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Regulator of Social Housing

Decision

Bury Metropolitan Borough Council (00BM) - Regulatory Judgement: 11 November 2026

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Applies to England

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Our Judgement

	Grade/Judgement	Change	Date of assessment
Consumer	C3 Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.	First grading	November 2026

Reason for publication

We are publishing a regulatory judgement for Bury Metropolitan Borough Council (Bury MBC) following an inspection completed in November 2026.

This regulatory judgement confirms a consumer grading of C3. This is the first time we have issued a consumer grade in relation to this landlord.

Summary of the decision

From the evidence and assurance gained during the inspection, we have concluded that there are serious failings in how Bury MBC is delivering the outcomes of the consumer standards and significant improvement is needed, specifically in relation to outcomes in the Safety and Quality Standard and the Transparency, Influence and Accountability Standard. We also found weaknesses requiring improvement in how Bury MBC is delivering some of the outcomes of the Neighbourhood and Community Standard. Based on this assessment, we have concluded a C3 grade for Bury MBC.

How we reached our judgement

We carried out an inspection of Bury MBC to assess how well it is delivering the outcomes of our consumer standards as part of our planned regulatory inspection programme. During the inspection, we considered all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

During the inspection we observed meetings of the Housing Advisory Board, Cabinet, and the Tenant Voice Complaints Group. We also met with tenants, officers and lead members, and reviewed a wide range of documents provided by Bury MBC.

Our regulatory judgement is based on a review of all the relevant information we obtained during the inspection as well as analysis of information supplied by Bury MBC in its regulatory returns and other regulatory engagement activity.

Summary of findings

Consumer – C3 – November 2026

The Safety and Quality Standard requires landlords to identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas and ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales. Bury MBC's reported health and safety compliance is good in most areas, including for homes managed on behalf of Bury MBC by the Springs Tenant Management Cooperative (Springs TMC). However, it could not provide sufficient assurance on the accuracy of health and safety compliance information, which we consider a serious failing. Bury MBC was also unable to evidence that all required actions arising from legally required health and safety assessments had been carried out in homes managed by Springs TMC.

In relation to fire safety, Bury MBC had more than 2,800 overdue fire remedial actions at the time of the inspection. Although most actions were assessed as medium or low risk, there is a lack of clarity about the length of

time they have been open. We will continue to engage with Bury MBC as it addresses the overdue fire remedial actions and gathers further assurance on the overall quality of its health and safety compliance information.

Bury MBC was also unable to provide sufficient assurance that it is meeting the legally required timescales to investigate, identify and repair hazards including damp and mould. Reporting against legal timescales is limited, including for homes managed by Springs TMC, although there is some evidence of recent improvement. Through our ongoing engagement, we will seek assurance that Bury MBC is making progress in improving outcomes for tenants in this area.

The Safety and Quality Standard also requires landlords to have an accurate, up to date and evidenced understanding of the condition of their homes and communal areas. This knowledge must reliably inform the provision of good quality, well maintained and safe homes for tenants, and landlords must ensure that tenants' homes meet the requirements of the Decent Homes Standard. At the time of the inspection, Bury MBC had up to date records for around 85% of its homes, based on physical assessment including use of the Housing Health and Safety Rating System to assess potential hazards. However, we found weaknesses in its approach to using the information it holds to reliably inform its planning and provision of good quality, well maintained and safe homes. We also identified that Bury MBC needs to strengthen its assurance that tenants' homes meet the Decent Homes Standard.

During the inspection, we observed significant fluctuations in its reported decency position, reflecting ongoing work to validate the information it holds. We saw evidence that Bury MBC has plans to improve the quality of the information it holds in relation to its homes, and how it is used to inform plans to provide good quality, well maintained and safe homes in the future. We will continue to engage with Bury MBC as it works to address the areas of weakness identified.

Bury MBC had recognised the need to improve the timeliness, effectiveness and efficiency of repairs and maintenance services provided to tenants prior to the inspection and was able to demonstrate that this had been an area of focus. During the inspection we saw evidence of a range of steps taken by Bury MBC in response to the issues identified, however processes and systems were still being embedded, and Bury MBC could not demonstrate that relevant outcomes have consistently improved for tenants. This is therefore an area of weakness. Bury MBC is not meeting targets in relation to timeliness of repairs, including in relation to aids and adaptations, and was unable to provide assurance on the accuracy of previously reported repairs performance due to historical data quality issues. However, Bury MBC did evidence that it is reducing its backlog of overdue repairs, that it is taking appropriate steps to address the issues identified with the quality of information, and that further service improvements are planned. We will continue to engage with Bury MBC as it delivers these improvements and

seek assurance of improved outcomes for tenants in relation to repairs and maintenance services, and aids and adaptations.

In relation to the Tenancy Standard, we have assurance that Bury MBC offers tenancies and terms of occupation that meet all applicable statutory and legal requirements and are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their homes. However, Bury MBC needs to strengthen its assurance that relevant tenancy management policies are accessible to all tenants.

The Neighbourhood and Community Standard requires landlords to work in partnership to promote positive outcomes for tenants. Through the inspection, we gained assurance that Bury MBC works with appropriate partners to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing. However, Bury MBC had identified prior to the inspection that significant improvement was needed to address longstanding issues in its approach to case handling, including inconsistent application of policies and procedures, and evidence that tenants affected by anti-social behaviour and hate incidents had not always been adequately supported. At the time of the inspection, Bury MBC was implementing plans for improvement developed with specialist external support, but these were not sufficiently embedded to demonstrate consistently improved outcomes for tenants and so this remains an area of weakness. We will monitor Bury MBC’s progress in delivering further improvements in this area.

The Transparency, Influence and Accountability Standard sets out the outcomes landlords must deliver about being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. We have concluded that there are serious failings in Bury MBC’s delivery of outcomes relating to engagement with tenants and service and performance information. We have also identified weaknesses relating to diverse needs and complaints handling. These failings and weaknesses undermine Bury MBC’s ability to demonstrate that it is treating all tenants with fairness and respect.

During the inspection we saw evidence of a range of mechanisms for collecting tenants’ views but Bury MBC could not provide assurance that these were providing meaningful opportunities for tenants to influence and scrutinise its strategies, policies and services. We consider this to be a serious failing. At the time of the inspection, Bury MBC’s main tenant engagement structures were being reviewed with external support, but we saw evidence of a breakdown in trust between tenants and Bury MBC, which was acting as a barrier to meaningful engagement. We will continue to work with Bury MBC as it develops and delivers plans for improvement in this area.

We found serious failings in how Bury MBC ensures that it provides accessible information about landlord services and its performance in the delivery of services to tenants. Bury MBC told us that it took a “website-first” approach to communications but could not provide assurance that tenants who do not engage digitally could reliably and consistently access accurate service information. We also found that performance information was not always shared in an accessible way to enable tenants to hold Bury MBC, as their landlord, to account. Following an external communications review, a communications plan had been developed prior to the inspection with delivery at an early stage.

During the inspection, we also identified that Bury MBC has failed to meet the technical and survey requirements of the Tenant Satisfaction Measures since their introduction due to a range of issues including the omission of subcontracted repairs from performance information. Through our ongoing engagement, we will seek assurance that Bury MBC is progressing the improvements identified through its communications review and taking the necessary steps to address the performance information issues identified through the inspection.

There are some weaknesses in Bury MBC’s delivery of the required outcomes relating to tenants’ diverse needs. Bury MBC is making progress in collecting tenant information although there are still gaps in its understanding. Bury MBC could not consistently evidence that communication with, and provision of information for tenants is appropriate to their needs, or that services are accessible for all tenants. We will engage with Bury MBC as it continues to develop its approach to assessing the fairness of outcomes for tenants and taking action to address identified inequities.

The Transparency, Influence and Accountability Standard requires landlords to ensure that complaints are addressed fairly, effectively and promptly. Although Bury MBC had identified this as an area requiring improvement prior to the inspection and has taken a number of actions in response, including a recently concluded external review, we identified weaknesses in this area. During the inspection we saw evidence that further improvements to increase the accessibility of the complaints process and consistency in the handling of complaints are planned, or in progress, and we will continue to engage with Bury MBC to seek assurance that change has been embedded to consistently improve outcomes for tenants.

Bury MBC has been engaging constructively with us, has demonstrated that it understands the issues it needs to address, and is taking action to rectify the failings and weaknesses identified. We will work with Bury MBC as it continues to address the issues set out in this judgement. Our engagement will be intensive, and we will seek assurance that it is making sufficient and timely progress, including ongoing monitoring of its plans for improvement. Our priority will be that risks to tenants are adequately managed and mitigated. We are not proposing to use our enforcement powers at this

stage but will keep this under review as Bury MBC seeks to resolve these issues.

Background to the judgement

About the landlord

Bury MBC is a metropolitan borough in Greater Manchester. It owns around 7,600 homes. Around 300 of these homes managed by Springs TMC.

Our role and regulatory approach

We regulate for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

We regulate at the landlord level to drive improvement in how landlords operate. By landlord we mean a registered provider of social housing. These can either be local authorities, or private registered providers (other organisations registered with us such as non-profit housing associations, co-operatives, or profit-making organisations).

We set standards which state outcomes that landlords must deliver. The outcomes of our standards include both the required outcomes and specific expectations we set. Where we find there are significant failures in landlords which we consider to be material to the landlord's delivery of those outcomes, we hold them to account. Ultimately this provides protection for tenants' homes and services and achieves better outcomes for current and future tenants. It also contributes to a sustainable sector which can attract strong investment.

We have a different role for regulating local authorities than for other landlords. This is because we have a narrower role for local authorities and the Governance and Financial Viability Standard, and Value for Money Standard do not apply. Further detail on which standards apply to different landlords can be found on our standards page (https://www.gov.uk/government/collections/regulatory-standards-for-landlords).

We assess the performance of landlords through inspections and by reviewing data that landlords are required to submit to us. We also respond

where there is an issue or a potential issue that may be material to a landlord's delivery of the outcomes of our standards. We publish regulatory judgements that describe our view of landlords' performance with our standards. We also publish grades for landlords with more than 1,000 social housing homes.

The Housing Ombudsman deals with individual complaints. When individual complaints are referred to us, we investigate if we consider that the issue may be material to a landlord's delivery of the outcomes of our standards.

For more information about our approach to regulation, please see Regulating the standards. (https://www.gov.uk/government/collections/how-we-regulate)

Further information

- Regulating the standards (https://www.gov.uk/government/collections/how-we-regulate)
- Regulatory standards for landlords (https://www.gov.uk/government/collections/regulatory-standards-for-landlords)

Related documents

- Decent Homes Standard (https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance)

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