



ACCENT 1000

**TERMS OF
REFERENCE**

BACKGROUND

Accent 1000 is a collective of Accent residents who we would like to consult with on a regular basis to better understand residents' preferences and priorities, and to find out what you think about the services we provide.

Our aim is to engage with up to 1000 residents whose backgrounds will reflect the wide variety of our residents, and who are spread across the five regions in which Accent delivers services.

Being part of the Accent 1000 is a great opportunity for you to put across your views, share your ideas and help us to shape the services that Accent residents receive.

You do not need to have any experience in 'resident engagement' to join the Accent 1000, nor do you have to take part in every survey or consultation – you give as much of your time as you choose and take part in the surveys and consultations which are of particular interest to you.

TERMS OF REFERENCE

Joining the Accent 1000 is a flexible and informal means of engagement. As we hope to engage with you online, we hope you will find it more convenient too.

Joining the Accent 1000 will enable you to:

- Improve your understanding as to how Accent operates
- Gain insight into the broad range of issues affecting the organisation
- Enhance your CV
- Make suggestions for improvements
- Influence decision-making
- Hear about our plans for the future and let us know what you think
- See the results of polls and surveys
- Find out how we've responded to your feedback
- Help us identify opportunities to operate more efficiently
- Access more formal resident engagement opportunities

In joining the Accent 1000, Accent commits to:

- Take your views and suggestions seriously
- Invite you to take part in polls and surveys which match your concerns and interests
- Communicate with you through your preferred medium where possible
- Provide you with information you might need to make informed decisions
- Reimburse all reasonable expenses incurred including travel to and from any focus groups or meetings that you attend
- Inform you of the results of polls and surveys and what your involvement has helped us to achieve

In return, members must agree to:

- Play an active role – we do not expect you to take part in every survey or consultation, but if you become unresponsive we may invite another resident to take your place
- Be objective and to think about how Accent can make improvements which will be of benefit to the wider Accent community
- Not use the Accent 1000 as a vehicle to resolve personal issues or complaints
- Treat our staff with respect when communicating with us

YOUR PERSONAL DATA

In order to make the best possible use of the feedback you provide we will link your responses with the information we already hold about you and your home. This will help us to better understand the priorities and preferences for different groups of residents. It will also help us to respond to any queries or complaints you may have.

Survey responses are not anonymous, unless otherwise stated; but your responses will not be shared with any staff or contractors other than those responsible for carrying out our surveys, unless you ask us to.

CUSTOMER CONTACT

As part of the Accent 1000, we'd like you to take part in regular polls, surveys and questionnaires, consultations and focus groups. We will communicate with members principally via email but we may occasionally contact you by text, telephone or post.

From time-to-time we may use your contact details to invite you to events which we think may be of interest to you. This could include, but is not limited to: focus groups, residents' meetings, training opportunities and conferences.

We would also like to keep you informed about opportunities to access more formal resident engagement forums. This could include paid opportunities.

We will use the contact details on our housing management system to contact you. We understand that some residents may prefer to receive correspondence about resident involvement opportunities separately to matters related to their tenancies.

Where this is practically possible, we will do so; however please be aware that our housing management system will only allow us to store one set of contact details for each resident.

OPTING OUT

You are under no obligation to take part in every survey or consultation you are invited to take part in. If you prefer not to take part in a particular survey, this will not prejudice your position on the Accent 1000.

If you prefer to receive surveys through a particular method, please express your preferences by taking part in any survey you receive an invite for. There should be an opportunity to update your contact preferences at the end of every survey.

You can unsubscribe from emails about the Accent 1000 by contacting customerservices@accentgroup.org

