

# North West Performance Report

for the year ended 31 March 2017

We were particularly pleased with these areas of performance:

- Reducing the number of tenancy terminations from 457 to 383
- Reducing the number of tenancies terminating within 12 months from 128 to 50
- Reducing the number of evictions from 25 to 6

The best part of these headlines is the effort that has gone into helping those of our residents who need extra support to sustain their tenancy with us. Our housing officers are key to identifying who might need this extra support, but our income recovery staff and our surveyors are also tuned in to spot the signs that a customer is struggling and might need some help.

And, of course, our tenancy sustainability officers are experts in helping or sourcing help for people around budgeting, benefits or any other type of support that means a tenancy can be sustained.

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## Improving your homes

- Over 95% of our repairs were fixed first time.
- Our contractors kept over 95% of their appointments.
- Over 90% of you were satisfied with our repairs service.
- Over 98% of you were happy with our planned maintenance service.
- We spent over £2.4m improving your homes by fitting new kitchens, bathrooms, windows and heating systems etc.

## Satisfaction with Neighbourhood

In 2016, we launched our new approach to working with residents, and set up a regional compliance and scrutiny committee (CSC) made up of local residents and independent experts. The CSC focuses on improving performance and making sure our services are delivered in the best way and provide value for money. Following concerns highlighted in one of our annual survey questions, 'satisfaction with neighbourhood', the CSC commissioned a review. We are currently working through our findings and we will let you know the outcome.

## Tenancy Support

A single, male customer in high rent arrears, and with a suspended possession order, needed help from our tenancy support team. We worked with him for 10 months, helping him to claim the benefits he was entitled to and access the medical help he needed. The resident made great progress and was able to return to work part time. Following a further payment to clear his account, the resident has gone from being £3000 in arrears to clear. Our support has helped this resident sustain his tenancy and stay in his home. This is just one example of how our tenancy support service can help residents who find themselves in financial difficulty.

## Supporting Independence

Our new supporting independence pilot scheme identified which of our homes had the highest number of tenancies ending in the first 12 months. We put measures in place to address the problem, such as extra affordability checks and more support. Sadly, that meant sometimes turning people away when it was clear that they would not be able to afford a tenancy. The project was a huge success and the number of tenancies ending in 12 months' tumbled down. We have more to do, but we are living to that.

## Estate improvements

In some years, we commit our estate improvement budget across a number of small projects. The aim is always to improve resident satisfaction at a really local level and a small improvement can sometimes have a big impact. This year, we decided to sort out some bigger niggles that have been causing problems for a long time.

Parking at Milnshaw Gardens, Accrington, had been a big issue for customers. The scheme just wasn't designed for so many car owners. Throw in a few visitors, contractors and care staff, and there is often chaos. Our investment of £40,000 has created enough new parking spaces for everyone and the damaged landscaping from parking on verges is restored to its former glory.

## The Orchard

The Orchard independent living scheme in Burnley was in need of a makeover. We worked with TEAL, who provided new furniture and window dressings, NOVUS, who took on the decorating and Contraflor who provided the carpeting. Residents were involved in choosing the colour schemes from mood boards developed by Teal. The residents love the new look.

## Anti-social behaviour and Complaints

125 new cases of anti-social behaviour were reported. Over 80% of residents were satisfied with how we handled their case.

We recorded 109 new complaints this year. Of these, 26 were formal complaints. We resolved 82% of these in our timescales.

**Pictured right:**

Jill Klee with the new 'Welcome to Robin Hey' sign, which was designed by local children

**Roots, Shoots and Fruits**

The Roots, Shoots and Fruits project was aimed at invigorating the green spaces across the Moss Side estate, and enabling local residents and children to get involved. With charity Proffitts CIC, Housing Officer Jill Klee worked with Moss Side Primary School to build and paint bird boxes, plant bulbs and trees, and create a nature trail. A competition gave the children the chance to design a welcome sign to Robin Hey.

Jill says "the improvements look great, and we couldn't have made any of them without the help of local people, especially the school children. Thanks so much to everyone who got involved, you can be really proud of your efforts."

**Looking Ahead**

We are committed to improving our services. In 2017 we intend to:

- Introduce new maintenance, gardening and cleaning contracts.
- Introduce a digital, easy-to-use self-serve system for applying for housing.
- Encourage residents to communicate with us via the customer portal.
- Increase the number of schemes that receive the supporting independence initiative.
- Help residents with advice on welfare reforms.
- Introduce a noise app for anti-social behaviour.
- Improve links with employment agencies to help residents get into work.



**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](http://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



Shaun Finegan  
Regional Housing  
Director



Paul Spencer  
Housing Manager



Dawn Astin  
Tenancy  
Sustainability  
Manager



Neal Cowgill  
Contract Manager



Rob Quilter  
Independent Living  
Co-ordinator

## Your Local Housing Team



Khadam Hussain  
Housing Officer



Martin Burchall  
Housing Officer



Mark Foster  
Housing Officer



Jillian Klee  
Housing Officer



Jackie Robinson  
Housing Officer



Wayne Brankin  
Housing Officer



Trish McSkimmings  
Housing Officer

## Contacting Us

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