



East Performance Report

for the year ended 31 March 2017

The East is one of Accent's five regions. We operate from an office in Peterborough, and manage homes across Peterborough, Cambridgeshire and Nottinghamshire.

Here is our performance summary for 2016/17:

- We let 265 homes to households in need.
- We helped over 80 households swap their home with for one which suited their needs better.
- We helped over 440 of our customers to manage their tenancies by providing support, guidance and financial assistance, and by referring them to other agencies. Over 97% of customers were satisfied with this service.

We recorded 93 informal complaints and 18 formal complaints. 78% of formal complaints were responded to within our set timescales. 100% of our customers were satisfied with the way we dealt with their formal complaints.

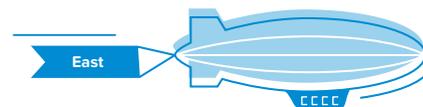
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www.accentgroup.org



We spent over £1m improving your homes by fitting new kitchens, bathrooms, windows and heating systems.

Improving your homes

- Almost 94% of you were happy with our repairs service.
- We carried out over 15,000 repairs in your homes.
- We spent over £1m improving your homes by fitting new kitchens, bathrooms, windows, heating systems.
- Our contractors kept over 96% of appointments.
- 88% of our repairs were fixed first time.
- Over 91% of you were happy with our planned maintenance service.

By properly planning, we were able to spend more than we budgeted for, as we could carry out some of the current year's works ahead of schedule.

As well as fitting some new kitchens and bathrooms earlier than expected, this means our new contractor, (MD) who started working for us in September, has time to settle in before carrying out major work programmes.

Improving your neighbourhoods

We know an attractive, safe neighbourhood is very important to you. As well as carrying out major works to improve our estates, we also carry out small scale improvements to make a difference.

Examples include:

- Extra bin and buggy storage areas.
- Fencing to improve estate security and appearance.
- Improved parking areas.
- Extra storage space for scooters in independent living schemes.

If you have an idea for a small scale improvement that could improve your neighbourhood, please contact us.

Anti-social behaviour

We recorded 130 new cases of anti-social behaviour last year. 75% of customers were happy with how we handled their case.

Your health and wellbeing

We want to know how we can better support you to live comfortably in your current home, so we have introduced a new service for our older customers in our independent living schemes and our general needs homes.

Our support might include helping you to access other services from other organisations or your local council, or we could perhaps introduce you to social activities you may be interested in. We can also help with financial or budgeting advice, or by just checking everything is okay. For more information about this new service, please contact us.

We have a long tradition of doing great things to support the local charities which provide services to our customers and local people. In December last year, our Manor House car park played host to a Christmas meal service for homeless people. Working with a group of local volunteers, our staff served hot and cold meals and drinks, and provided clothing and toiletries. Some went out and about in Peterborough to deliver meals to people on the streets. Customers also got involved, bringing sweet treats and even more hot food. It was a privilege to think we could make a real difference to so many people in need at Christmas.



Priorities for the year ahead

We have set up new contracts for our repairs and estate services which will improve our standards and customer service, and allow us to better monitor how our contractors are performing. We would welcome your feedback on the new service so we can make sure our standards are high.

We will continue to offer our tenancy support service to help our more vulnerable customers manage their tenancies and access benefits, goods and services.

Pictured above:
Recently completed homes at North Brook Close in Greetham

DID YOU KNOW

You can access our services in a number of ways to suit you:

- Our housing and surveying teams are now mobile so we can visit you at your convenience.
- You can access many services electronically via your personal customer portal account. For more information, please visit our website www.accentgroup.org

Our customer contact centre is open six days a week. Our Customer Service Advisors are equipped to answer all types of enquiries and, where possible, will do so at the first point of contact. Call us on **0345 678 0555**.

Your Regional Management Team



Damian Roche
Regional Housing
Director



Lucky Khan
Housing Manager



Keith Bowman
Tenancy
Sustainability
Manager



Bev Hill
Contract Manager



Jane Abbey
Independent Living
Co-ordinator

Your Local Housing Team



Alan Percival
Housing Officer



Maria Gawdiak
Housing Officer



Emily Barber
Housing Officer



Adele Light
Housing Officer



Stephanie Hilton
Housing Officer



Maria Gilbey
Housing Officer



Toyah Thomas
Housing Officer



Rebecca Jones
Housing Officer



Julie Clark
Housing Officer

Contacting Us

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