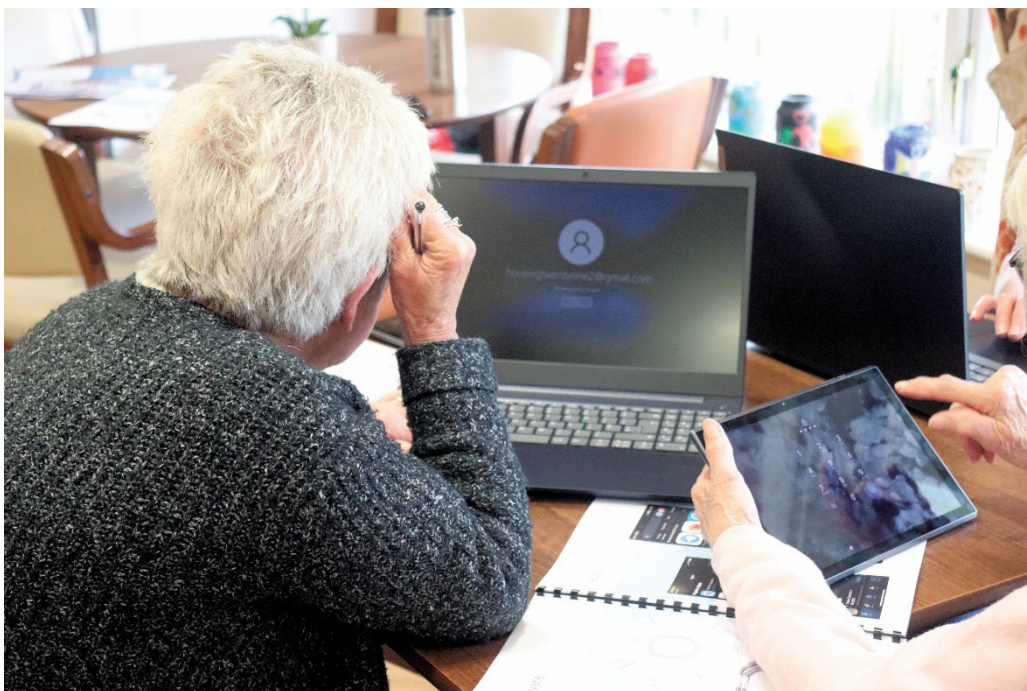
Oldham's performance highlights

Tenancy management	Customer Care	Repairs and maintenance
Proportion of resident breaches of the Tenancy Agreement responded to within five working days – 100%	Proportion of telephone calls answered within 24 seconds – 90.3%	Proportion of emergency repairs completed within eight hours – 96.66%
Proportion of nuisance complaints resolved or suitably rectified – 100%	Average time taken to reply to customer correspondence - 4 days	Average time to complete non-urgent repairs – 6 days
The number of new lettings - 167	Proportion of complaints where a full written response is provided in seven working days – 100%	Proportion of open spaces cleared of fly-tipping within three days – 100%

Looking to the future

We have recently started a partnership with a local IT trainer who will be delivering four-week programmes of basic IT skills to residents across several of our courts in Oldham.

Brownedge Road community room and garden will be having a makeover and redesign Chew Vale will be having a lounge makeover and the conservatory will be redesigned



Resident Stories

Embracing technology at Holland Close

Pat moved to Delph quickly and in very difficult circumstances. She had only recently started recovering from a stroke when there were riots in the area where she lived on the other side of Oldham. She was offered the tenancy at Holland Close, but this compelled her to move as soon as possible. All this took place just before the pandemic.

After her stroke she found talking quite difficult, so her son bought her a smartphone to enable her to keep in touch with family and friends who lived locally and on Facebook. She had lost another son who was in the army, and his family lived in Bolton, so she was able to maintain contact with them too.

Unfortunately, around the time of her move, the phone was stolen. The Holland Close Court Manager, Marian, saw that Pat was upset and discussed the problem with her, then invited her to the lounge to look at the new digital equipment they had acquired. Marian showed her how to use a tablet, which she then loaned to her.

This proved invaluable; because of her personal circumstance and as a result of the isolation caused by lockdown, Pat was able to keep in touch with family and friends. She initially started using it on the communal Wi-Fi in the lounge but has since installed a broadband connection in her own apartment.

Pat has found the help offered by Marian to be invaluable. She also really enjoys the new Alexa facility in the lounge, especially its voice control feature, which she says is a fantastic help to herself and others in the court with similar disabilities.



Pat

Going green

Solar panels in Chadderton

In late 2021, several solar panels were installed on bungalows in Chadderton in partnership with Oldham Council. These solar panels are making a difference to residents' lives by helping to reduce their energy bills.

Residents Tony and Kath said: "We have seen a real benefit in having the solar panels fitted and have seen our bills reduce by using our appliances at times in the day when electricity is being generated. We would recommend having them." Watch this space for more solar panel installations in 2022!



Three new sensory gardens open

Funded through Oldham Council's Capital Investment Fund 2019/22, three new sensory gardens have been built at Trinity House, Tandle View Court and Charles Morris House. Residents have been benefitting from the new layouts and opportunities to enjoy green space on their doorsteps.



Holland Close funding success

Holland Close has received funding from The National Lottery Community Fund and One Oldham Fund through Action Together.

A grant of £10,000 was received from the One Oldham Fund to transform the community garden and to buy digital technology including an Alexa device, large smart TV, tablets and an Echo Show smart display. An additional £3,500 was received from The National Lottery' Community Fund for the communal garden.

Residents are embracing the new technology on offer by using the Alexa to find out Lottery numbers, to check the daily weather and to play music.



‘Get Up and Grow’ in Shaw

A group of residents from Victoria Gardens in Shaw were involved in a pottery painting and planting project, which was delivered to their doors and lasted for eight weeks.

The project, which was delivered by Hayley at ‘Get Up and Grow’, involved decorating plant pots and mugs and having them kiln dried. Residents then used the pots to grow their own herbs which could be used to make healthy soups and teas.



Green Garden competition

Our Green Garden competition is always a popular event. With restrictions still in place, we held the event remotely for the second year and asked entrants to send in photos of their gardens. Our guest judges, Chris Woods from our grounds maintenance contractor, Greenfingers, and Caroline Lawton from Veg in the Park, a community growing hub in Waterhead Park, did a fantastic job as always.

Category	Winner	Highly Commended
Best Communal Garden	Violet Hill Court	Throstle Court
Best Garden	May, Recreation Road	Fred, Cypress Avenue
Best Box, pot or Hanging Basket	Kevin, Iris Street	Dorothy, Old Mill House
Best Creative Expressional Gardening	Marcia, Old Mill House	Knit and Natter group, Old Mill House
Best Video of 'Why I Love Gardening'	Christine, Old Mill House	N/A
Best Grow Your Own Fruit or Veg	David, Violet Hill Court	Eileen, Tandle View Court



Best Video of 'Why I Love Gardening'



Violet Hill garden — Best Communal Garden



Reconnecting with friends and neighbours

‘Working with you’ resident conference and 15 year celebration

We held our first in-person conference since 2019 and it was a fantastic way to celebrate 15 years of working in Oldham.

It was wonderful to see residents in person, set out our future plans for engagement and celebrate some of the successes from the last year. This included our Fab Neighbours, garden competition winners and RHS garden winners. The event was opened by Councillor Hannah Roberts, Oldham Council’s previous lead Cabinet Member for Housing, and there was a welcome from Chair of Oldham Retirement Housing Partnership, Neil Revely, by video link.

Local businessman and celebrity, Frank Rothwell, gave an inspiring speech about his incredible journey rowing 3,000 miles across the Atlantic Ocean solo, raising £1 million for Alzheimer’s Research UK. There were many activities for people to get involved with, such as laughter yoga from The Orange Club, armchair exercise from Phil Brooke and music sessions from Sonder Radio.



Our first in-person conference since 2019

Online Court Voice meetings

Throughout the last year we continued to stay connected with as many of our Court Voice members as possible through Microsoft Teams meetings and email.

Court Voices are residents from across the borough, who share information from Housing 21 with their neighbours and other members of the community. We work alongside our Court Voices to get feedback on services, activities and topics that are important to residents.

We held our regular quarterly meetings over Teams and invited speakers from Action Together, Answer Cancer GM project, as well as having regular updates from Oldham Council, Greenfingers and our Property Team.

Several courts throughout the borough held ‘welcome back’ parties and events to welcome residents back after a challenging couple of years.

Groundwork’s Prince’s Trust project at Victoria Gardens

Young people from Groundwork’s Prince’s Trust project completed a 12-week team programme, which concluded with a two-day community project at Victoria Gardens in Shaw.

The garden makeover included updating planters, a new bench, creating a beautiful bee-themed piece of art and decorating stones with attractive bee-themed designs. A celebration event took place which stakeholders were invited to, including local councillors, parents and Housing 21 employees and residents.

“The Groundwork Oldham Prince’s Trust team has worked so hard putting together a gardening project for the residents and giving the centre some kerb appeal, it looks fantastic!” Janet Campbell, Court Manager at Victoria Gardens.



Crafting at St Herbert's Court

This was initially set up by crafter and Court Manager Anne Jackson and is now being delivered by resident Marie.

The group is made up of residents from St Herbert's Court and the surrounding bungalows who meet every Thursday afternoon. They have made some wonderful creations to date, including fairy dolls, doll gnomes, button dolls and Easter tree decorations.



Making Space partnership

Making Space, a charity that helps residents in Oldham with dementia support services, started their weekly sessions again after lockdown, offering a carer's drop-in session at St Herbert's Court, Musical Memories sessions at Trinity House and a drop in session at Hopwood Court.

Culture vultures

Residents from Trinity House, Holland Close and Springlees Court enjoyed a trip to watch Aladdin at the Coliseum Theatre, in Oldham. Special thanks to the Coliseum for the free tickets.



Resident stories

Community spirit at Old Mill House

Sally is a volunteer at Old Mill House and does a lot of work for charity and supports the court greatly with fundraising efforts.

Since lockdown Sally began fundraising for the court, when residents themselves were unable to.

On two occasions Sally has raised over £500 by selling raffle tickets with a hamper prize, with items donated by local businesses. Money raised was split between Old Mill House and two local charities.

Sally has also gone on to collect Easter eggs, not only for Old Mill House but for the other five Extra Care courts in Oldham. She has worked so hard and has been able to distribute over 5,000 Easter eggs across local schools, hospitals and other deserving causes in the Oldham area.

MioCare employees also very kindly offered to help distribute them to the various courts and have been busy helping to count them — what fantastic community spirit!

Sally has also appeared on Radio Manchester, promoting her Easter egg collection and has now set up her own charity to help local schools and disadvantaged children.

“She is an absolute star and has been a good friend and advocate to all at Old Mill House!” Dianne, Court Manager.

Making improvements and embracing technology

Alarm tender focus groups at Violet Hill and Tandle View Courts

Residents from Violet Hill Court and Tandle View Court were invited to focus groups to discuss tendering for the new warden call system. Residents gave their views on each of the products and feedback was taken on board to assist with the decision making process. The rollout of the new system will begin next year.

Cashless washer and dryer focus groups

A pilot project to install cashless washers and dryers took place at two courts, Holland Close and Charles Morris House. Feedback from residents has highlighted that the new systems are easier to use. The rollout of the cashless washers and dryers to the remaining Oldham courts will take place throughout 2022/23.

Innovation with technology

Our Property Team has started to use drones to carry out high level inspections without the inconvenience of using scaffolding, this is saving time and money.

Kerb Appeal Funding

We asked residents and Court Managers for ideas to improve the exterior appearance of their courts and communities.

Congratulations to the following courts whose ideas are being taken forward:



Charles Morris House

Soil borders to be planted with a mixture of plants and flowering shrubs A parking barrier fence to stop drivers parking close to planted areas and hanging baskets at the front entrance and main lounge window.

Lynmouth Avenue

A ramp outside the front of the communal bungalow to enable the building to be accessible for all residents.

Cloughgate House

Outdoor sockets to be installed so residents can use lighting and a water feature to brighten up the gardens.

Holland Close

Improve the external garden area by purchasing matching planters and plants to go outside each of the six external doors.

Trinity House

Lighting at the front of the building to make it easier for visitors and residents to see when arriving at the building and to enhance the appearance of the court.

Violet Hill Court

Planters at the side of the door entrance and on railings, as well as a new sign for the court.

Walton House

Wood chippings at the side of the court to enhance the appearance.

Fundraising and funding received

Lido House - £804	from Action Together to buy tablets for residents and the community to use. A monthly computer class has been supported by a local councillor
Old Mil House - £200	from Action Together for the Garden Club to buy plants, soil and tubs to brighten up the court
Old Mill House - £1,400	from local councillors for garden furniture and the hire of a wheelchair-accessible coach so that residents can go on a summer trip
St Herbert's Court - £180	from Action Together for afternoon tea, delivered to residents
Trinity House - £1,200	from Action Together for music equipment so residents can have their own equipment for musical afternoons
Trinity House - £1,000	from ABL Health to deliver arts and craft sessions for residents.
HopWood Court -£360	from local councillors for an afternoon tea and Easter egg for each resident.

Fundraising for good causes

Violet Hil Court	The residents held a fundraising event for Dr Kershaw's Hospice with an afternoon tea and raffle raising £350.
Trinity House	Residents donated £550 to the Alzheimer's Society.
Trinity House	Residents raised £900 for Macmillan Cancer Support.
Lido House	Residents had a Halloween party and invited the 'Barn Hollower' ukulele band. They donated their payment of £70 to Manchester Mind.
School House flats	Residents held a number of events over a period of several weeks, including bingo nights, raffles and a potato pie night, raising over £600 for The Air Ambulance Service.
Walton House	A Macmillan Cancer Support fundraiser was held in the communal lounge, organised by Ann, May and Brenda of Recreation Road, who have been raising money for the charity for many years, totalling over £1,100.

Helping Hands

In 2020, we launched our Helping Hands campaign, encouraging residents to speak to their local manager about any questions or concerns they may have with their rent account.

Since then, we've launched our Tenancy Gurus within the organisation who focus on providing advice and support to colleagues regarding benefits and arrears. During 2021 the Tenancy Gurus managed to support many residents across the organisation with claiming benefits, funds and grants. The combined total was over £707,000.

Your Court Managers are supported to help you with any questions regarding rent, finance or benefits that you may have. We really encourage you to have these conversations if there is anything on your mind, Court Managers are happy to help!

MAD Days

We also encourage all local managers to take part in our quarterly Make a Difference (MAD) days. Over the past year, we have had different themes for the days such as Operation Lightbulb, acts of kindness, share a smile, and talk money.

How to be energy smart

Operation Lightbulb

In the face of rising energy costs, we created the Operation Lightbulb Team to help residents and employees keep utility costs to a minimum. The team will be looking at communal and individual utility costs to see what we can do to help.

Some of the measures include:

- Completing efficiency checks when servicing boilers, advising residents on how to get the best heat and hot water performance for the lowest cost
- Reviewing guttering to see if it is beneficial to install rainwater butts as a source of water for the gardens
- Promoting money saving hints and tips
- Piloting and evaluating different types of technology which may reduce costs
- Exploring external funding options for residents

We will continue to keep residents up to date on progress so keep an eye out for more information.

Resident stories

Pat's volunteering in Chadderton

Pat moved into her bungalow in Chadderton during lockdown, but she soon settled in. Here, she tells her story:

"I feel very lucky to have moved into such a lovely bungalow in Chadderton; the area is very nice with lovely gardens, friendly neighbours and the added security of our Court Manager.

"Still, it was a bit of a challenge moving to a new area when everyone was in lockdown, and I was unable to get to know my new neighbourhood. I must admit Housing 21 has been brilliant, the Court Manager is on hand if I have any problems or need help, and if anything needs repairing it is organised straight away, without any hassle.

"My family has been very supportive and along with my constant companion George, my 12-year-old dog, they have kept me going through this challenging time. George has his own little personality; there's never a dull moment with him around; he puts a smile on my face and cheers me up no end.

"I also volunteer for the 'Life Story' Project at Age UK Oldham. I have done this for just over 10 years, and I am very passionate about the work we do. Throughout lockdown I continued to volunteer remotely by telephone and facetime, helping to turn clients' memories into their life story book, which are always greatly received by the person and their families.

“I love talking to people, listening to their stories and helping with their family history and it gave me something to focus on during the lockdowns. As things returned to normal the ‘Life Story’ volunteers returned to visiting people in their own homes and care homes, they had been really looking forward to.

“Age UK Oldham always welcomes new volunteers to the project, so if you have a few hours to spare, enjoy meeting new people and listening to their stories, why not give it a try. It is a very rewarding way to spend a few hours of your spare time.”



Pat, Chadderton

2021/22 at a glance nationally

1. Providing more homes

At the end of the year, we had five Extra Care and seven Retirement Living courts on site which will provide another 537 homes. We have in excess of 1,500 properties in the development pipeline and will look to progress these in the coming year.

2. The quality of our existing properties

We have already invested significantly in our properties. Last year, 98 percent of kitchens and 99 percent of bathrooms over 20 years old had received a makeover, as had 98 percent of communal areas over seven years old. We also achieved 100 percent of our properties at Energy Performance Certificate Level C or above.

3. The quality and responsiveness of our services

The delivery of high-quality services is at the heart of our purpose and must never be compromised. Last year 90 percent of schemes where we provide the care were rated 'Good' or 'Outstanding' by the Care Quality Commission (CQC). We achieved 90 percent and 91 percent resident satisfaction across Extra Care and Retirement Living respectively.

4. Our people and potential

The motivation, commitment and satisfaction of our employees is key to their engagement, performance and behaviour and is critical to providing quality homes and services to residents. Last year we achieved Investors in People Platinum status and scored 92 percent employee satisfaction.

5. Systems and technology

We are committed to addressing the digital divide experienced by many older people and those with limited means by helping residents become more digitally connected. We are investing in our people, processes and systems to make Housing 21 more effective, productive and easier to engage with.

6. Providing value for money

The drive to achieve value for money is a fundamental consideration in all we do. We aim to spend wisely, work productively, do what we say we will and do it with integrity. As a notfor-profit organisation any income generated is reinvested in homes and services to maintain high standards.

7. Innovation and influence

We want Housing 21 to be seen as the leading organisation providing housing with support or care for older people. Strong values are crucial in achieving this and we will always be guided by our social purpose as well as putting quality, and our residents, at the heart of our actions and decisions.

We remain committed to being a dementia-friendly organisation. All employees become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends initiative.

Housing 21's national organisational performance

How we spend your rent and our other income

None of the rent we receive goes into the pockets of shareholders. It is all spent or reinvested in our services and properties.

For every £1 we receive in rent and other income

Routine maintenance	14p
Service contract and maintenance	8p
Head office and regional management	29p
Major works to existing properties	31p
Net interest payments on loans	18p

How we spend your service and support charge

Your service and support charges go toward providing the valuable services which make your court your home.

Court Manager service	22p
Repairs and maintenance	8p
Utilities	22p
Gardening	14p
Sinking funds	8p
Management fee	11p
Door and call systems	9p

Reinvestment in our existing properties

We are proud of our properties and want you to be proud of them as well, making them a positive choice.

* The Covid-19 pandemic had a significant impact on the amount of work we were able to undertake during the 2020/21 year

2017/18	£29 million
2018/19	£29 million
2019/20	£33 million
2020/21	£18.4 million*
2021/22	£33.1 million

Number of properties: 22,204

Turnover: £224.4m

Operating surplus: £30.3m

Respect and Inclusion

Respect and inclusion relates to how we create an environment where differences are welcomed and valued.

This year we have embarked on a journey to create a new Respect and Inclusion Charter that sets out standards for inclusive behaviours from our employees, residents and contractors.

There is no doubt that the diversity of the workforce and older adults is changing all the time; within 20 years, the population of people aged 65 and over that are LGBTQ+ will rise from one percent to 2.5 percent and in 20 years there will be six times the amount of people aged 65 and over who are Muslim, Hindu and Buddhist than there are now.

The younger generation, who are now entering the workplace for the first time, are the most diverse generation ever.

It is reasonable for everybody coming to live or work with us to expect a safe, inclusive environment, where everyone is treated with dignity and respect and can be their whole selves.

The Charter's development in 2022 has been an exciting journey of engagement, with many residents actively helping to shape future versions:

- Focus groups across courts
- Workshops with the Court Voice members
- Feedback from Resident Engagement groups
- Email correspondence from courts

All of this input is helping us to create a Respect and Inclusion Charter that can be owned and lived by all.

We have many more engagement plans to come, including our resident conferences. When it is complete, we will have a clear, unified stance as a culture that rejects intolerance and welcomes diversity. You can read more about our plans for respect and inclusion in our new strategy for 2021/25, available on our website.



Adele and Kenny at the resident conference
Housing 21 Oldham Report 2021/ 2022

Wellbeing

Health and wellbeing has been the focus of many conversations over the last couple of years as we've navigated our way through the pandemic and come out the other side.

We have seen how our residents and operational teams have used their creativity to stay well and active — even during lockdowns — with ideas such as socially distanced activities and making use of technology to video call family and friends.

As we return to 'normal life', we want to continue to support your wellbeing in every aspect, including financial wellbeing.

In our monthly court newsletters we share 'Helping Hands Handy Hints' which are all about raising awareness of the little things you can do to save the pennies. We've recently launched our Helping Hands Fund for residents who may have found themselves in a financial emergency and hope this can reduce some of the pressure which comes with such situations.

Housing has a key role to play in supporting health and wellbeing and our Court Managers can help with this. Many courts have regular activities such as tai-chi or chair yoga which are not only great for your physical wellbeing, but also good for social interaction. If you'd like to try something like this, why not speak with fellow residents and your local manager.

Organisations such as Age UK also have great wellbeing resources to help you stay fit and well, even if you find exercise difficult.

Compliments and complaints April 2021 to March 2022

Complaints process

Housing 21 welcomes feedback about our employees and services as this helps us to learn and improve.

Our local managers will try to resolve complaints informally as they arise. Where this is not possible, or not appropriate, then we have a formal complaints procedure.

We will acknowledge receipt of your complaint within two working days of us receiving your correspondence or phone call. A more detailed response will be sent to you within seven working days from receipt of your complaint, explaining what action is being taken or will be taken. If more time is required to fully investigate your complaint, we will tell you when you can expect to receive a full response.

If your complaint is not resolved to your satisfaction, you can ask for it to go to the next stage. This means it will be referred to the Head of Service in Oldham, who will consider the matter and respond to you within 14 working days from the date that they received it. If the Head of Service is unable to resolve your complaint to your satisfaction, after eight weeks you have the right to request that your complaint is investigated by the Housing Ombudsman.

2021/ 2022

- Five complaints related to grounds maintenance. To address these issues, we have introduced a complaint pro-forma, working with our grounds maintenance contractor to enable us to manage and escalate complaints more effectively with them and it formally highlights to them when the service is not being delivered to an appropriate level.
- Five complaints related to repairs and the out-of-hours repair service to resolve property issues. We have learnt some key lessons from these to help us improve repair management, including feedback provided to employees regarding protocols when an emergency repair is reported out of hours.
- Our duty manager protocols and out-of-hours communication have been reviewed to ensure customer needs are at the forefront when decisions are taken. Information from the review has been shared with all managers throughout the service.
- One complaint was concerning an employee. The complaint was investigated and not upheld as there was insufficient evidence to support the allegation.
- One complaint was from a resident who was unhappy about paying the Court Manager charge. Following a conversation with the resident, to ensure that they were able to support themselves independently, the Court Manager service charge was removed.

During the year April 2021 to March 2022 we had 12 formal complaints:

Repairs	5
Grounds maintenance	5
Employees	1
Court Manager service	1

Compliments

We also seek to record the compliments we receive from residents. During the year April 2021 to March 2022 we had five compliments:

Employees	2
Repairs contractors	3

We welcome residents' involvement in our Court Voice group and are seeking diversity of views. Get in touch if you are interested using the contact details at the end of the report.



Lynmouth Avenue residents, Jean, Hilda and Paula, making the most of the new ramp into the community room, which was funded through the Kerb Appeal fund.

Sustainability

Last autumn saw the UK host the 26th UN Climate Change Conference (COP26), and Housing 21 has made a sustainability commitment to 'do no harm'. Our approach is being directed by our Sustainability Steering Group, headed up by our Chief Executive, Bruce Moore.

Our plans include:

No more gas! — All new developments will use renewable energy for heating, utilising technologies like heat pumps and solar panels. For our existing courts, we will replace our gas heating systems with renewable technologies as and when they are due to be replaced. Our Asset Management Team is putting plans in place to find the right technologies for each court.

Plug in your car — In the year ahead we plan to install electric vehicle (EV) chargers at up to 30 courts that are owned by Housing 21. We want to help our residents to be a part of the electric revolution. Just a couple of years ago, electric cars made up just one percent of new vehicle sales, this year it is at 15 percent.

This isn't just about stopping climate change, It is also about creating a better and more exciting future for everyone. We are in the midst of an industrial revolution, learn more about the technologies being developed and how they could change our lives for the better.

Oldham annual performance 2021/22

KPI	Description	Unit	Target	End of year performance
TLPI1	Tenant Liaison poor performance points	Pts	0	0
TMPI1	Tenancy management poor performance points	Pts	0	0
TMPI2	Proportion of tenant breaches of the Tenancy Agreement responded to within five working days	%	95.00%	100%
TMPI3	Proportion of nuisance complaints resolved or suitably rectified	%	95.00%	100%
CCPI1	Customer care poor performance points	Pts	0	0
CCPI2	Average reply times of customer correspondence	Working Days	8	4
CCPI3	Proportion of home visits carried out within five working days	%	90.00%	100%
CCPI4	Proportion of telephone calls answered within 24 seconds	%	85.00%	90.93%
CCPI5	Proportion of complaints where a full written response is provided in seven working days	%	85.00%	100%

RCPI1	Rent collection poor performance points	Pts	0	0
RCPI2	Proportion of rent collected	%	98.00%	102.32%
RCPI3	Percentage of rent arrears of current tenants	%	2.00%	0.84%
RCPI4	Percentage of tenants owing more than 13 weeks' rent	%	2.00%	0.11%
RCPI5	Percentage of charged collected (not rents)	%	97.00%	102.32%
SSPI3	Proportion of tenant contacts made	%	98.00%	100%
SSPI4	Proportion of emergency alarm calls (EAC) responded to within 20 minutes	%	98.00%	100%
SSPI5	Proportion of social activities taking place as planned	%	98.00%	99.96%

Want to stay connected throughout the year?

If you enjoy the content of this report and want to see more content like this all year round, be sure to follow us on our Housing 21 social media channels. We share resident stories, court events, organisational initiatives, and more!

Have you seen our Podcast?

In 2022, we launched 21 Talks, a podcast showing that at every age, everyone has important stories to tell and opinions to share. Each month, we publish a new episode that captures the real-life stories and experiences of our residents, putting them at the heart of the conversation and spotlighting the topics and discussions that matter most to them.

Scan the QR code!



Feedback

We hope you have enjoyed reading the Oldham Report 2021/2022. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing **communications@housing21.org.uk** or speak to a member of the Housing 21 team.



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