

We hope you have been keeping well and have been making the most of the sunny weather many of us have been blessed with! Now that we have been getting out and about a bit more, we have taken the opportunity to engage with customers across the country in many ways. News & Views describes just some of these.

FIRE SAFETY RESULTS

In the previous edition of News & Views, we told you about the National Scrutiny Group's investigation into fire safety, and the measures that were put in place to improve awareness of fire evacuation policies.

The National Scrutiny Group carried out a follow-up survey to find out how successful the following measures have been:

- Updating the fire safety information displayed in communal areas.
- Hand-delivered leaflets describing the evacuation procedure for the building.
- A video describing the measures customers can take to stay safe in their homes or evacuate safely if they need to.

THE RESULTS ARE IN:

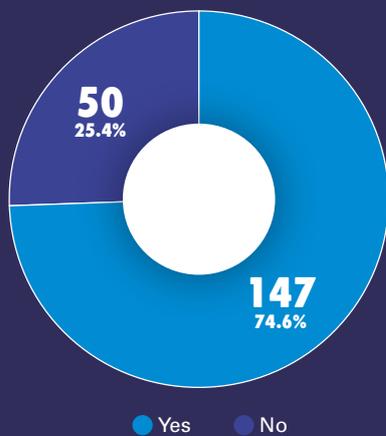
Do you know which evacuation procedure applies to your building?



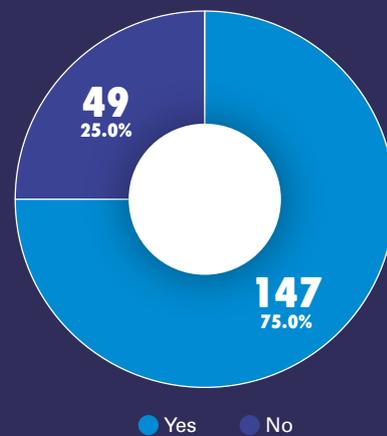
Do you understand the reasons why this policy applies?



Having watched the video, are you clear about the recommended course of action if there is a fire in your **home**?



Having watched the video, are you clear about the recommended course of action if there is a fire **elsewhere in the building**?



As you can see, the measures put in place have helped to improve awareness of the fire evacuation procedure – but there is still more work to do to make sure the message lands.

National Scrutiny Group members Jenny and Lyn are continuing to work with staff across the business to promote building safety awareness.

INTRODUCING YOUR VOICE

By now you should have received an invite to join our online discussion forum [Your Voice](#).

Your Voice offers Accent 500 members:

- Quicker responses to comments, ideas and suggestions
- The opportunity to compare experiences with other members across the country
- The opportunity to interact with staff through 'live' discussions

Your Voice is now live – and we'd really like your feedback on the projects that are currently running. You can get started [here](#).

To make the most out of Your Voice, you'll need to create an account using the registration form. Please make a note of your login details and keep them somewhere safe.

As this is a new tool for Accent, please bear with us if things go wrong. You can bring to our attention anything which does not look right or is not behaving as you would expect by contacting customerservice@accentgroup.org.



UPDATE ON MYACCOUNT

In the last edition of News & Views, we told you about how we made your annual charge notifications and personal statements available on MyDocuments, a new feature of MyAccount.

We provided some handy [how-to guides](#) to help customers create or unlock their online accounts so they can access this important information.

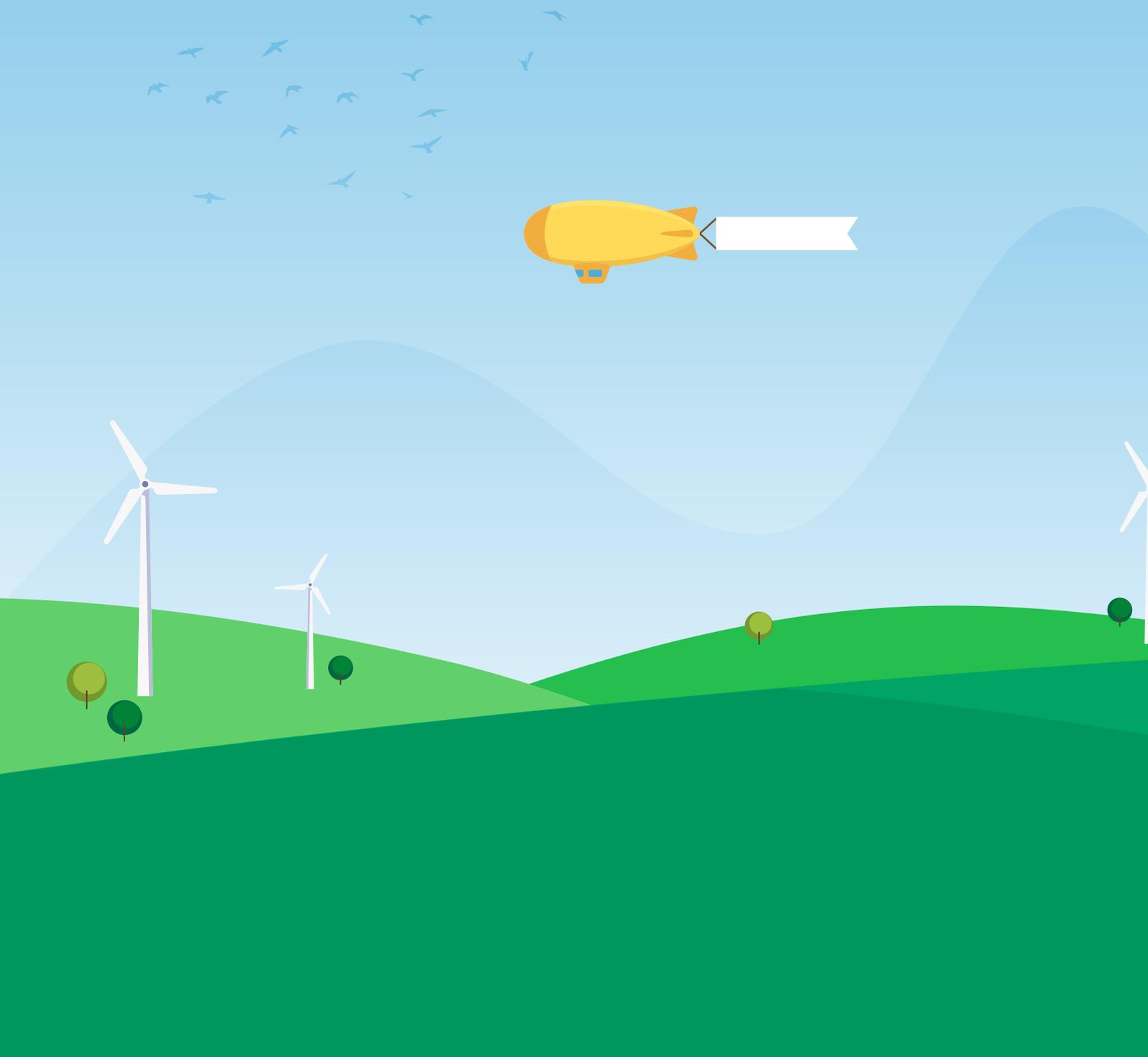
We are pleased to report that:

- 259 customers who were 'locked-out' of their accounts have been able to unlock their accounts.
- 215 new accounts were created.
- 860 customers visited MyDocuments.
- A further 37 customers who had previously tried to create an account were able to complete their registration.
- 1,605 customers visited MyAccount on a single day; a new record for Accent.

We'll be adding more correspondence to MyDocuments over the coming months. Later versions of MyDocuments will allow customers to send files, including pictures, to Accent.

If you've not yet created an account, you can do so [here](#).

ENVIRONMENTAL SUSTAINABILITY LEARNING LAB



In June 2019, the UK became the first country to legislate for a net-zero target for carbon emissions by 2050.

Residential housing is responsible for 22% of all carbon emissions in the UK and is the main driver in the country's climate change policy. Decarbonising social housing, (the process of removing or reducing carbon dioxide from our energy sources), is critical to achieving the government's target of net-zero.

We need to rethink the way we build, manage and heat our homes and the work needed to create healthy homes in the Accent community has already started.

Abdul and Eleanor from our National Scrutiny Group are working collaboratively with staff across the organisation to determine how we:

- Develop our approach towards environmental sustainability;
- Address decarbonising our existing homes making them more affordable for customers to heat; and
- Lower our overall operational footprint.

This will affect customers across the country in all types of properties, so you can expect more engagement on these important matters in the coming months.

We need your help and cooperation to ensure that Accent's properties are safe, secure and sustainable places to live.



OUR OBJECTIVES AND AIMS

- > Work towards providing carbon neutral, energy efficient homes
- > Reduce our operational carbon footprint

OUR CUSTOMERS

- > Reduce fuel poverty
- > Promote lower fuel cost/smart meter opportunities

EXISTING HOMES

- > Aim for 78% to 100% carbon reduction
- > Fabric first approach
- > Reduce reliance on fossil fuel
- > Pilot retrofit projects

NEW HOMES

- > Achieve EPC band B or above
- > Develop new design standards, e.g working from home space and external charging points

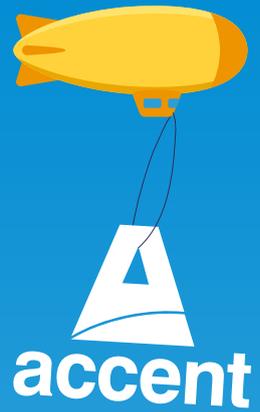
OPERATIONAL ACTIVITY

- > Reduce carbon footprint
- > Less office space and travel
- > Digitalise services and deliver virtually



> Launch SU

> New



2050

> All homes carbon reduced to Net Zero

2035

> All homes carbon reduced by 78%

2030

- > All homes EPC C+
- > Business carbon footprint reduced by 75%
- > Non-domestic buildings EPC Band B+

2022-23

Decarbonisation of existing homes begins

2023

> Gas excluded from new homes

APRIL 2021

ST STRAT and decarb plan
New homes built to EPC band B or above

2020-21

- > Existing homes – average EPC C rating
- > New homes – EPC band B



**Learning
Lab**

ENVIRONMENTAL SUSTAINABILITY AT ACCENT



WOULD YOU LIKE TO BE INVOLVED IN PROCURING OUR NEW PASSENGER AND STAIR LIFT CONTRACT?

We have consistently heard that customers would like to have more of a say in the way that services are delivered locally, and in the contractors who deliver these services.

We have invited customers on selected Independent Living schemes to help us appoint a new contractor to carry out passenger lift and stair lift servicing and repairs.

Since the Grenfell Tower fire, lots of changes have been made, and are still being planned to safety regulations. As part of our commitment to giving customers a real chance to influence and improve the services we provide, we have asked them to help us choose the right contractor for their needs - in terms of value and customer service.

If the pilot is successful, we'll invite more customers to take part in similar procurement exercises across the country.

LOCAL ENGAGEMENT HIGHLIGHT

Residents at Salaam Court, Peterborough, were experiencing major anti-social behaviour problems, perpetrated by one particular household.

We are pleased to report that a closure order has been served on the perpetrator's flat, following months of nuisance to neighbours. **Chris Garlick**, the local Customer Partner, worked hard over many months in collaboration with the Eastern Neighbourhood Policing Team, the local authority and other residents to collect the evidence that was needed to secure this outcome.

Sergeant Sarah Phillips said: *'I know this order will make a really positive difference to the quality of life of the affected residents and should serve as a reminder to those who continue to make life a misery for their neighbours, that we will not tolerate it. We will take positive action and work in partnership to reduce this behaviour.'*

The order prohibits any person from entering the premises other than Accent and the emergency services. Failure to comply with the order is a criminal offence which could result in imprisonment for up to three months, a fine, or both.

Tackling anti-social behaviour often requires collecting and cataloguing evidence over many months. It's in everyone's best interests to record anti-social behaviour incidents, so please lend your support to your Customer Partner if you are approached for help.

Lewis Holloway
Resident Engagement Consultant

T: 0345 678 0555 **E:** lewis.holloway@accentgroup.org

