

CUSTOMER SATISFACTION

REPAIRS

Your area: 5/5

Accent average: 3.5/5

PLANNED WORKS AND SERVICING

Your area: 5/5

Accent average: 3.75/5

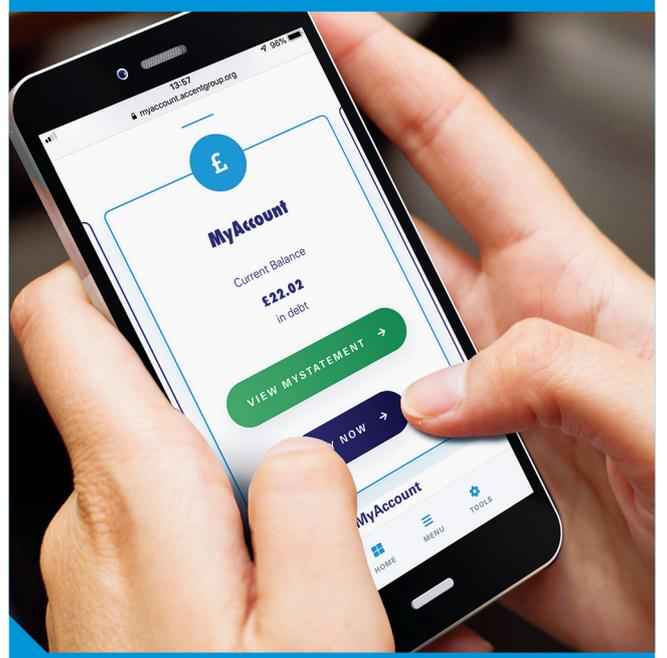
ESTATE SERVICES

Your area: 5/5

Accent average: 3.5/5

CONTACT CENTRE

Satisfaction 4.5/5



We know that customer satisfaction has not been as high as we would like in some areas so we've invested in new tools to help us analyse the feedback we've been getting. As a result we're already working on some improvements based on what customers have told us.

Read more here

www.accentgroup.org/customer-satisfaction

Title N Surname
Address Line 1
Address Line 2
Address Line 3
Address Line 4
POST CODE

Accent Housing Ltd
Charlestown House, Acorn Park Industrial Estate, Charlestown, Shipley, West Yorkshire, BD17 7SW
Accent Housing Ltd, a Charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014, registered number 19229R. Authorised and regulated by the Financial Conduct Authority
Registered Office Charlestown House, Acorn Park Industrial Estate, Charlestown, Shipley, West Yorkshire, BD17 7SW



Title Name Surname

YOUR PERSONAL STATEMENT 2019-20

Dear Title N Surname

In case we have not already met I'm Caroline Graham your Customer Partner.

In the past you may have received an Annual Report describing how Accent, as a housing association, has performed. We consulted with residents about the content of the Annual Report and found that many of you would prefer to receive information which is more relevant to you, your home and your area.

For this reason, we are providing you with a 'personal statement', which provides more detail about the activity we have carried out over the last year, and the activity that is due to take place.

You can still read our full performance report on www.accentgroup.org

I hope you find this information useful, but if anything is not clear or if there is anything you would like to know more about call us on **0345 678 0555**

Best wishes
Caroline



A word from Paul Dolan
Chief Executive, Accent Group

We understand the impact the current situation is already having on the UK economy and appreciate some people will now be facing financial difficulty, whether through reduced working hours or from losing their job. We also know that as a result, some residents might be worrying about paying their rent in the coming weeks and months.

We would like to reassure you that while this national emergency is taking place, no Accent resident will lose their home because they cannot pay their rent. We are here to make sure people stay in their homes, and our colleagues can offer all the support you need to make sure this happens.

If you are concerned about a recent change in your personal circumstances, we urge you to get in touch as soon as possible on **0345 678 0555** so that one of our specially trained colleagues can support you through what is proving to be a challenging and unprecedented time.

YOUR HOUSEHOLD

Title Name Surname

Home number {data}

Mobile number {data}

Email address {data}

Contact preference {data}

Title Name Surname

Home number {data}

Mobile number {data}

Email address {data}

Contact preference {data}

The following also live at this address:

Daughter Name Surname

Daughter Name Surname

Daughter Name Surname

Son Name Surname

Child Name Surname

SOMETHING WRONG HERE?

It's important your information is up to date.

To change anything please visit myaccount.accentgroup.org or call us on **0345 678 0555**

YOUR RENT

For information only. Please consult your personalised 'Information about your rent and service charges' booklet for more detail.

Your rent and the amount we received between 1 April 2019 and 31 March 2020 is shown below.

Total rent charged

£5,447.31

The difference between the amount charged and received is

£96.90

Total payments received

£5,350.41

If you haven't already spoken with us and you are experiencing financial difficulty, please call us on **0345 678 0555** for support and advice.

YOUR AREA

In your local authority of

Peterborough City Council

we have

1,871 properties

IMPROVEMENTS

| Description | Replaced in 2019/20 |
|----------------|---------------------|
| Bathrooms | 3 |
| Kitchens | 6 |
| Heat Sources | 2 |
| External Doors | 58 |
| Windows | 4 |

ANTI-SOCIAL BEHAVIOUR

| Description | Resolved in 2019/20 |
|-------------------------|---------------------|
| Alcohol Related | 1 |
| Crime | 1 |
| Domestic Abuse | 4 |
| Drugs Abuse/ Dealing | 1 |
| Garden Nuisance | 1 |
| Hate Related | 1 |
| Litter/Fly Tipping | 1 |
| Misusing Communal Areas | 1 |
| Noise | 12 |
| Pets & Animal Nuisance | 2 |
| Physical Violence | 3 |
| Prostitution | 1 |
| Vandalism | 1 |
| Vehicle Nuisance | 1 |
| Verbal Harassment | 13 |

SERVICES YOU RECEIVE

Your cleaning services are provided by

Ideal Cleaning

Your window cleaning services are provided by

Ideal Cleaning

Your grounds maintenance service is provided by

Malc Firth

For more information about frequencies and standards for services we provide please visit www.accentgroup.org/estate-services