



# Annual Report 21-22

Six Town Housing is pleased to present this report on behalf of Bury Council. It provides key information on how we're performing. Download copies and view past reports at [www.sixtownhousing.org/about-us](http://www.sixtownhousing.org/about-us)

[www.sixtownhousing.org](http://www.sixtownhousing.org)



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# Hello *and welcome*

“Presented on behalf of Bury Council, our Annual Report has been developed with customers in mind, containing the performance information that is the most important to them. We’d like to thank everyone involved.

The last twelve months have been incredibly challenging for our customers, with many struggling to pay their rent, heat their homes, or pay for essentials. Financial insecurity and uncertainty are now everyday occurrences, with many of our customers still feeling the aftereffects of the pandemic.

Despite these challenges, we have delivered some great performance results and achieved a lot. We could only do this with the support of our customers and partners agencies such as Bury Council.

As an organisation, we have focused on the things that matter most to our customers and getting the basics right. This included collecting the rent, carrying out repairs, improving people’s homes and making sure they are safe. Our money and welfare helped hundreds of tenants who were struggling financially, and we spent over £12.5 million improving people’s homes. All our homes continue to meet the Decent Homes Standard and we extended our tenancy support offer so that we can help more tenants who are struggling to manage their home.

We spent a lot of time over the last year talking to our customers and seeking their views about our priorities and the services we provide. The feedback we received has been used to help shape our investment plans for the housing stock and ensure the homes we manage meet the Decent Homes Standard. The work carried out by the Customer Review Group has also been invaluable and ensures our customers remain at the heart of everything we do. In the last year, they have reviewed a range of services and made recommendations about our repairs appointment system, communal cleaning programme and the standard of our empty properties. All these recommendations have been accepted and we are changing our approach to reflect the feedback we received.

Whilst it is important that we celebrate our achievements, we know there is more to do. In the coming year, we will focus on improving our performance in key areas such as rent collection, complaints handling and reletting empty properties quicker. We also want to make it easier for customers to access our services digitally and allow them to self-serve, book repair appointments, update their records and access more services and information on-line. Where needed, we will offer customers support and training to use our improved online services through ‘Digital Eagles’. Going forward, the organisational focus is to ensure that the customer voice is listened to, and that feedback continues to drive service delivery. The new Tenant Engagement Strategy recognises this approach and will continue to ensure customers have a genuine say in decisions that affect their home and the services we provide.

We are looking forward to a busy and successful 2022/23 and delivering the services that matter to our customers.”



**Sharon McCambridge**  
Chief Executive



**Robin Lawler**  
Chair of the Board



**Cllr Cummins**  
Cabinet Member for Housing  
Services, Bury Council



# What matters to you the most

Thank you to everyone who told us via the online survey which performance information mattered the most. The top three areas and how we did are...



We completed  
**30,424**  
repairs and  
caretaking jobs



**99.38%**

rent collected  
on Bury Council  
owned homes

**100.67%**

rent collected  
on Six Town Housing  
owned homes



Inspections  
completed on our  
properties

**99.91%**  
Gas

**99.96%**  
Electrical

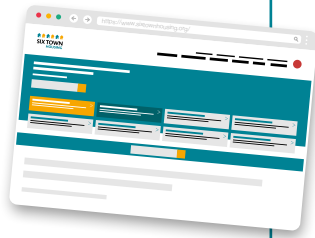


**99.52%**

of customers are satisfied  
with our services

# Communicating with customers

**86,000**  
people visited  
our website



**12,790**  
customers are registered  
to self-serve, which saves  
them time and money



**754**  
customers are using our new  
App to make accessing our  
services even easier –  
download it now [sixtownhousing.org/app](https://sixtownhousing.org/app)



**Over 56%**  
of customers chose  
to contact us digitally



**Digital Eagles**

In partnership with  
 **BARCLAYS**

**We proudly launched Digital Eagles** – helping more customers and our team to become better connected digitally – this has been so successful that we are running this programme again!



**1846**  
Facebook  
Followers



**2906**  
Twitter  
Followers



**921**  
LinkedIn  
Followers



**483**  
Instagram  
Followers



**2,543** Live chats  
via our website  
Plus **42,177** emails



**40,897** Telephone  
calls received

# Working with our customers



Our last Annual Report was shared online as a video, digital infographic and an email, receiving over

**2,613**  
views online

**5,726**  
customers  
are signed up to receive  
our digital newsletter.  
You could do this  
too by emailing  
[www.sixtownhousing.org/  
newsletter/](http://www.sixtownhousing.org/newsletter/)



## Our 8 Service Areas

Repairs Appointments

Communal area cleaning

Complaints

Neighbourhood Standards

Tenancy Support

Business Planning

Readiness for regulation

Reporting on performance



The Customer Review Group reviewed 8 of our services this year – get in touch if you would like to get involved!

# Meet the Board

Our Board is strong and continues to drive the business forward, with a concentrated focus on tenants, properties and places. Our Board is made up of 2 tenants, 3 Councillors, 5 Independent members (including our Chair) and our Chief Executive.



**Robin Lawler**  
Chair



**Sharon McCambridge**  
Chief Executive

## Council Members



**Lucy Smith**



**Kevin Peel**



**Nicholas Jones**

## Independants



**Clare King**



**Neil Poliitt**



**Eric Tamanis**



**Chloe Christian**

## Tenants



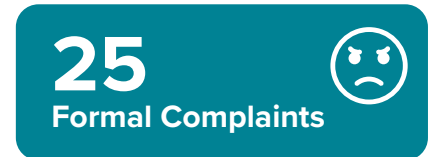
**David Howell**



**Tina Harrison MBE**

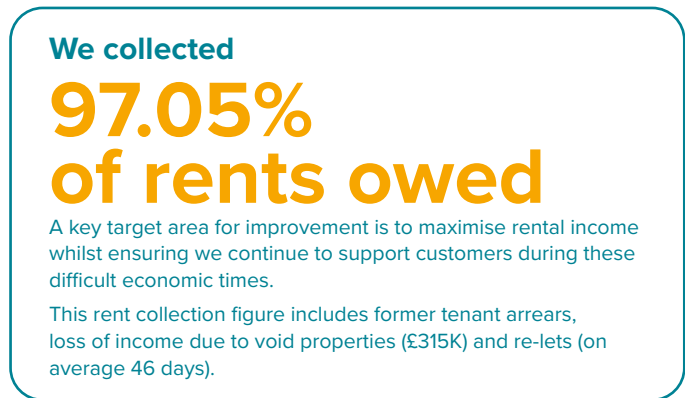
# Customer Feedback

Your feedback helps us to keep improving our services – over the year we received

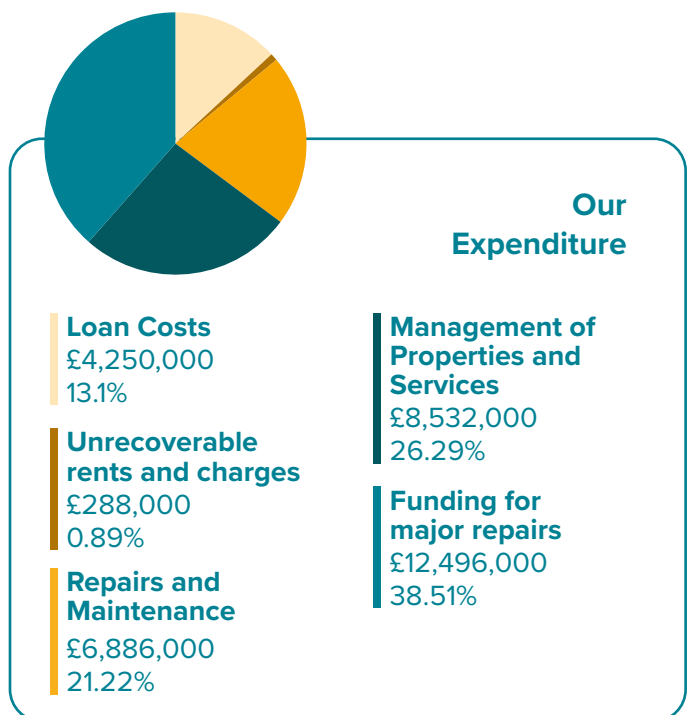
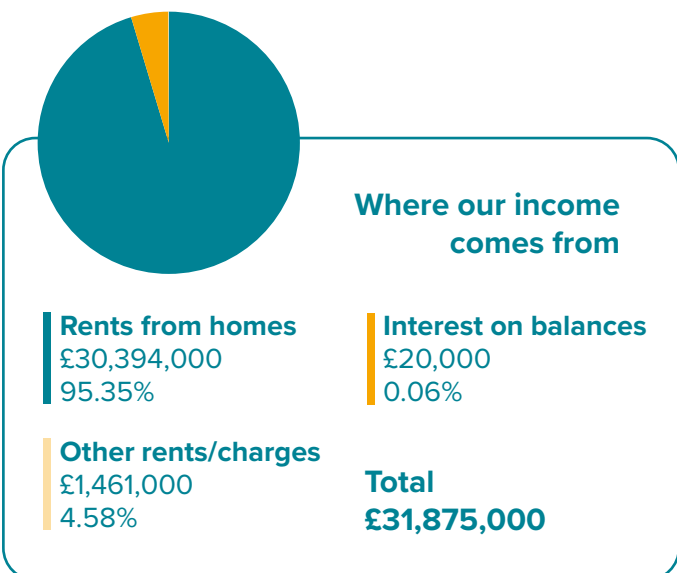


Informal complaints are resolved within 24-48 hours. This involves tenants and operational managers finding a resolution.

# Money Matters



# Finance



# Your Home



**£12.5m**

invested in the housing stock via the capital programme of 7,682 properties



**1,056 homes**

have been improved as part of the planned capital works



**£948,032**

invested in adapting homes to make them more accessible



We refurbished **479** kitchens and bathrooms and replaced **400** windows & doors



**99.3%** of customers were satisfied with their improvement works



**46 days**

average re-let time

one of our key areas for improvement in 22/23



**98.77%**

of customers were satisfied with our repairs service



**100%**

of our homes achieve the Decent Homes Standard



# Your Safety - Big Six Compliance

✓ **100%** fire risk assessments have been completed

✓ **100%** of communal lifts compliant with safety standards

✓ **100%** of our sheltered schemes and offices were safe from Legionella.

✓ **Gas**  
**99.91%**

✓ **Electrical**  
**99.96%**

✓ **100%** of our communal areas were compliant with asbestos regulation



\*2022-2023 improvement work includes 5 year electrical checks, enforcement action to ensure 100% gas safety and the installation of carbon monoxide detectors.

## Your Community

We invested  
**£66,000**  
into community  
projects and  
improvement works

Find out more on our website

**79** Steps to Success  
participants

Prior to Covid this was 174 people –  
we are looking forward to seeing this  
number increase



**STEPS TO  
SUCCESS**  
SHAPE YOUR FUTURE  
SIX TOWN  
HOUSING

We resolved  
**92.5%** of 60 ASB  
cases with **100%**  
satisfaction

**165** people  
supported into  
employment

24 people in employment for more than  
6 months.

We will continue working with Adult Learning,  
Barclays Digital Eagles and voluntary bodies  
to offer more to our tenants. Details of events  
and learning opportunities can be found on our  
website and social media.

# Supporting customers with the increasing cost of living

We are all feeling the squeeze financially with the cost of living, and we are committed to offering support to our customers.

We are working with partner organisations across Greater Manchester to promote Pension Credit and deliver money and energy advice

Supporting people with Universal Credit claims



Helping people move into, or closer to employment

Ensuring access to emergency food for those who need it by signposting to foodbanks across the borough



**£878,000**  
of additional  
government funding  
received for over  
1,610 customers

Working with Barclays and the Credit Union to provide bank accounts for customers who may not be otherwise eligible

Ensuring customers can access training, funding and support to reduce the digital divide



We can provide this Annual Report in a range of formats to suit your needs.

Please contact us at [enquiries@sixtownhousing.org](mailto:enquiries@sixtownhousing.org)