

InspiredLiving

JULY 2026

THE MAGAZINE FOR OLDHAM PFI RESIDENTS



**20 years at the heart of
Chadderton: Celebrating
Exuberance hair salon**

**Stay
Safe this
Summer**

Here's how you can get in touch with us

Call

Call Great Places or Wates on **0300 123 2003**

A full range of services is available between 8am and 6pm, Monday to Friday. An extra out-of-hours service, provided by Wates, can be reached using the same number.

Press 1 – for Wates Property Services, for help with **repairs and maintenance**.

Press 2 – for Great Places Housing Group, for help with **tenancy** management.

Email

Need to email us? Drop the Great Places team a line on oldhampfi@greatplaces.org.uk or contact the Wates team on info.oldhampfi@wates.co.uk

Anti-Social Behaviour

Anti-social behaviour can have a negative impact on you and your neighbours' lives. It can include: nuisance and harassment, hate crime, domestic abuse, serious acts of violence, threats of harm. Prevention, early intervention and support are all key to tackling anti-social behaviour, backed by a full range of enforcement powers.

Anti-social behaviour should be reported to our Hub as soon as possible using our [online reporting form](#) or by contacting 0300 123 2003 and selecting option 2 for Great Places.

Alternatively, you can report using the [My Place customer portal](#). This will be managed by an ASB specialist or directed to your Neighbourhood Co-ordinator who will contact you within 24 hours to investigate further.

[Find out more on Great Places website.](#)

How to make a complaint

We're committed to providing you and your community with excellent services. Customer feedback plays an important role in helping us to understand what's working well and where we could do better.

We take all customer complaints seriously and we will keep you informed of progress during any investigations. To help us resolve your complaint properly, please complete the online form providing as much information as possible.

Need to make a complaint? [Complete the form here](#)



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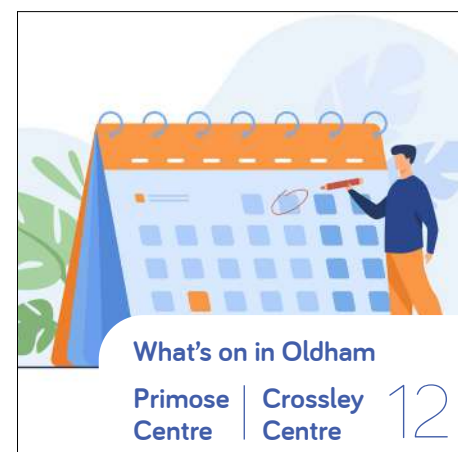
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Welcome to Inspired Living!

Welcome to your summer edition of Inspired Living, the magazine for Oldham PFI customers across Chadderton, Primrose Bank, Fitton Hill and Dew Way.

Hello everyone,

As I write this, the World Cup is in full swing, with optimism of England achieving great things again – could it really happen this time? The weather has finally shifted from rainy to warm, and I hope you get the chance to enjoy the outdoors this summer. This includes making the most of our well-maintained green spaces and joining us at our community fun days in July and August.

Please also remember to stay safe while enjoying the sunshine – take a look at our safety section in this magazine for some helpful tips.

Since our last edition, Great Places and Wates have been working hard to demonstrate to Oldham Council and the Regulator of Social Housing that we meet – and go beyond – the standards expected of housing providers. This includes showcasing the work of our Grounds Maintenance Teams and Caretakers through regular estate walkabouts (three times per month), block inspections and drop-in sessions at our high-rise blocks, as well as the continued high-quality work of our Repairs Operatives.

Our Neighbourhood colleagues at Great Places also continue to show excellence in their day-to-day support for residents, including managing anti-social behaviour, re-letting properties and income collection. This is supported by our Tenant Satisfaction Measures. In March, you may

have been contacted by our contractor TLF to take part in a survey about how you feel Great Places and Wates are performing. We were pleased to receive 128 responses, showing improvements in 8 out of the 12 areas measured compared to last year. In the coming months, I will be inviting you to an event to share these results in more detail.

Resident engagement remains a priority. Following our customer consultation event in April, we invited customers to become mystery shoppers. So far, nine residents have signed up and are helping us check that we are delivering on our promises. To date, they have reviewed estate management services and repairs satisfaction processes.

Finally, I'd like to introduce some fantastic new colleagues at Great Places: Maxine, our new Neighbourhood Officer; Hariss, our new PFI Apprentice; and Mevlut, our new Caretaker. Please give them a warm welcome when you see them around your neighbourhood.

I hope you enjoy this edition, and I look forward to seeing many of you in person soon.



Matt Deaville

Housing Management
PFI Manager



20 years at the heart of Chadderton: Celebrating Exuberance hair salon

This August, a much-loved local business in the Crossley neighbourhood is celebrating an incredible milestone — 20 years in business. Exuberance Hair Salon, owned by Melanie (a Great Places tenant), has become far more than just a place to get your hair done; it's a true community hub at the heart of Chadderton.

Melanie's hairdressing journey spans nearly 40 years. She first started her career in a salon in Chadderton, where she gained much of her early experience. Born just around the corner from her salon, Melanie has always had strong roots in the area, making it even more special when the opportunity arose to buy the business in 2006.

"I'm really proud to be from Chadderton," Melanie says. "This area and the clients hold a special place in my heart."

Over the years, the salon has built deep and lasting relationships with customers — many of whom Melanie describes as family. She has seen generations grow up, from children becoming parents themselves, to sharing milestones such as promotions, retirements and births. The salon has even hosted special birthday celebrations for clients within its walls.

That sense of care and connection was especially important during the Covid pandemic. Melanie and her team made a point of phoning vulnerable and lonely clients, helping with shopping where possible and offering support during a difficult time — something that has continued as part of the salon's everyday approach. The team regularly picks clients up from home if needed, and last Christmas, Melanie even welcomed two clients to join her for Christmas dinner.

"When I bought the salon, I wanted it to be a place where people felt safe and at home," Melanie explains. "With the help of all my staff, past and present, I really feel we've achieved that."

Thirteen years ago, the salon relocated to its current premises, a move Melanie describes as "the best thing we ever did." Around the same time, the business also took on a new name. Formerly known as Melanie's Hair Emporium, the team decided it was time for a fresh start and invited clients to take part in a competition to rename the salon. The winning name, Exuberance, was chosen by a client who felt it perfectly reflected the salon's atmosphere — full of life and joy.

As a leaseholder, Melanie has enjoyed a positive relationship with Great Places who strongly supported the salon through its regeneration and early years. She worked closely with the team during the regeneration of the building and even played a hands-on role in the process, quite literally.

"I was even allowed to add a few bricks to help build my new salon," she laughs. "Hard hat on and all health and safety covered!"

To celebrate 20 years in business, Exuberance Hair Salon will be hosting a week-long celebration starting 17 August, with food and drinks available for clients throughout the week.

This milestone is a true reflection of Melanie's dedication, kindness and commitment to her community — and a reminder of how local businesses can become the beating heart of a neighbourhood.



Bee ready for *anything* this summer

Stay Safe this Summer

As the warmer weather arrives, many of us spend more time outside enjoying gardens, balconies and shared spaces.

But with more time outside, there is more risk of accidental fires starting. Your safety is always our priority, so here are some simple tips to help keep your home and neighbourhood safe.

Be mindful with waste

Please don't burn household items such as old furniture, mattresses or rubbish. These fires can spread fast and be hard to control. Instead, you can take large items to your local recycling centre or arrange a collection.

BBQs and outdoor cooking

Always place BBQs on a flat, steady surface and at least three metres from fences or sheds. Never leave a BBQ unattended and make sure it's fully out before you head indoors. Never use petrol or other flammable liquids to start a fire.

Balconies, cigarettes and fire pits

Always stub out cigarettes fully and dispose of them safely. You should only use fire pits or chimeneas outdoors and at least three metres from your home.

E-bike and e-scooter safety

Do not charge or store these in your bedrooms or escape routes. Use approved chargers only and unplug them once fully charged.

[Read more details on Fire Safety](#)

Neighbourhood News

Come along to one of our High-rise block inspections!

Do you live in Lansdowne Court or Stockfield Mount?

Your monthly block inspections where you can come and inspect the communal parts of the building with your Caretaker and Neighbourhood Coordinator. This will allow you to raise any concerns you have about the cleanliness or safety of the block.

The next inspections are due to take place on the following dates:

Tuesday 21 July - 9:30am –11:30am

Tuesday 18 August - 9:30am –11:30am

Tuesday 15 September - 9:30am –11:30am

Tuesday 13 October - 9:30am –11:30am

Everyone is welcome; if you would like to attend, please meet your Neighbourhood Coordinator in the foyer at the starting time and location listed above. The inspections will take around two hours to complete.

Neighbourhood Walkabout Dates: July, August, September

Primrose Bank

Tuesday 4 August at 10am

Tuesday 8 September at 10am

Fitton Hill and Dew Way

Tuesday 11 August at 10am

Tuesday 1 September at 10am

Crossley

Tuesday 28 July at 10am

Tuesday 25 August at 10am

Tuesday 29 September at 10am

If you would like to join us for any of our neighbourhood walkabouts, you are welcome to come along.

The meeting point will be at your local community centre.

Join us at our community drop-in sessions

Do you have questions about your tenancy, rent, or estate management? Or maybe you'd like to discuss anti-social behaviour or any other housing concerns?

We're here to help! Our Community Drop-In Service gives you the chance to speak directly with your Neighbourhood Team - no appointment needed.

When and where?

Every other Monday

Lansdowne Community Room

9:00am – 12:00pm

Upcoming dates:

Monday 20 July 2026

Monday 3 August 2026

Monday 17 August 2026

Monday 14 September 2026

Monday 28 September 2026

Just drop in and chat with us—we're here to support you!



Cooking up Confidence

Another successful three-week cooking course took place at the Primrose Centre last month, delivered by Open Kitchen.

A total of 22 participants joined the practical sessions, learning how to prepare meals that are not only tasty and budget-friendly, but also support a healthier lifestyle.

The course provided a great opportunity for residents to build confidence in the kitchen, pick up new skills and share ideas — all in a friendly, supportive environment.



Have your say on recent repairs

Over the summer Wates will be carrying out customer satisfaction surveys at the time your repair is completed. Once the work has finished, you may be asked to confirm your satisfaction by signing on the operative's tablet. This helps us make sure repairs are completed to a high standard and gives you the opportunity to share your feedback straight away.

Your feedback is really important and helps us continue to improve our service.



AED Defibrillator & CPR Training

FREE community awareness session in how to do CPR and how to use an AED

Adults & Children* Welcome



Learn Lifesaving Skills in Your Community

Did you know you could help save a life? We're pleased to offer free AED Defibrillator and CPR training sessions for residents at both Primrose and Crossley Community Centres.

Delivered by Community Medics, these sessions are designed to give you the confidence and skills to respond in an emergency. You'll learn how to perform CPR and how to safely use an Automated External Defibrillator (AED) — vital knowledge that could make a real difference.

The sessions are open to adults and children (with supervision) and are suitable for everyone, with no previous experience needed.

Session Details

Primrose Centre

Thursday 13 August

10am – 12pm

9 Magnolia Gardens, OL8 1HX

Crossley Centre

Thursday 20 August

11am – 1pm

323 Denton Lane, Chadderton, OL9 9GA

Refreshments will be provided

Spaces are limited, so be sure to book your place in advance.

To book: Call Leanne on **07816 095437** or email **leanne.keane@greatplaces.org.uk**

Come and join Women's CHAI at Crossley

We're pleased to share that the Women's CHAI Project has launched a new group at the Crossley Centre.

Great Places has worked with CHAI since 2022 and has seen the positive impact these groups have in supporting women to build confidence, develop new skills and connect with others.

The sessions offer a friendly, welcoming space where women can take part in activities such as wellbeing sessions, creative projects, fitness, and group discussions — all tailored to the needs of those attending. Many women go on to volunteer or find employment after taking part.

Crossley Community Centre, Denton Lane

Thursdays, 10.45am – 12.15pm (term-time only)

Places are limited, so we'd love to see Great Places customers get involved.

To join, email **najma@womenschaiproject.co.uk** or call **07400 658785**.



Join us for summer fun across our communities!

This summer, Great Places is bringing communities together with a series of free, family-friendly events — and everyone is invited!

We're hosting Summer Events across three locations, offering a great chance to get outdoors, meet your neighbours and enjoy some fun activities for all ages. Whether you come along for the full session or just pop by, there'll be plenty to enjoy.

Locations and dates:

Tuesday 28 July – Fitton Hill

Tuesday 11 August – Primrose Community Centre

Tuesday 18 August – Hilda Street

Time: 11am – 1pm

Each event will include a range of activities such as games, arts and crafts, planting and even litter picking to help keep our neighbourhoods looking their best. You're welcome to bring your own picnic, and we'll also be providing snacks and drinks on the day.

These events are a great opportunity to spend time with family, meet new people and enjoy everything your local community has to offer in a relaxed and welcoming environment.

We'd love to see as many residents there as possible — so come along and join the fun!

Growing together at the Primrose Centre

Visitors to the Primrose Centre may have noticed some positive changes taking place in the garden — thanks to the fantastic efforts of Red Rose Recovery (Project Free).

The group, who meet regularly at the centre, have begun maintaining the garden and are already making a real difference to the space.

Project Free is a lived experience recovery organisation, supporting adults across Greater Manchester who are facing challenges such as addiction, mental health issues and offending behaviour. By sharing their own experiences, the team provides understanding, encouragement and practical support to help others on their recovery journey.

Their work at Primrose is a great example of how community spaces can bring people together, build confidence and support wellbeing — all while creating something positive for everyone to enjoy.



Early Help Drop-In Hubs supporting our communities

Positive Steps is pleased to offer Early Help drop-in sessions at both Crossley Community Centre and Primrose Bank Community Centre, supporting families, children and adults across the neighbourhood.

Running since February 2024, these sessions provide a welcoming space where people can access advice, guidance and practical support — all without the need for an appointment.

The drop-ins offer help on a wide range of topics, including:

- Financial support, debt and benefits advice
- Housing support, including help with applications and bidding for properties
- Parenting support and signposting to Family Hubs
- Access to crisis support, such as the Household Support Fund and foodbanks
- Referrals into additional services, including Early Help and Social Prescribing

We're delighted that funding has been secured to continue these sessions until the end of 2026, ensuring ongoing support for local residents.

Crossley Community Centre — Wednesdays, 2pm to 4pm

Primrose Community Centre — Wednesdays, 1pm to 4pm

Everyone is welcome, so if you need support or advice, feel free to drop in and speak to the team.

Thinking about making changes to your home?

We know how important it is to make your house feel like home, and you may want to add your own personal touches.

Before making any changes, it's important that you contact us first to get permission. This helps us ensure any work is safe and suitable for your property.

Please do not start any structural changes or alterations until we have approved your request.

Once you've been in touch, we'll review your plans and let you know how to move forward.

We'd also like to remind customers that if a fixture or fitting is still in working order, we will aim to repair it rather than replace it, wherever possible.

To discuss any proposed changes, please contact us before getting started.



Please Park Considerately

Parking can be a challenge, but being considerate makes a big difference to your neighbours and helps keep everyone safe.

- Avoid blocking driveways, paths, or access points.
- Leave enough space for emergency vehicles and pedestrians.
- Use designated parking areas wherever possible.
- Only use community centre parking spaces when you are visiting or using the community centres.

A little thought goes a long way - thank you for helping keep our communities safe and accessible for everyone!

Fly-tipping and Bulky Bob's disposal information

Please remember it is an offence to fly-tip on Great Places, council or private-owned land. Fly-tipping is a breach of your tenancy agreement, and if you are caught, you could be issued with a fine. We'd like to say a big thank you to tenants who are getting in touch with us to report offenders. Fly-tipping is never acceptable, and with your help we can ensure those responsible are penalised.

If you need to dispose of large items, Bulky Bob's offer a collection service. You can request up to three items to be collected for £23. Any additional items are £8 each — the additional charge for fridges, freezers or fridge-freezers is £12. They will also collect any bagged-up fabric or small electrical items, like kettles or toasters, for free as part of any paid collection.

[Find out more and request a collection here.](#)



What's on in Oldham?

Sway Ballroom Class

Billingtons, 3 Ascroft Street, Oldham, OL1 1HY
20th July (every Monday) 6:30pm – 10:00pm
£7.50 per session

Why not try something new and enjoy an evening of dancing at Billingtons? Join Sway with Catherine Madeley of ABC Dance for a relaxed and friendly ballroom session.

6:30 – 7:30pm: Sequence dancing (partner required)

7:30 – 8:30pm: Beginners session (no partner needed – come alone or with friends)

8:30 – 10:00pm: Social dancing

A great way to stay active, meet new people and have fun!

[Find out more here](#)



The Ultimate Bubble Show

Oldham Library
Tuesday 28th July

A fun, interactive show for families and children.

[Find out more here](#)



Khushi Festival (Festival of Happiness)

Oldham (various venues)
Saturday 1st August

A free celebration of culture, music, food and family activities for all ages.

[Get all the details here.](#)



Summer Holiday Club – Book Your Child's Place!

Yew Tree Club, Chadderton

Monday 3rd August – Thursday 27th August

Looking for something fun for the kids this summer? The HAF Summer Holiday Club is back, offering four weeks of exciting activities for children aged 7–12 years.

Running from Monday 3 August to Thursday 27 August, the sessions take place Monday to Thursday, 10am – 2pm, at Yew Tree Club in Chadderton.

The club is fully funded for eligible children, providing action-packed days filled with sports, creative activities, games and healthy meals. It's a great way for children to stay active, make new friends and enjoy their summer holidays in a safe and supportive environment.

Delivered by Full Circle NW in partnership with Oldham Council and funded through the Holiday Activities and Food programme, the club focuses on fun, wellbeing and building confidence.

Places are limited – don't miss out!

[To book, visit the website here.](#)



240 Years of Tommyfield Market

Baker Street Community Centre, Oldham

Saturday 19th September at 1:00pm – 3:00pm

Join celebrated author Dr Deb Woodman for a fascinating talk exploring the history and heritage of Oldham's famous Tommyfield Market.

Taking place as part of Local Histories Month, this free session offers a deep dive into one of Oldham's most iconic landmarks and its role in the community over the past 240 years.

A great opportunity for anyone interested in local history and Oldham's heritage.

[Reserve a spot now here.](#)

240 Years of Tommyfield

a celebration of Oldham's Market Heritage



What's on at The Primrose Centre from July 26'

Monday

9:30am–12:00pm -Project Free (Red Rose Recovery)
A lived experience recovery organisation facilitating a combination of peer support and structured group sessions. All welcome.

12:30pm - 2:00pm - Music Cafe for people living with dementia. For more information email gemmacooper@togmind.org or call 07770263286

Tuesday

10:00am - 12:00pm - Stop Smoking Clinic
Ran by ABL Health. Please ring Jan for appointment.

12:00pm - 2:00pm - Sewing

New 13-week course starting in September. Ring Jan to reserve a place.

6:00pm - 8:00pm - Free Meal

3-course vegetarian meal provided by the Food Cycle Hub

COMMUNITY FRIDGE – Stocked every Tuesday, ring Jan to see what's available

Wednesday

10:30am - 12:00pm - ABL Health
Fortnightly healthy living sessions. Referrals only.

9:30am–12:00pm -Project Free (Red Rose Recovery)
8th & 22nd July.

2:30pm - 5:00pm - Parkinson's UK
Meet 1st, 3rd & last Wednesday every month

Thursday

10:00am - 12:00pm - ESOL (English for speakers of other languages) Lifelong learning. 7x sessions starting in June. Contact Jan to enrol.

1:00pm - 2:30pm - Poethrapy (Peaceful Minds)
Expression of emotion via poetry (ladies only). Contact the Primrose Centre for more information.

1:00pm - 4:00pm - Positive Steps Early Help Drop-in
Starting date TBC.

Friday

12:00-2:00pm - Stroke Association
Please ring 0161 696 3646, or email rochdale@stroke.org.uk for more information.

HALL AVAILABLE TO BOOK FOR PRIVATE EVENTS.

Saturday

HALL AVAILABLE TO BOOK FOR PRIVATE EVENTS.

Sunday

HALL AVAILABLE TO BOOK FOR PRIVATE EVENTS.

To book the hall for private events:

Contact Jan - 0161 642 7202, call into the centre or email jan.wade@greatplaces.org.uk



What's on at The Crossley Centre from July 26'

Monday

10:00am – 12:00pm - Creative Crossley Sewing Class
(term-time only)

12:30pm – 2:30pm - ABL Health & Nutrition Group
(fortnightly)

6:30pm – 8:30pm - PHAB
(activities to reduce isolation for people of all abilities)

Tuesday

9:30am – 11:30am - ABL Health & Nutrition Group
(monthly, invitation only)

SPARK: Baby Boogies
Toddlers singing and dancing activity (Free to join)

7:00pm - 9:00pm - Local Vocals Choir Group

Wednesday

10:00am - 2:00pm - Oak Tree Woodcarvers
Creative wood Carving, Annual Membership £20 plus £5 weekly fee.

2:00pm – 4:00pm - Community Fridge (free surplus food) & Community Space

Positive Steps - Early help (support with employment, housing, wellbeing)

Your Community Centre for Chadderton

Please enquire about the above & booking the centre

Contact number - 0161 652 1419

@theCrossleyCentre

323 Denton Lane, Chadderton, Oldham, OL9 9GA

www.crossleycommunity.org.uk

Thursday

9:30am - 10:30am - Active Ladies Exercise Class (Outta Skool) (free to join)

10:30am - 12:30pm - CHAI Project
Wellbeing, health, arts & crafts for women.

5:30pm - 8:30pm - Aces Youth Group

Friday

9:30am - 10:30am - Yoga
Free to join. Thrive Together.

10:30am - 11:30am - Coffee Morning
Free to join. Thrive Together.

Saturday

10:30am - 11:15am - Children's Multi-sports
Free to join. Thrive Together.

11:15am - 12:00pm - Kid's Crafts
Free to join. Thrive Together.

12:30pm - 1:30pm - Rollerskating for kids
Thrive Together.

2:00pm - 9:00pm AVAILABLE FOR PRIVATE HIRE

Sunday

1:00pm - 9:00pm AVAILABLE FOR PRIVATE HIRE



**CROSSLEY COMMUNITY
ASSOCIATION**

Charity Registration Number - 1182129

Oldham's young people offered work experience boost through Grand Départ GB

Young people aged 18 to 25 from Oldham are being encouraged to take up the opportunity to gain real work experience by volunteering at one of the world's greatest sporting events.

The announcement comes as the Tour de France Femmes avec Zwift prepares to pass through the borough on 30 July 2027. Putting Oldham on an international stage and creating a range of opportunities for local people, businesses and communities.

Grand Départ GB has launched its Readiness to Work programme, delivered by British Cycling, giving 18 to 25-year-olds the chance to volunteer as JOY Makers at the Grand Départs.

The programme, which will support 300 young people across the country, includes three months of mentoring with professionals from sectors including sport, event management, marketing and communications. All while gaining nationally recognised employability skills - including CV writing, interview preparation, resilience training, financial education and personal branding.

The programme is part of British Cycling's wider JOY social impact initiative, which also includes a girls' participation programme, digital schools resources, and a community engagement toolkit - all of which Oldham Council is actively supporting as part of its own campaign for the Grand Départ 2027.

Commenting on the opportunity for Oldham's young people, Neil Consterdine, Director of Communities at Oldham Council, said:

"The Tour de France Femmes avec Zwift coming through Oldham is a landmark moment for our borough, but we want the legacy of this event to be felt long after the race has finished.

"This volunteering programme is a brilliant opportunity for young people in Oldham to build real skills, gain professional experience, and take a genuine step towards employment, all while being part of something historic.

"We'd encourage any eligible young person in the borough to get involved."

To find out more about the Readiness to Work programme, visit - <https://www.letourgb.com/readiness-to-work/>

For more information about Oldham's stage of the Tour de Femme avec Zwift, visit: www.oldham.gov.uk/femmes



'Forgotten' WWI casualties finally honoured with war graves at cemeteries across Oldham

More than a century on these casualties have finally been honoured with Commonwealth War Grave headstones.

Maria Hanley and Andrew Spence, researchers from the Royton branch of the Royal British Legion, teamed up with Tim Bell, a volunteer and researcher from the In From The Cold Project and the Manchester Regiment Forum which researches and identifies servicemen and women missing from the official Commonwealth War Graves Commission (CWGC) list of casualties from the First and Second World Wars.

Unrecognised servicemen who served in the First World War are now set to receive their own Commonwealth War Grave headstones after more than a century.

Next month, a grave dedication service for 11 of these servicemen will be held at Greenacres Cemetery, and the following month three more graves will be dedicated in Royton Cemetery.

Some of the casualties, who have now been accepted for War Grave status and Commonwealth War Grave commemoration, were buried in unmarked burial plots.

The project uncovers the names of those who died after discharge due to injury or illness caused by or aggravated by their service.

Their work will also see two more War Graves marked in Hollinwood Cemetery, two in Failsworth, one in Lees and another in Chadderton.

Thanks to their efforts, in 2023 two War Graves were dedicated at Crompton Cemetery for Private George Warburton and Private Edward Whitehead.

Maria and Andrew have liaised with other Royal British Legion branches to inform them of the project and the new commemorations in their local cemeteries.



How are we doing?



Number of repairs completed	1137
Number of repairs where an appointment was made and kept	Made: 364 Kept: 99%
Number of gas services completed	68
Number of post inspections carried out	145
Percentage of repairs completed on the first visit	91%
Tenancy cases Managed by Great Places in the last quarter	Opened: 24 Closed: 18
Complaints opened in the last quarter	Opened: 4 Closed: 5
Number of properties relet in the last quarter	5
Average relet time (Target 21 days)	1 day

Tenant overall satisfaction year to date	6.48/10
Tenant call handling satisfaction	6.3/10
Annual tenancy visits completed in the last quarter	57
Caretaker cleaning visits in the last quarter	131
Service failures in the quarter	1

Repairs completed versus target

Emergency and Urgent repairs (Target 1.1 working day)	0.7 working days
Low priority repairs (Target 9.98 working days)	9 working days

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