



# South Performance Report

for the year ended 31 March 2017

The South is one of Accent's five regions. We operate from an office in Camberley, Surrey. We provide homes across Surrey, Hampshire, East Sussex and Berkshire.

## Here is our performance summary for 2016/17:

- We provided homes for 289 single people and families in housing need.
- We helped 63 households swap their home, for one which suited their needs better. 96% of the customers we support are happy with the service we provide.
- We helped 277 residents keep their tenancies by providing support, guidance, financial assistance and sign-posting to other agencies.
- We brought in over £100,000 in extra income to the customers we supported.
- We have reduced the money our customers owe us by over £500,000 in the past three years. The amount now owed is now the lowest it has ever been.

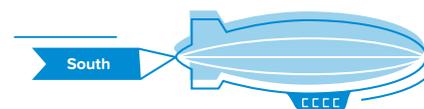
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## We spent over £3 million on replacing 98 bathrooms, 132 kitchens, 500 boilers and other improvements.

### Improving your homes

- 76% of customers are satisfied with the services we provide.
- Over 90% of customers are satisfied with our repairs service.
- We spent over £3 million on replacing 98 bathrooms, 132 kitchens, 500 boilers and other improvements.
- Over 98% of customers were satisfied with this work.

At the request, and in consultation with customers, we carried out a number of estate improvements to many of our communal areas. These included tree works, car park repairs and line painting, drying area improvements and new signage. If you have an idea for a small scale improvement that will improve your neighbourhood, please let us know.

We continue to work with a range of organisations across the region. We have supported a number of local charities, such as St Vincent's Community Store and Camberley Besom who provide specialist furniture and other services for people in need.

We have extended our partnership with Surrey Choice, a community agency offering support services for vulnerable people. As well as employing an Office Assistant through them, and running their established weekly job club for people with learning difficulties from our offices, they are also now providing a gardening service to older and vulnerable residents.

We ran a successful 'supporting independence' pilot scheme this year. This involved helping a number of customers living in one of our blocks of temporary accommodation to manage their tenancy better when moving on to a permanent home. We will be extending this extra support service to our other customers living in temporary accommodation.

We also launched our new health and wellbeing contact service for customers over 60 who live in our general needs homes. We contacted over 470 people to offer them support services to help them remain living independently, and to help them make links with our independent living schemes in Surrey Heath.

Our compliance and scrutiny committee (CSC), is made up of residents and 'independent' (or non-resident) members. Last year, they carried out a review of our written communications, which included an on-line survey and a customer focus group. Members made a number of recommendations to improve the appearance of our written communications, and to make sure our correspondence is informative and interesting. We would like to thank everyone who attended the focus group or responded to the survey on this important issue.

We know that living in an attractive and safe neighbourhood is very important to you. Our CSC carried out an estate review on the appearance of our homes in St Michael's, Camberley, and made a number of recommendations for improvements. We will work with our grounds maintenance contractor to improve the look of the garden and communal areas, and look at possible wider estate improvements.

We are always on the lookout for volunteers to help us carry out scrutiny (or to join our CSC). If you can spare some time, even if it's just a little, we'd love to hear from you.

### Evictions

Eviction is only ever a last resort if people refuse to pay their rent. We only evicted eight people last year.

### Complaints

We dealt with 149 informal complaints and 49 formal complaints. 86% of complaints were dealt with in less than five days. We aim to improve our customers' satisfaction of dealing with complaints.

### A happy ending

A new customer was referred for our tenancy sustainability service. He was moving into one of our independent living schemes after having a major stroke. He had no furniture, no income and little support. We approached a charity for some essential furniture, applied for a grant for carpets and submitted a claim for housing benefit. We also provided food parcels, a Christmas hamper and a new cooker. After a lot of toing and froing, his claim with the Department of Work & Pensions was eventually sorted. The resident is now on his feet, with a furnished home, money in his pocket, and able to do his own shopping. It's a happy end to a story that began sadly.

### Future improvements

We are committed to improving our services. In 2017/18, we intend to:

- Introduce new maintenance, gardening and cleaning contracts.
- Introduce a digital, easy-to-use, self-serve system for applying for a home.
- Encourage customers to communicate with us via our customer portal.
- Increase the number of our schemes which receive the supporting independence initiative.
- Help residents with advice on welfare reforms.



**Pictured above:**  
Working with Colleagues of Paragon Housing to engage residents at Franklands Park

## 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



**Rob Mills**  
Regional Housing  
Director



**Matt Cobb**  
Housing Manager



**Kat Wilson**  
Tenancy  
Sustainability  
Manager



**Richard Kent**  
Contract Manager



**Harriet Smith**  
Business Support  
Officer

## Your Local Housing Team



**Lorraine Ticehurts**  
Area Housing Officer



**Tom Wright**  
Housing Officer



**Zoe Miles**  
Housing Officer



**Sarah Yeo**  
Housing Officer



**Katy Speakman-Carr**  
Housing Officer



**Paul Hills**  
Housing Officer



**Laura Kellow-Webb**  
Housing Officer



**Kate Woodall**  
Housing Officer  
Temporary Accommodation



**Harry Senior**  
Independent Living  
Co-ordinator



**Josie Pace**  
Housing Management  
Trainee

## Contacting Us

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**Customer Portal**  
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**Facebook**  
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**Twitter**  
@accentmy

