



Oldham Report 2025/26

Image: Throstle Court, Icons Charity Calendar



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Welcome and Introduction

It has been a pleasure for me to chair and lead the team that has enabled increased support for both the residents and employees this year. There has been an increase in investment in building improvements.

I am pleased that the improved service delivery from our contractors and employees resulted in 94% overall resident satisfaction*, which is both exceptional versus the social housing sector but also not a level we are happy to settle at, so we will continue to challenge ourselves to improve on that.

Our teams are here to listen, seek insights and find new ways of providing services that help improve our effectiveness and value. The investment in the new digital call systems, new kitchens, boilers, fencing and windows will help with the quality of your properties and your ability to access support when you need it.

* Source – Tenant Satisfaction Measures in accordance with Regulator of Social Housing testing requirements

Thank you to all those residents who have gone the extra mile to support local and national charities. Your fundraising efforts and the strong presence you've helped create for these charities make a meaningful difference within your communities.

By the end of 2026, I will be handing the baton on to one of my Board colleagues to chair this Oldham partnership. I want to thank all of you for your support and I very much want to thank the employees and contractors whose

work continues to improve the lives of our residents. It has been an immense pleasure to get the performance improved to very high standards and you have been warm, open and welcoming.

We look forward to more success and more joint working to deliver even better results in the months to come.

Thank you.

Suki Kalirai

**Chair of Oldham Retirement
Housing Partnership (ORHP)**





Director of Retirement Living — Overview

This year has been another busy year, from launching our own Oldham Community Fund and investing in your homes, to celebrating our employees.

We're grateful to all our contractors who have supported our Oldham Community Fund. So far, ten projects have been funded, all of which were voted for by Community Voices at the quarterly meetings. These projects have made a positive difference in our communities, and we're delighted to be able to support such a wide range of local initiatives such as cutlery for a luncheon club, garden furniture, a karaoke machine and craft equipment to name a few. Look out for the next round of funding in the Autumn. If you have an idea that needs funding and could make a positive difference in your community, please speak to your Local Housing Manager. We'd love to hear your ideas.

Gaining feedback from residents is crucial to helping us improve and continually develop our services. Whether it's through the relaunch of our Green Inspector initiative, our Community Voice representatives, or residents completing surveys such as the Tenant Satisfaction Measures (TSMs)- we want to hear your thoughts. Your feedback helps us understand what is working well and, just as importantly, where we can do better. This year's TSMs results, which are shared within this report, highlight some valuable insights, which will help shape our priorities and how we deliver our services going forward.

This year also saw us celebrate the achievements of six members of our team through our employee awards. We value recognising and rewarding colleagues who go above and beyond for our residents and communities. Their dedication, hard work and commitment deserve to be celebrated, and we're incredibly proud of them. We had examples of partnering with other departments to complete a complex programmes of work, an employee who had a willingness to go the extra mile to support residents, a new employee having a positive impact on the team and someone who has brought community cohesion and a sense of unity to a scheme. Another key highlight of the year was the Throstle Court Icons Charity Calendar, which raised an amazing amount of money for Andy's Man Club. A

huge congratulations to everyone involved. Raising such a significant amount for such a worthwhile cause is a fantastic achievement, and it's wonderful to see our residents and teams coming together to support something that can make a real difference.

2025/26 has also seen significant investment in homes, from new fencing, boilers and kitchens to several other important improvements. One of the key milestones has been the installation of new digital emergency call systems at our schemes and bungalows. These new systems will help us prepare for the digital switchover, where traditional analogue systems connected to the old emergency call systems will be switched off within the next year. Residents have already started to see the benefits of the improved technology.

As we reflect on a busy and positive year, there is so much to celebrate across our communities. Thank you to our residents, contractors and colleagues for your continued support and commitment. Together, we're making a real difference and strengthening the sense of community that makes our Oldham neighbourhood such a special place to live.

Kate McArdell-Broome
Director of Retirement Living

Oldham Community Fund

At November's Resident Conference, we launched our new Oldham Community Fund



Thanks to a number of generous contractors, we've been able to offer grants of £250 towards community initiatives that Housing 21 residents will benefit from. These projects have been voted for by our Community Voices from across the borough at our Community Voice quarterly meetings, which took place in May and February. The whole idea from start to finish is led and decided by residents, with Housing 21 employees supporting the process.

“We're very grateful to our contractors for supporting the Oldham Community Fund and it's

inspiring to see what ideas and initiatives residents want funding for, from garden furniture and craft resources to smart TVs. It just shows what a difference a small amount of funding can make to people's lives.”

Issie Howard, Partnerships Manager at Housing 21

So far, we've funded 10 projects from garden furniture and plants to cutlery and crockery for a luncheon club, even a karaoke machine to name a few.

Investment in Your Homes

This year we've invested in new kitchens, boilers, windows and fencing and completed the installation of the new digital emergency call system.

We've installed **524** new boilers, and **400** new kitchens with contractor, CLC in schemes and bungalows in Chadderton, Delph and Failsworth, investing almost **£2.9 million**.

Karen, our Local Housing Manager has been supporting residents in preparing for their new kitchens and working alongside CLC to coordinate the work.

Feedback from the new kitchens has been positive.

“The kitchen is easier to clean and is much brighter and lighter — I'm very pleased”.

Betty from St George's Square in Chadderton



Alice (pictured with Karen), a resident at Lees House, loves her new kitchen and found the process smooth.

We also completed the installation of the new Appello system across all our schemes, as well as the installation of the Tynetec systems in all bungalows.

Feedback from both residents and employees has been very positive. In particular, residents have welcomed the 'I'm OK' function on the Appello system, which allows them to let the Local Housing Manager know they are safe and well. This gives them the freedom to go out and about at their leisure without having to wait for a wellbeing call, providing greater independence and peace of mind.

We've also made improvements to a number of schemes including investing in new walkways, internal and external decoration, loft insulation and flooring.



David and Carol, residents at one of our schemes find the new Appello system more modern and straightforward to use.

Oldham Employee Awards

It had been a few years since we were able to bring most of the Oldham team together so this year we were delighted to welcome Kate McArdell-Broome, Director of Retirement Living who presented certificates and prizes to our six award winners.



Housing 21 Partner Award
Daniel Lee, Property Surveyor



Resilience and Collaboration Award
Karen McGrady, Local Housing Manager



Community Cohesion Award
Suzanne Delaney, Local Housing Manager



Best Newcomer Award

Natalie Smith, Responsive
Repairs Manager



Making a Difference Award

Jodie Ashton, Operations Manager



External Partner Award

Harrison Grant

Congratulations to Daniel, Karen, Suzanne, Natalie, Jodie and our external partner, Harrison Grant from Oldham Council's Helpline team. **All worthy winners!**

Mama Mia Café at Charles Morris House

Mama Mia Café at Charles Morris House is open to residents and members of the public from 10am to 2:30pm, Monday to Friday, and even opening most Sundays to serve up a delicious Sunday lunch. They offer a varied menu of breakfast and lunch options as well as a specials board. Employees offer a warm welcome and share a wealth of knowledge with customers, even adapting their support to individual needs — for example, assisting residents with limited dexterity by cutting meals into bitesized pieces.

Residents are highly complementary of the service that the café is providing, **local resident, Evelyn, said:**

“

They make very good food at very reasonable prices.

The staff are lovely and always go above and beyond.”





Viv, another resident at the scheme, said:

“

They even provide ready meals, like pies, that can go in the freezer. It's really helpful when you need a quick, tasty meal and the café is closed.”

The café supplies an invaluable service to residents by providing nutritious meals at an affordable cost and is a hub which welcomes the local Failsworth community.

Gemma, Local Housing Manager, said:

“

It's brilliant to see the atmosphere at the café. Residents and local people can pop in for their lunch and be well looked after, it's a real asset to our scheme.”

Music in Mind at Tandle View Court

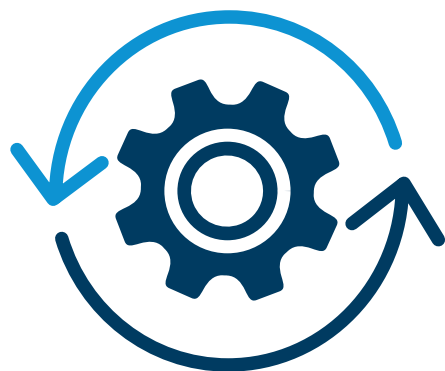
Tandle View Court has been chosen as the location to host a Music in Mind Café Music Group for those with dementia. Led by Manchester Camerata professional musicians, Music Therapists and Music Champions, Music in Mind Cafés provide in the moment person-centered care for people living with dementia.

They bring moments of joy, connection, true expression, and help enhance the wellbeing of all who attend. There are many therapeutic benefits of music and residents in Royton are continuing to embrace the opportunity.



Tenant Satisfaction Measures (TSMs) Results

Housing 21 surveyed all 1,432 Oldham PFI residents, receiving 531 completed responses. Satisfaction across the service remains consistently high, with 94 per cent of residents satisfied overall.



Repairs continue to be a major strength. **98 per cent** are satisfied with repairs completed in the last 12 months, with **98 per cent** satisfied with the time taken.



Residents are also very positive about their homes: **95 per cent** feel their home is well maintained and **94 per cent** feel safe.

Communal areas and neighbourhoods are also viewed positively. **88 per cent** are satisfied with the cleanliness and maintenance of communal areas, while **90 per cent** say their neighbourhood is a good place to live. However, fewer feel Housing 21 makes a positive contribution to their neighbourhoods, and satisfaction with anti-social behaviour handling is lower at **72 per cent**.



96 per cent are satisfied with scheme management, and Extra Care residents report high satisfaction with on-site care (**89 per cent**). Restaurant satisfaction is also high, with **83 per cent** satisfied with meal quality and **87 per cent** with value for money.



Engagement scores are generally positive with **81 per cent** feeling like they're kept informed, **79 per cent** feel listened to, and **88 per cent** feel treated fairly and with respect.



Satisfaction with the digital emergency call system is strong, with **89–91 per cent** satisfied across response speed and overall helpline experience.

Year-on-year comparisons show overall resident satisfaction has stayed the same. Repairs have improved slightly, while scores for neighbourhood contribution and being kept informed have dropped by eight percentage points.

Key areas for improvement include complaints handling, car parking pressures, support for residents who feel isolated, and raising awareness of services among those giving neutral responses. We have set some actions in place to try and increase these percentages.

Overall, the survey shows strong resident satisfaction, particularly with repairs, home quality, resident support and scheme management.

Helping Hands Fund

Between April 2025 and March 2026, a total of £15,420 was used for residents who needed some extra support during difficult times.

The funds went towards:

A couple who moved from a damp property, who needed to leave their old furniture behind and needed some financial support to buy new furniture at their new address.

One resident's washing machine had broken, and they had no savings to buy a new one.

After the breakdown of a relationship, an individual needed some help to buy new items for their new home.

A resident who moved out of residential care and needed support to buy new white goods.

A resident who was previously homeless and has now been housed with us required support to purchase essential white goods and furniture.



Holland Close Garden Transformation

Residents worked tirelessly to transform the gardens at the front of Holland Close in Delph.



Our grounds maintenance contractor, Alben, supplied new wooden planters and supported residents to carefully relocate plants to better suit their surroundings.

They also fundraised to purchase new plants and flowers, which has brightened up the scheme and created a more welcoming outdoor space for everyone to enjoy.



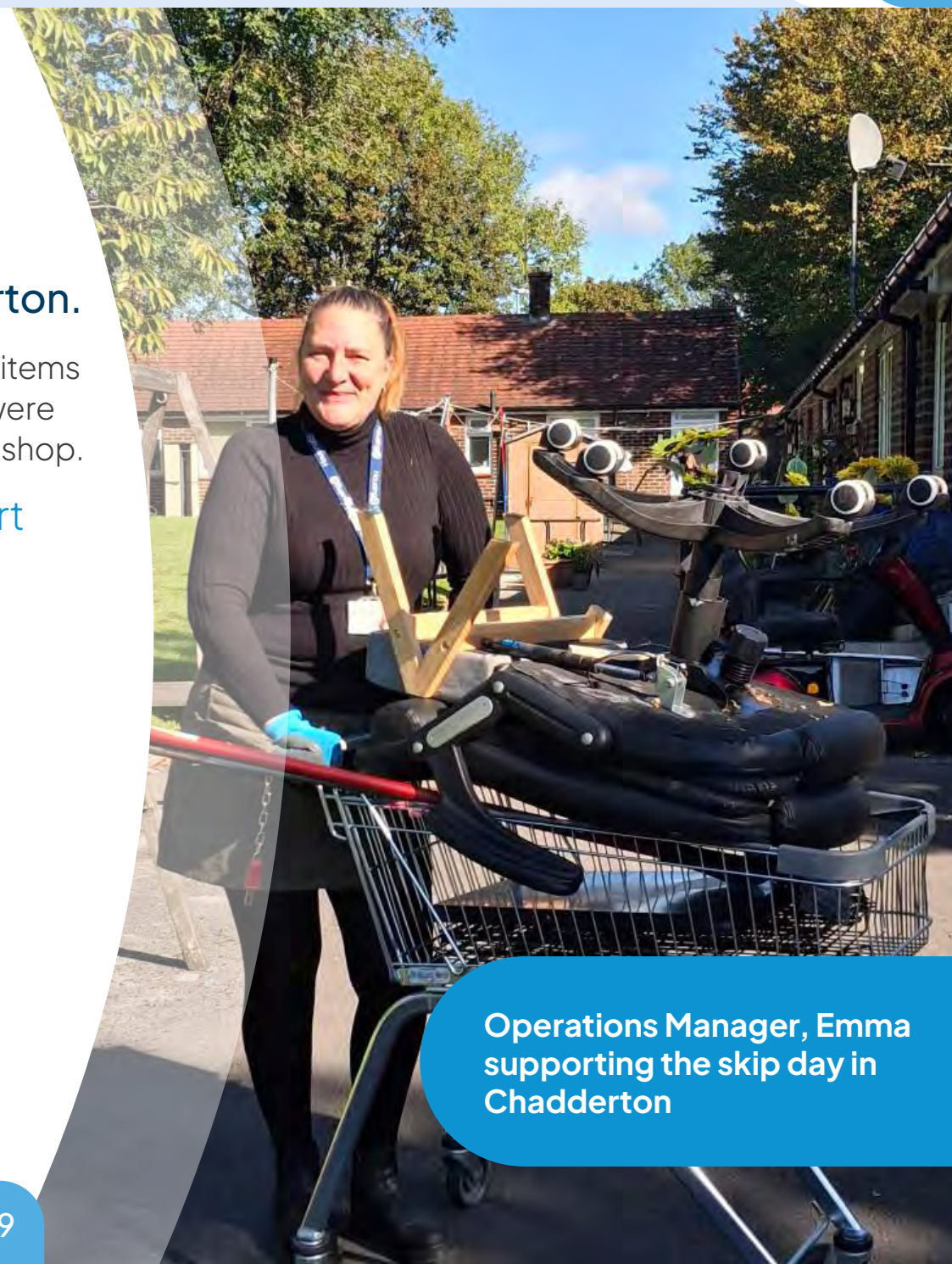
**Holland Close residents
Carolyn, Andy and Diana**
(Pictured left-right)

Skip Days

Two clear-out skip days proved hugely beneficial for residents in Shaw and Chadderton.

It was a great opportunity to get rid of rubbish and unwanted items in preparation for the installation of their new kitchens. We were able to recycle some items by taking them to a local charity shop.

Thank you to our contractors for their support with funding the skips.



Operations Manager, Emma supporting the skip day in Chadderton



You've Got To Roll With It!

Greater Manchester hosted more than just the Oasis homecoming show last summer, the annual Housing 21 Crown Green bowling competition in Oldham brought residents and employees together, all getting a little supersonic on the green.

Housing 21 residents from across the Oldham borough, along with a number of employees played and watched the event in the beautiful sunshine at St George's Square Bowling Club.

Thankfully nobody cried their heart out and there were plenty of laughs and smiles along the way.

Thanks to everyone who took part and congratulations to the runners up, Trevor and Sandra and the winners, Joan and John.

The afternoon was definitely electric!

Garden Competition 2025

Thank you to everybody who entered the annual Garden Competition for 2025. The standard of entries was incredible, and it was amazing to see the hard work and dedication residents have put into their gardens over the past year.



Another thank you to the judges, Caroline Lawson from Veg in the Park and James Bruen, Gardening Contractor, who were given the very difficult task of picking the winners from each category:

Category	Winner	Runner up	Third place
Best Communal Garden	Throstle Court and Hood Square (joint place)	Violet Hill Court	Millgate
Best Garden	104 Wildmoor Avenue	61 Alt Lane	16 Cypress Avenue
Best Pot/ Hanging Basket	Springlees Court	4 Old Mill House and Hopwood Court (joint place)	School House Flats
Best Grow Your Own	28 Violet Hill Court	26 and 54 Violet Hill Court	

Resident Conference 2025

The annual Oldham Resident Conference took place at the end of November and was well attended by Community Voices and residents who entered this year's Garden Competition.

Certificates were presented to the winners and runners up, as well as to those who were recognised by the RHS North West 'It's Your Neighbourhood' competition. Housing 21 also won the Housing Association Award — Best in North West for 2025 by RHS North West for consistent entries and high standards. **Well done to all!**



The event was a time to celebrate residents' achievements throughout the year and an opportunity to thank them for their contributions and support. Presentations were delivered from Housing 21 employees and Councillor Elaine Taylor, Statutory Deputy Leader and Cabinet Member for Neighbourhoods at Oldham Council. Residents took part in two breakout sessions: a festive singing session with professional musician, Holly Phelps, and a session led by Oldham Council's Adult Social Care team.

The conference gave the opportunity to invite the contractors who supported the Oldham Community Fund this year. Thank you to Dasco Construction, Cooney Insulations, The Esker Group, Alan Wood, David Rowell Ltd, Front Line, JPR Asbestos Removal, Dynamic FM, Seddon Construction, and APM for the contributions made to the Community Fund.

Thank you again to APM who very kindly bought the raffle prizes and to all who attended and got involved on the day.



Fundraising Highlights Across Oldham

Many residents in Oldham make such a big difference by fundraising and giving back to different causes and charities close to their hearts.

Highlights from the last year: Stephen, Marie and other Chadderton bungalow residents organised a fundraiser in support of Marie Curie. Residents came together on the day with cakes and brought along prizes for a tombola, it was a real community effort. Everyone enjoyed the day in the sunshine and raised a very impressive £500 for a worthy cause.





Residents at Aster House raised a very impressive £305 at their Macmillan Coffee Morning in September.



Violet Hill Court held a fundraiser for Dr Kershaw's Hospice which included a delicious afternoon tea and a performance from a ukelele band, raising £140.



Trinity House residents raised a staggering £1388.80 at their Macmillan Coffee Morning combined with a sponsored silence held by two of the residents. The event was organised and supported by employees in the restaurant and MioCare.



Tandle View Court chose Maggie's Cancer Centre as the charity to support this year after the wonderful help they've provided to residents. Kelly, who runs the Monday Sunshine Group, along with residents and employees at the scheme raised £400. Kelly's group hosts various activities and parties each month which are open to both residents and the wider community.



The Walton House fundraiser was coordinated by local bungalow resident Ann, raising a total of £1665 for Macmillan.



Residents at St Herbert's Court volunteered their time to raise some funds in their local Asda.



Sharon from Trinity House spent hours crocheting beautiful blankets for the local dog's home..



At Springlees and Dunsford Court, resident, Emmanuel, volunteers weekly at the Christ the Vine Sanctuary Church in Manchester. The church focuses on helping people from all walks of life who are in need. In support of Emmanuel's ongoing efforts, residents organised a raffle and raised £150 which was donated to the church's foodbank.



Throstle Court resident, knitted squares and sent them to a family member in Thailand. The squares have been knitted together to create blankets for orphaned elephants.



At Aster House, residents collected spare change in a bucket over a few weeks and raised an incredible £401 for Derian House Hospice. The hospice is based in the North West and focuses on creating happy

memories for children and young people with life-limiting conditions. Well done to all of the residents who supported this worthy cause, and in particular to Sue and Dorothy who organised the effort!

Thank you, and well done to everyone in Oldham who has fundraised and contributed to a charity. Your generosity and commitment make a real difference.

Musical Icons Charity Calendar

In October residents and employees at Throstle Court created a Musical Icons Charity Calendar by hosting their very own photo shoot. Residents dressed as Elton John, Dolly Parton, Freddie Mercury and Elvis and posed as their musical icons.

Suzanne Delaney, Local Housing Manager and residents at the scheme decided to make a calendar to support Andy's Man Club, a charity that supports men's mental health.

The group appeared on BBC Manchester Radio and were in several local newspapers to advertise the calendar. None of this could have been possible without the hard work of Suzanne, who secured a photographer, donated her time, arranged for a family member to support hair and makeup, and managed to collect some wonderful raffle

prizes from local businesses. An amazing total of £1850 was raised for the charity. Well done to everyone involved!



Spotlight Fundraiser

Gary, Housing 21 resident in Chadderton, was diagnosed with Parkinsons disease in his early 50's. His life changed drastically when he was told he could no longer work in construction and had to begin a six week course of physiotherapy. Whilst undergoing physiotherapy, the Oldham branch of Parkinsons UK delivered a talk to promote the support that they offer, and Gary was inspired to volunteer.

Since joining as a volunteer, Gary has held regular market stalls in Middleton and Royton as well as attending car boot sales to raise funds for Parkinsons UK. On average, he raises £8,000 a year and has previously been awarded with the title 'Fundraiser of the Year' by the charity.

When Gary began his fundraising efforts, there was only one Parkinsons specialist nurse across the whole of Oldham. This number has now increased to three which is an incredible testament to the important work that Gary and his fellow volunteers are doing.

At the end of each financial year, the money raised in Oldham is gathered into a central pot which then gets redistributed across the country with a portion of funds reserved for research purposes.

Gary is always looking for donations which can be sold at his market stall to raise money for the cause. If you're interested in donating, please speak to your Local Housing Manager.



Supporting Young People in Oldham at Christmas

Our wonderful employees and residents at Springlees Court, Dunsford Court, School House and Hopwood Court in Oldham brought some festive cheer to those less fortunate by supporting Oldham Council's 'Operation Christmas'.

This year's appeal was extended to include young adults who have left the care system and are often navigating life independently.

A whole mountain of presents, including toiletries, gift cards, socks, chocolates and stationery were donated for them to enjoy.

Thank you to everyone for their support again this year, Your generosity is greatly appreciated and helps create happy moments that bring a smile to a young person's face.

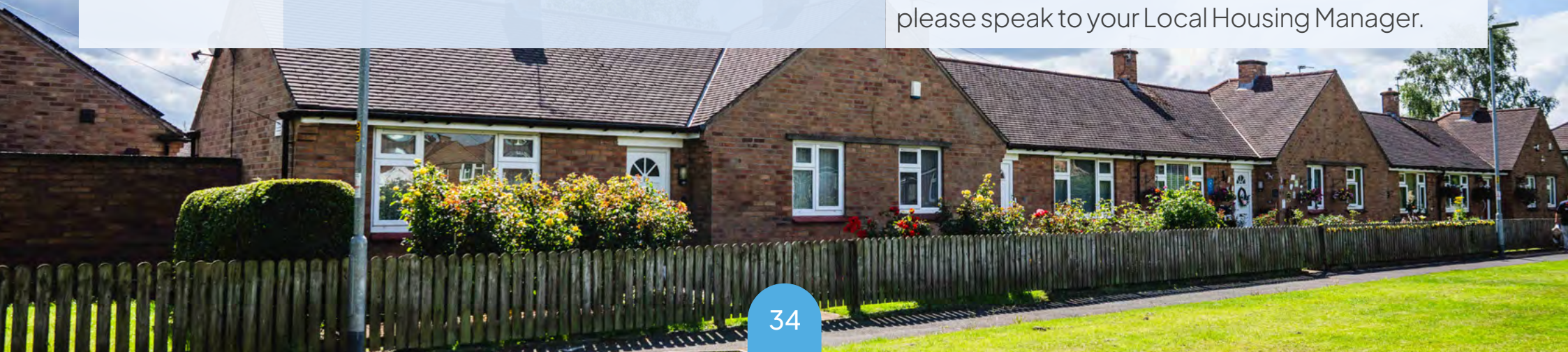


You Said, We're Doing

Here are some great examples of where we are listening and acting on feedback from residents.

Scheme	You Said	We're Doing
Aster House	Residents asked if they could have a drying area created to make use of the communal garden.	A member of the Property team contacted James Bruen, gardening contractor, to arrange for the rotary dryer to be cemented into the ground. Residents are already benefiting from the dryer and are grateful for this new addition.
Lynmouth Avenue	One resident cooked bacon and carried it up to the communal bungalow for the regular coffee morning.	We supported residents in getting an air fryer to make it easier for them to enjoy a bacon sandwich at their coffee morning.
Old Mill House	Residents asked for a new microwave in the kitchen, as the old one was damaged, and another notice board in the communal area to display photographs from parties and activities.	The Local Housing Manager supported residents in getting a new microwave and noticeboard.
Springlees Court	Residents asked for the pathways to be cleaned as moss was building up.	A job was raised with the Repairs team, and the moss was removed from the scheme's pathways.

Scheme	You Said	We're Doing
Tandle View Court	Residents asked for darts to be added into the weekly activity schedule.	Darts has been added to the activity schedule weekly on a Tuesday.
Trinity House	Residents had asked for an alternative exercise class at their scheme.	Trinity House partnered with the employees and residents at Violet Hill Court to arrange tai chi sessions for Trinity House residents. This gives them the chance to take part and learn the practice so similar classes can be introduced at their own scheme.
Springlees and Dunsford Court	Residents at Springlees and Dunsford Court asked for the furniture in the communal lounge to be cleaned.	The Local Housing Manager helped organise for the furniture to be cleaned.
All Schemes	After previously enjoying IT classes which were delivered by Inclusive Bytes, residents had asked for further sessions.	Housing 21 was successful in applying to the Resident Trust Fund for additional sessions. If you're interested in attending these classes, please speak to your Local Housing Manager.



Compliments

We received **31 compliments** in total during the period.



About our
employees –
six



Repairs
contractors –
20



Grounds
maintenance –
five

Complaints

We received two formal complaints, and all were all resolved at stage one of our two stage Complaints Policy.

One complaint was related to the condition of a property when the resident moved in, and the other was about mail being delivered to the wrong address when the family had not put a re-direction address on the post. Both complaints were investigated and neither were upheld.

Proportion of nuisance
complaints resolved or
suitably rectified –

100% (target 95%)

Proportion of home visits
carried out within five
working days –

98% (target 90%)

Average time to respond to
customer correspondence –

Six days
(target eight working days)

Average time to complete
non-urgent repairs –

Six days
(target 21 working days)



Want to stay connected throughout the year?

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



Feedback

We hope you have enjoyed reading the Oldham Report 2025/2026. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing **oldhamenquiries@housing21.org.uk** or speak to a member of the Housing 21 team.



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Community Benefit Society FCA Reg. No. 16791R / Chief Executive: Bruce Moore



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