

If you need any of our information provided in another format (for example; Microsoft Word or an audio file) please contact us.

It may be some time since you last saw our staff out and about on your estates. Now that most restrictions have been lifted our thoughts are firmly fixed on you, providing you with a personal experience and seeing you face-to-face once again.

This edition of News & Views focusses on the opportunities we've had to meet with you on-site, to hear your suggestions and listen to your concerns.

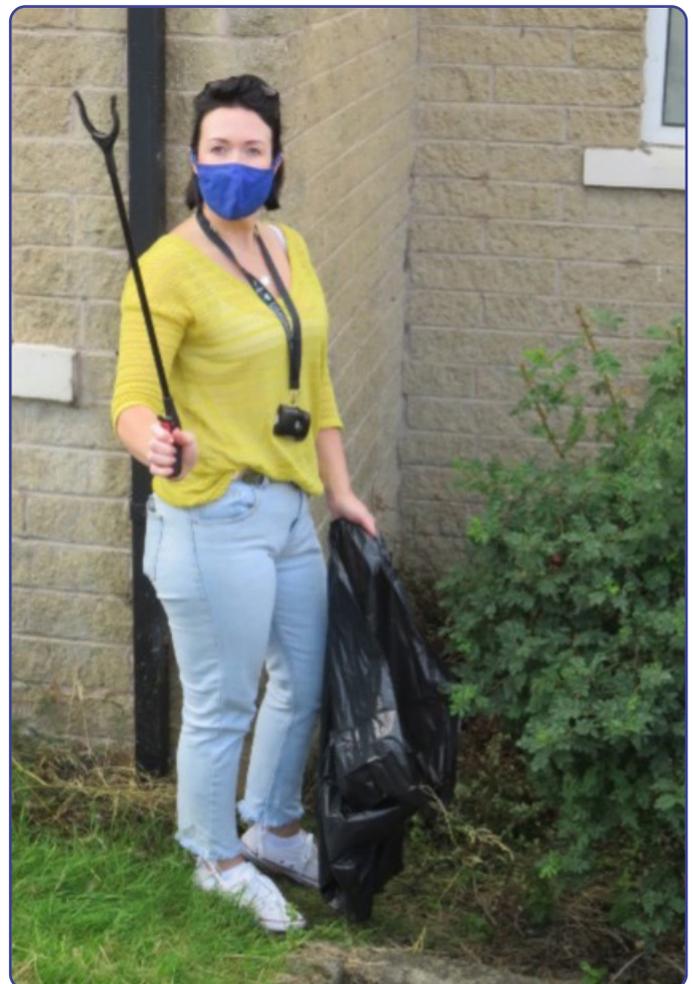
A close-up photograph of a hand with the index finger pointing directly at the viewer, set against a dark blue background.

It's all about you!

We're working our way around the country, visiting your estates to discuss your priorities. So far on our roadshow we have been to:

BURRANS MEADOW, COLNE

Our staff visited the estate to catch-up with residents (new and existing), find out how they'd been coping with the restrictions and provide any support we could. The restrictions had led to a backlog of repairs in some areas. Our staff were on hand to take reports of repairs and chase up any repairs which were outstanding. It was suggested that the grounds maintenance specification needed tailoring to suit the way in which the estate is landscaped. We also identified areas of the communal grounds which were in need of replenishment.





TOWNSEND CLOSE, PETERBOROUGH

On this estate, nearly all residents answered their doors or met with us outside to discuss development needs around the scheme.



KENT STREET, BURNLEY

Here, the local PCSO attended to help address any concerns about crime and anti-social behaviour. Customers reported that local youths loitering in the communal areas is a major concern and something that we are very keen to address, working in partnership with the police.



GLAMIS WALK, HARTLEPOOL

On this estate, as well as taking reports of repairs, we were also keen to get residents' views on the communal cleaning service. Our cleaning contractor was on hand to respond to any queries.

BADSWORTH & CLERVAUX COURTS, BRADFORD

Residents were concerned about rising levels of litter and fly-tipping at this estate on the outskirts of Bradford, exacerbated by the closure of tips during the lockdown. We consulted with customers about proposals to increase the frequency of litter picks. It became apparent that some residents take a great deal of pride in their neighbourhood and some volunteered to help out with the litter picks themselves.

WHERE NEXT?

We'll be focussing on our South region visiting:

Old Dean (opposite Wimbledon Road) and James Road, Camberley

We'll be there to tackle any problems with estates services, blitz minor repairs and promote our partnership with Appliances Online – offering customers the opportunity to rent quality whitegoods from a trusted provider at just £2.00 per week. More details [here](#).

Bagshot Green, Bagshot

Again, our focus will be on estates services and minor repairs. We've also invited our partners at Surrey Heath Borough Council and the local PCSO to explain how we're working together to tackle crime and anti-social behaviour.

Franklands, Addlestone

Residents will meet their main point of contact at Accent, their local Customer Partner. We'll also aim to build relationships with PA Housing and their residents who share the estate.

Albion Court, Burgess Hill

We'll be there to tackle any problems with estates services, blitz minor repairs and promote our partnership with Appliances Online – offering customers the opportunity to rent quality whitegoods from a trusted provider at just £2.00 per week. More details [here](#).

KEEPING YOU SAFE

Accent is delighted to become a community ambassador for national charity, Crimestoppers.

Crimestoppers exists to help people, who might otherwise be silenced, into speaking up about crime, always 100% anonymously.

The Crimestoppers Community Ambassador Programme aims to boost the reach of the charity through partnerships with businesses, public authorities and other charities. Acting as an ambassador, we can help Crimestoppers reach more people and help protect them from the harm caused by crime.

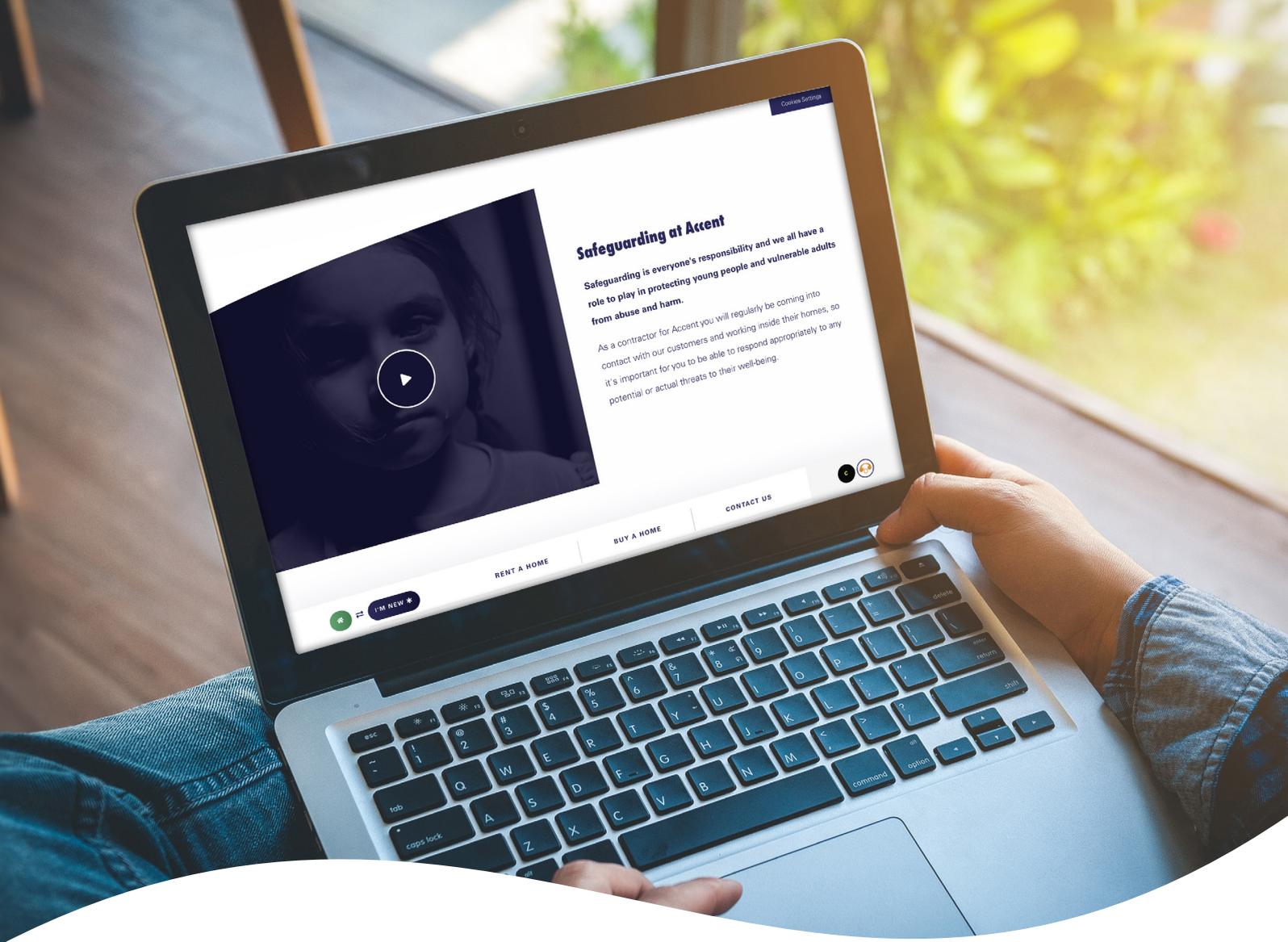
Customer Partnership Manager for Accent's North East region, Jan Welsh, said: 'We want our communities to be safe and happy places to live, without the fear of crime and anti-social behaviour, or the recriminations from reporting it. It is a worrying fact that we have seen many more cases as a result of lockdowns and research is suggesting that cases will rise even higher.'



'Working with Crimestoppers, we can offer our residents a safe place to report criminal activity and anti-social behaviour, when they might otherwise be afraid to do. This will help to ensure that the perpetrators, as much as possible, are caught and made accountable for their actions, leaving our residents, and their neighbours, to enjoy their homes in peace and safety.'

We're very keen to promote our partnership and have recently been talking to customers at Brackenfield Close, Middlesbrough, and Wembley Way, Stockton-on-Tees; estates which have experienced problems with crime and anti-social behaviour, to tell them all about it.

To report crime anonymously, please call Crimestoppers UK Contact Centre 24/7 on freephone 0800 555 111 or fill in a simple and secure anonymous online form at [Crimestoppers-uk.org](https://www.crimestoppers-uk.org).



Safeguarding

Providing you with the best possible experience means not only engaging with our customers, but also engaging with our contractors.

Safeguarding is everyone's responsibility and we all have a role to play in protecting young people and vulnerable adults from abuse and harm.

Accent's customer-facing staff have all received training in identifying and responding to safeguarding concerns.

However, it is our contractors who most regularly meet customers and visit them in their homes – so it is just as important that repairs and maintenance operatives are able to spot signs of domestic abuse.

We've created a page on our [website](#) and a short [video](#) explaining;

- what safeguarding is
- the signs that someone might be suffering from domestic abuse
- how to report any concerns

This will help contractors respond to any potential or actual threats to customers' well-being.

Details of organisations who can help victims of domestic abuse are available [here](#).



SUSTAINABILITY HUB

Thank you to everyone who took part in our recent survey about how we can make homes more energy efficient. The results are now available on [Your Voice](#).

Your comments and observations were detailed and well-considered and certainly got us thinking!

The survey revealed that many of you would be happy to opt for a more environmentally friendly alternative to central heating, as long as it is safe, reliable and affordable.

Our Sustainability Hub (a group of Accent staff and customers who look at ways in which we can operate more sustainably) have taken these findings into consideration and would like to invite some more customers to join the group.

Please contact Lewis Holloway at lewis.holloway@accentgroup.org if you would like to be involved.

WOULD YOU LIKE TO BE INVOLVED IN SELECTING OUR BUILDING SAFETY CONTRACTORS?

We're currently awarding new contracts for:

- Water hygiene and legionella testing
- Electrical testing
- Detector installations
- Asbestos surveys, re-inspection and removal works

We would like your help to agree the scope of works, select contractors and monitor contractor performance.



HOW CAN YOU HELP?

There are lots of ways in which you can get involved. Here are some:

- Giving feedback on your experiences of safety checks that have been carried out in your home, or on your scheme. Look out for opportunities on [Your Voice](#).
- Reviewing the information that is shared with customers, both before and after safety checks are carried out.
- Assessing tenders from contractors against criteria (and helping us to decide what these criteria should be).
- Attending meetings with other customers, Accent staff and contractors to discuss performance.

If you can help with any of these, please contact lewis.holloway@accentgroup.org and we'll keep you informed of opportunities, as and when they become available.

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