



# Yorkshire Performance Report

for the year ended 31 March 2017

Yorkshire is one of Accent's five regions, based in Bradford, working across Bradford, Calderdale, Kirklees, Leeds and Craven. We own and manage around 4,000 homes.

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

- We provided 373 homes for people in housing need.
- We helped 23 households swap homes for one which better suited their needs.
- We helped over 330 of you by offering advice on claiming benefits, managing debt and addressing health and wellbeing concerns. 96% of customers were satisfied with this service.

We received 40 formal complaints and 88 informal complaints. 66% of formal complaints were dealt with in less than 5 days. We need to improve customer satisfaction in this area of service and speed up complaint resolution.

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## Improving your homes

- We spent over £2.7m improving your homes by fitting new kitchens, bathrooms, windows and heating systems.
- Over 99% of you are satisfied with our planned maintenance service.
- Over 95% of you are satisfied with our repairs service.
- Over 98% of repairs were fixed first time.
- Our contractors kept over 98% of all appointments.

## Anti-social behaviour and Complaints

We take anti-social behaviour very seriously and will work with partner agencies to resolve cases. Where appropriate we will take legal action against perpetrators which can result in eviction.

- We recorded 272 new cases of anti-social behaviour.
- 92% of customers were happy with how their case was handled.

## Looking after your neighbourhoods

We know an attractive and safe neighbourhood is very important to you. We have a new grounds maintenance contractor providing grass cutting, litter picking and estate cleaning services to over 130 of our homes in the region. We made savings for our customers as a result of the new service.

## Working in Partnership

We work with a range of organisations across the region, including Bradford Cyrenians and Horton Housing who provide short term supported accommodation for people who are homeless.

Through our Community Investment Fund, we have supported a number of local charities. We supported the Muslim Women's Council with their Curry Circle which provides meals to vulnerable and homeless people and we supported Inn Churches, a charity providing accommodation and support to street sleepers.

## Tenancy Sustainability

- We helped 333 residents by offering advice on claiming benefits, managing debt and addressing health and wellbeing concerns.
- We brought in over £37,000 extra income for these customers.
- We run our own customer food bank and second hand furniture store.
- Over 98% of the residents we supported avoided losing their homes.
- 96% of residents were satisfied with this service.

Our supporting independence project has meant we have been able to support new residents to ensure they are capable of managing and sustaining a tenancy. We are able to work with customers applying for housing to ensure appropriate support is in place from the outset.

As part of the services we offer to older people, we launched our new health and wellbeing contact service for customers aged over 60 living in our general needs homes. We contacted over 450 residents, offering them help to continue to live independently, and to make links with our independent living schemes in the region.

## Improving your estates

At the request of our customers, and in consultation with them, we carried out a number of estate improvements, including installing CCTV, providing fencing and bin storage.

### A story with a happy ending ...

We have been working with a single mum of three children who needed support following a relationship breakdown.

She was facing legal action and the possibility of losing her home. There were arrears on the rent account and multiple debts. As an EEA National, the resident had previously had claims for Income Support refused.

Our tenancy sustainability officer worked with the resident to deal with the debts and helped her to make a new claim for Income Support, ensuring that all relevant documentation was made available. Income Support was awarded, backdated Housing Benefit is in now place and the rent account has a credit balance.

The family now has a regular income and is no longer facing an uncertain future.

### Checking on our performance

Our compliance and scrutiny committee (CSC), is made up of customers and independent members. Last year, members carried out a review of our anti-social behaviour service, particularly in relation to how we deal with noise. Recommendations were made to improve the service which have all been actioned. We would like to thank everyone for their hard work. Their efforts have improved the service for all residents.

We are always looking for volunteers to help us with scrutiny or to join our CSC. If you can spare some time, we'd love to hear from you.



### Service improvement

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

- Introduce a digital, easy-to-use, self-serve system so applicants can apply for a home on-line.
- Encourage more residents to contact us via the customer portal.
- Increase the number of schemes in the supporting independence project.
- Help our residents with advice on welfare reforms.

**Pictured above:**  
Residents at Thornfield Hall celebrate their 30th anniversary

## 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



Deborah Kelly  
Regional Housing  
Director



John Place  
Housing Manager



Jane Mackalroy  
Tenancy  
Sustainability  
Manager



Jol Singh  
Contract Manager



Jeannie Gee  
Independent Living  
Co-ordinator

## Your Local Housing Team



Kathleen Thompson  
Housing Officer



Helen Palmer  
Housing Officer



Louise Stott  
Housing Officer



Waheed Butt  
Housing Officer



Vaqas Hussain  
Housing Officer



Jakub Lesniak  
Housing Officer



Zain Butt  
Housing Officer



Claire Wood  
Housing Officer

## Contacting Us

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**Email:**  
customerservices@accentgroup.org

**Website:**  
www.accentgroup.org

**Customer Portal**  
<https://login.accentgroup.org>

**Facebook**  
[www.facebook.com/accentbd](https://www.facebook.com/accentbd)

**Twitter**  
@accentbd

