



How satisfied are you that Accent listens to your views and acts upon them?

Q3 2021/22

Background



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

Rationale:

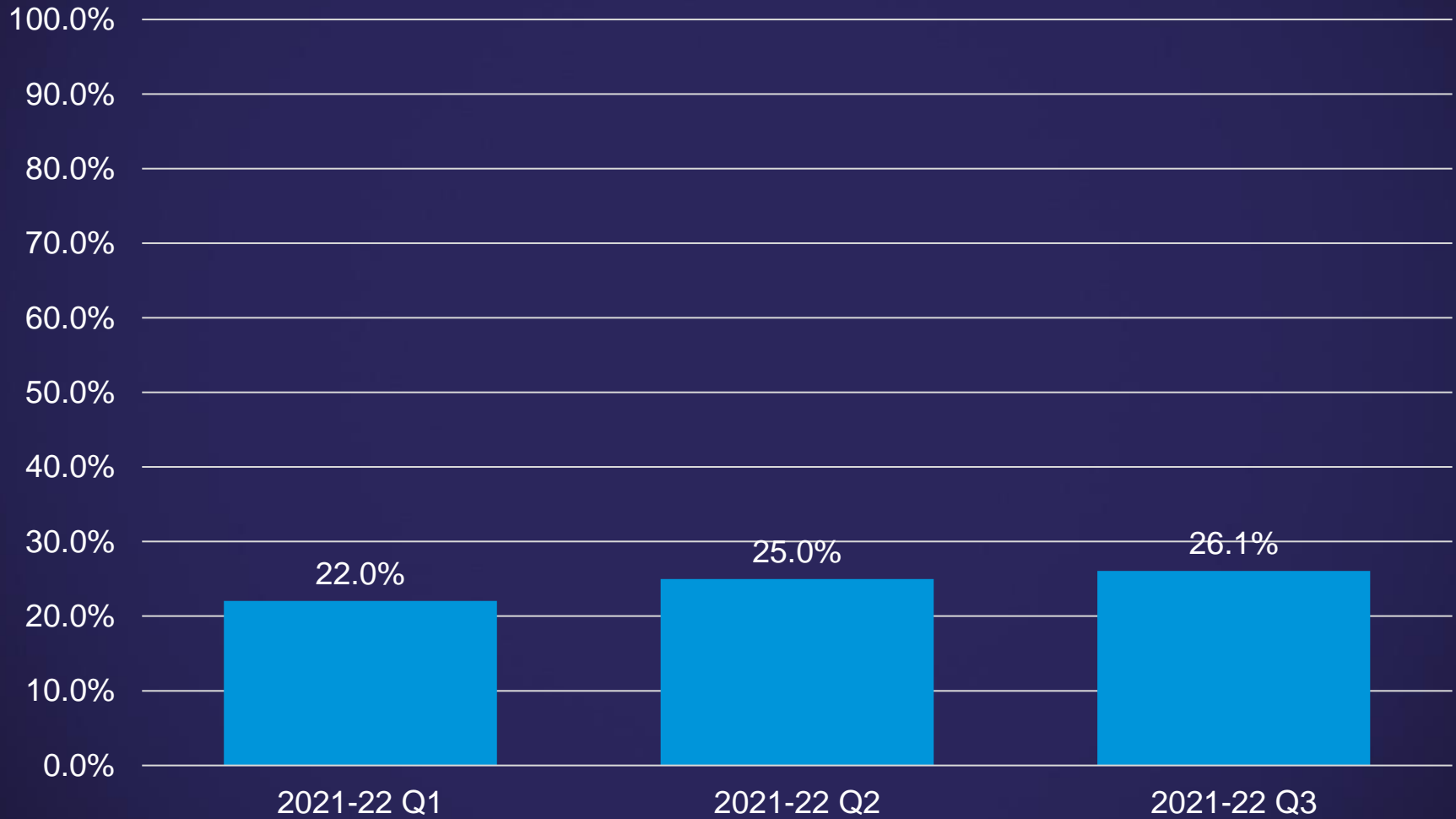
We routinely ask customers 'how satisfied are you that Accent listens to your views and acts upon them?' because:

- Ensuring customers are meaningfully involved in decision-making at a local and at a strategic level is one of our corporate strategy objectives.
- We are tracking the success of the measures we are taking to improve the way we engage with and consult with customers.
- Our regulators use this measure of satisfaction to check that Accent is operating in a fair and responsible manner.

Sample size:

This quarterly poll is aimed at a representative sample of approximately 2,000 customers, who are divided evenly across all of the regions in which Accent operates. We monitor survey invitations and responses to make sure that customers are asked this question no more than once in any twelve month period. Two attempts to contact were made by email. In Q2 the survey yielded 506/1941 (26.1%) responses. The margin of error is $\pm 4.4\%$.

Response Rate

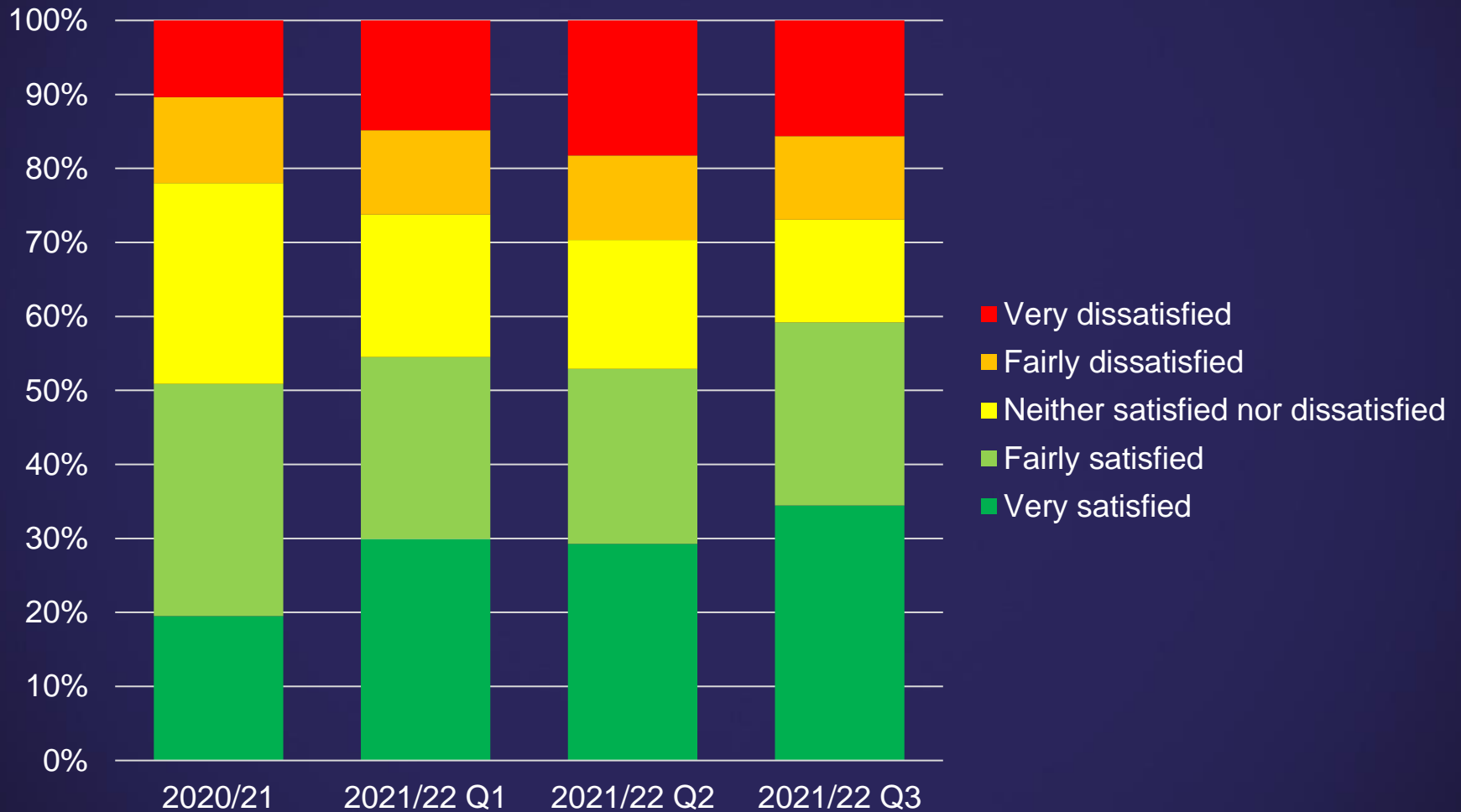


How satisfied are you that Accent listens to your views and acts upon them?



	2020/21	2021/22 Q1	2021/22 Q2	2021/22 Q3
Very satisfied	19.5%	29.9%	29.3%	34.5%
Fairly satisfied	31.4%	24.6%	23.7%	24.8%
Total satisfied	50.9%	54.5%	52.9%	59.2%
Neither satisfied nor dissatisfied	27.1%	19.3%	17.4%	13.9%
Fairly dissatisfied	11.6%	11.4%	11.4%	11.3%
Very dissatisfied	10.4%	14.8%	18.3%	15.6%
Total dissatisfied	22.0%	26.2%	29.7%	26.9%

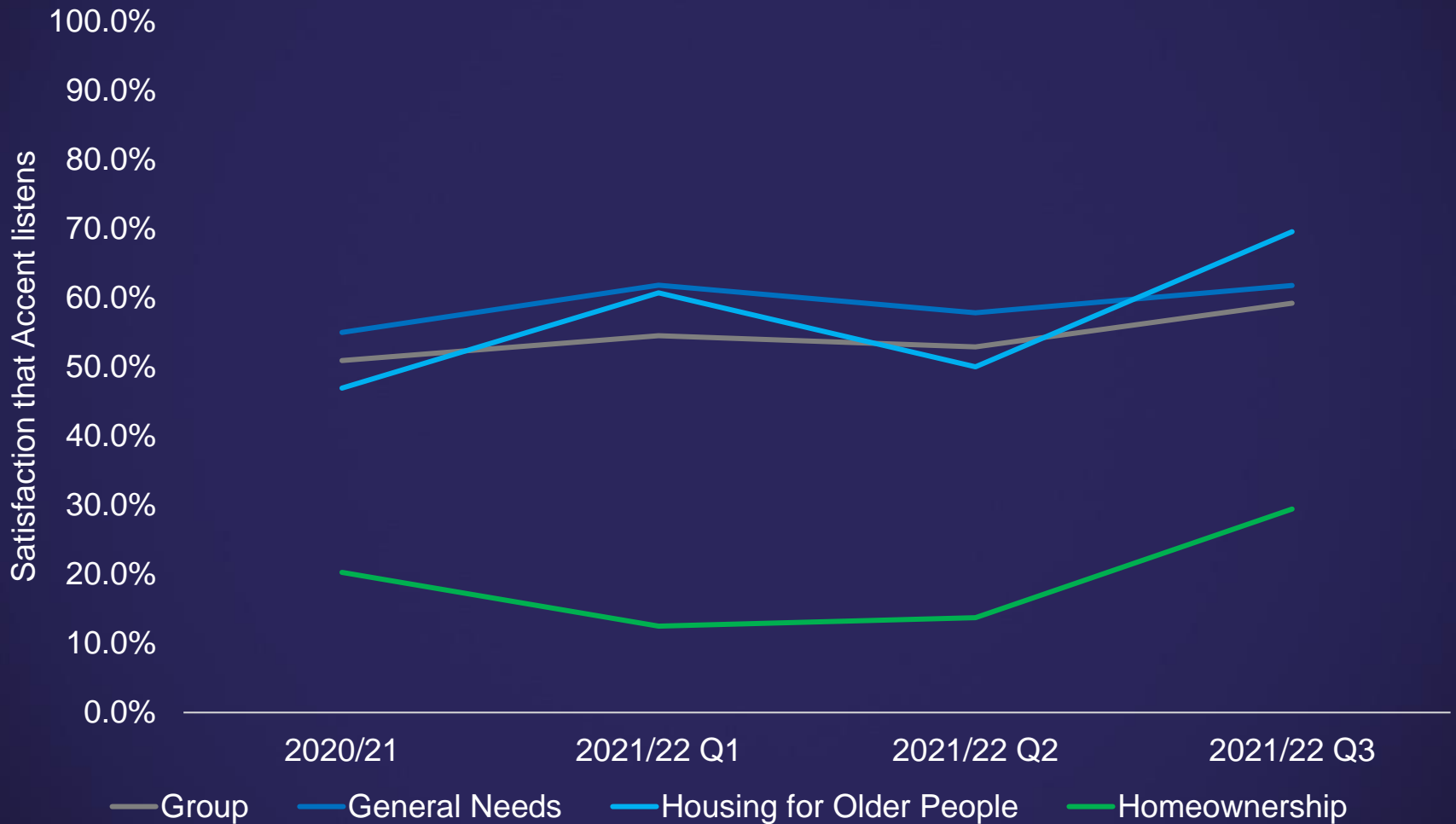
How satisfied are you that Accent listens to your views and acts upon them?



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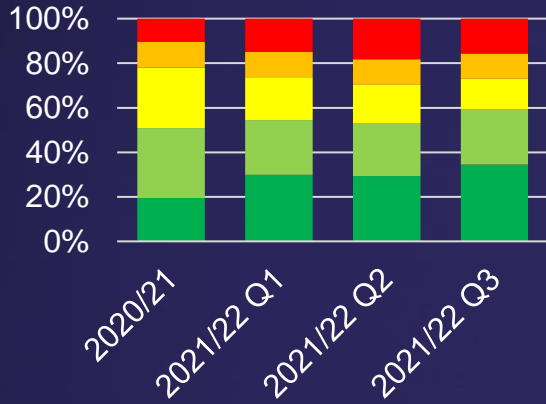
How satisfied are you that Accent listens to your views and acts upon them?



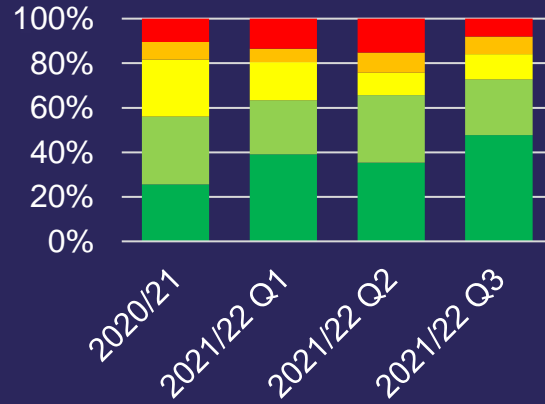
Breakdown by region



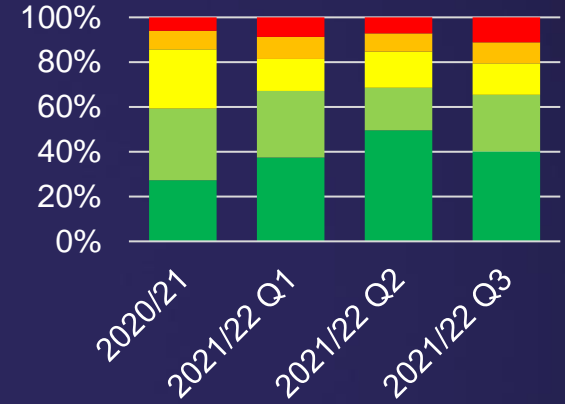
Overall



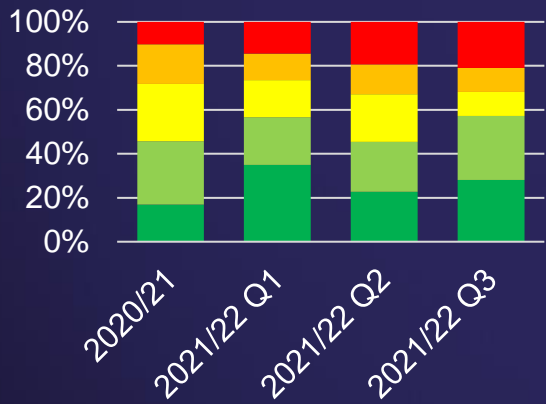
North East



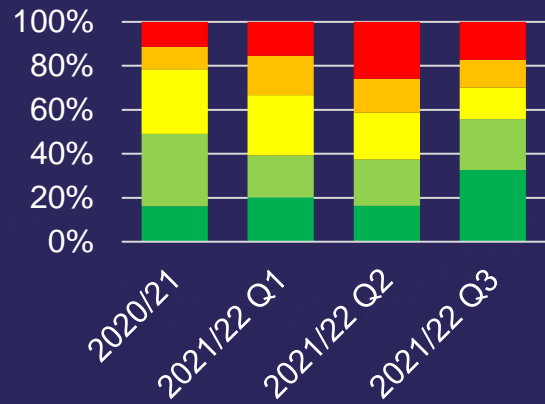
North West



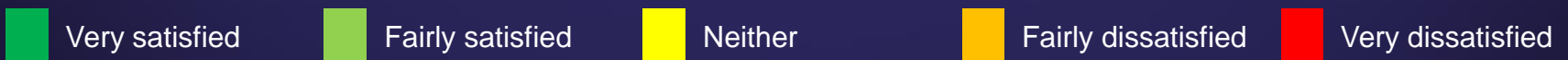
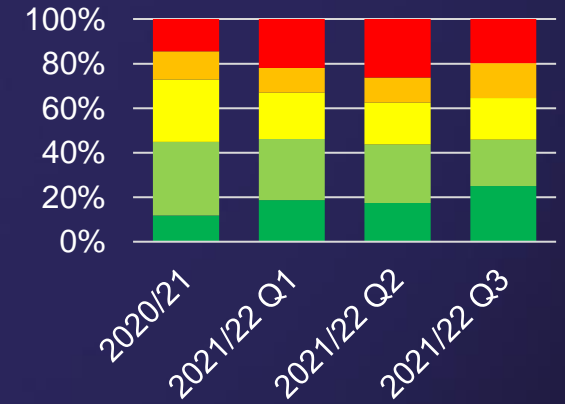
Yorkshire



East



South



Breakdown by region



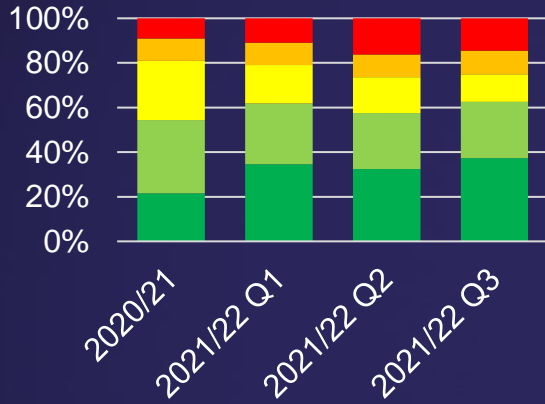
Overall	#	%	North East	#	%	North West	#	%
Very satisfied	174	34.5%	Very satisfied	42	47.7%	Very satisfied	43	40.2%
Fairly satisfied	125	24.8%	Fairly satisfied	22	25.0%	Fairly satisfied	27	25.2%
Total satisfied	299	59.2%	Total satisfied	64	72.7%	Total satisfied	70	65.4%
Neither	70	13.9%	Neither	10	11.4%	Neither	15	14.0%
Fairly dissatisfied	57	11.3%	Fairly dissatisfied	7	8.0%	Fairly dissatisfied	10	9.3%
Very dissatisfied	79	15.6%	Very dissatisfied	7	8.0%	Very dissatisfied	12	11.2%
Total dissatisfied	136	26.9%	Total dissatisfied	14	15.9%	Total dissatisfied	22	20.6%
Total	505		Total	88		Total	107	

Yorkshire	#	%	East	#	%	South	#	%
Very satisfied	31	28.2%	Very satisfied	34	32.7%	Very satisfied	24	25.0%
Fairly satisfied	32	29.1%	Fairly satisfied	24	23.1%	Fairly satisfied	20	20.8%
Total satisfied	63	57.3%	Total satisfied	58	55.8%	Total satisfied	44	45.8%
Neither	12	10.9%	Neither	15	14.4%	Neither	18	18.8%
Fairly dissatisfied	12	10.9%	Fairly dissatisfied	13	12.5%	Fairly dissatisfied	15	15.6%
Very dissatisfied	23	20.9%	Very dissatisfied	18	17.3%	Very dissatisfied	19	19.8%
Total dissatisfied	35	31.8%	Total dissatisfied	31	29.8%	Total dissatisfied	34	35.4%
Total	110		Total	104		Total	96	

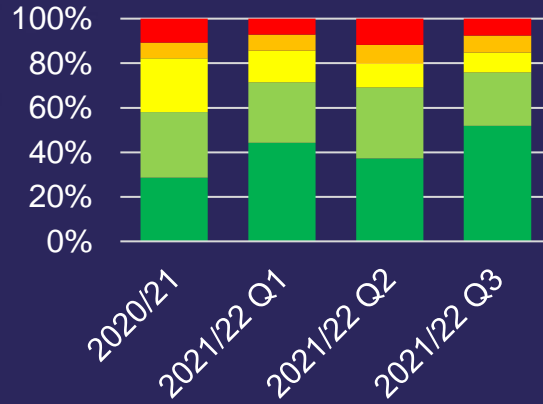
Breakdown by region (excluding homeownership)



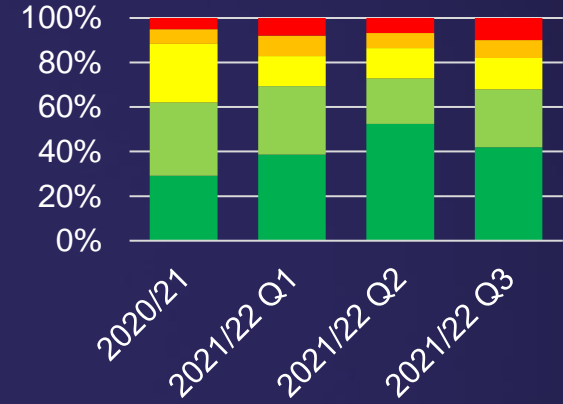
Overall



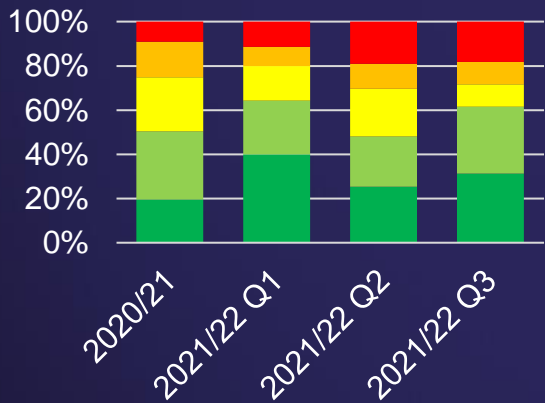
North East



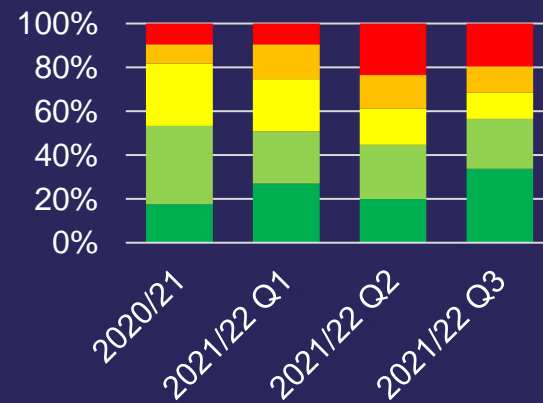
North West



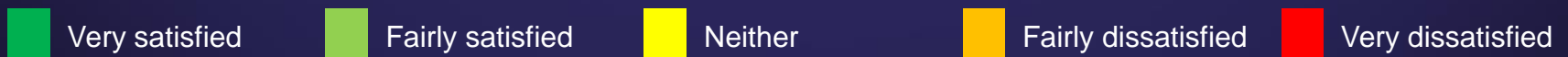
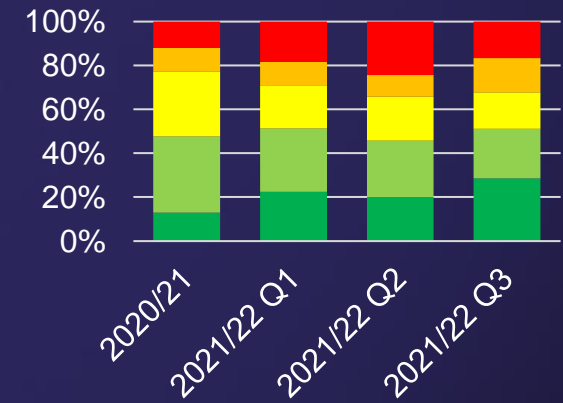
Yorkshire



East



South



Breakdown by region (excluding homeownership)



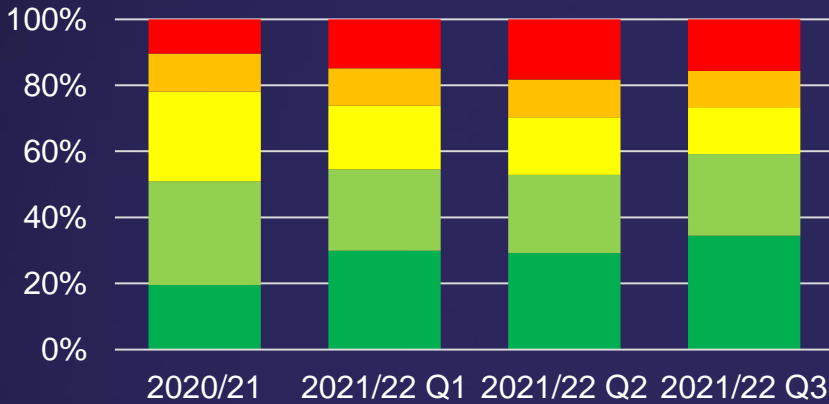
Overall	#	%	North East	#	%	North West	#	%
Very satisfied	169	37.2%	Very satisfied	41	51.9%	Very satisfied	42	42.0%
Fairly satisfied	115	25.3%	Fairly satisfied	19	24.1%	Fairly satisfied	26	26.0%
Total satisfied	284	62.6%	Total satisfied	60	75.9%	Total satisfied	68	68.0%
Neither	56	12.3%	Neither	7	8.9%	Neither	14	14.0%
Fairly dissatisfied	48	10.6%	Fairly dissatisfied	6	7.6%	Fairly dissatisfied	8	8.0%
Very dissatisfied	66	14.5%	Very dissatisfied	6	7.6%	Very dissatisfied	10	10.0%
Total dissatisfied	114	25.1%	Total dissatisfied	12	15.2%	Total dissatisfied	18	18.0%
Total	454		Total	79		Total	100	

Yorkshire	#	%	East	#	%	South	#	%
Very satisfied	31	31.3%	Very satisfied	31	33.7%	Very satisfied	24	28.6%
Fairly satisfied	30	30.3%	Fairly satisfied	21	22.8%	Fairly satisfied	19	22.6%
Total satisfied	61	61.6%	Total satisfied	52	56.5%	Total satisfied	43	51.2%
Neither	10	10.1%	Neither	11	12.0%	Neither	14	16.7%
Fairly dissatisfied	10	10.1%	Fairly dissatisfied	11	12.0%	Fairly dissatisfied	13	15.5%
Very dissatisfied	18	18.2%	Very dissatisfied	18	19.6%	Very dissatisfied	14	16.7%
Total dissatisfied	28	28.3%	Total dissatisfied	29	31.5%	Total dissatisfied	27	32.1%
Total	99		Total	92		Total	84	

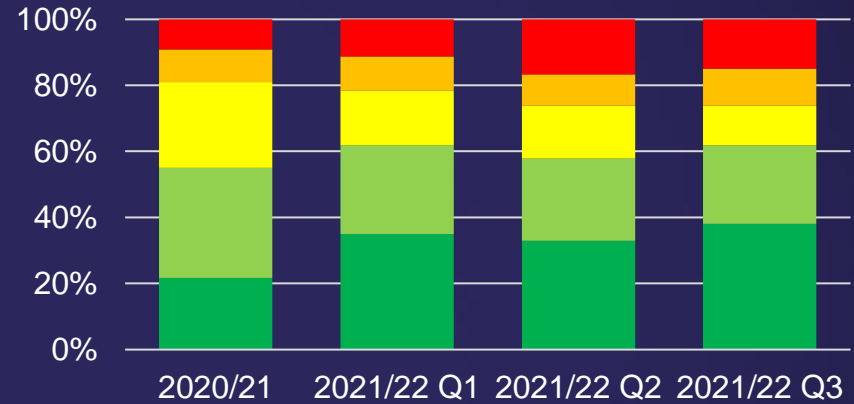
Breakdown by tenure type



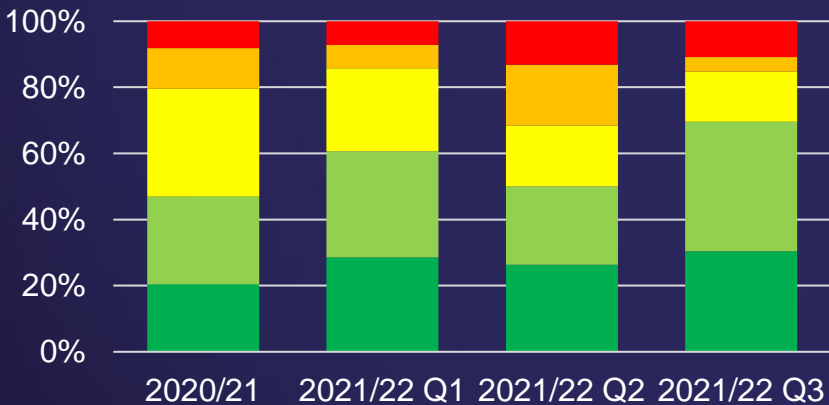
Overall



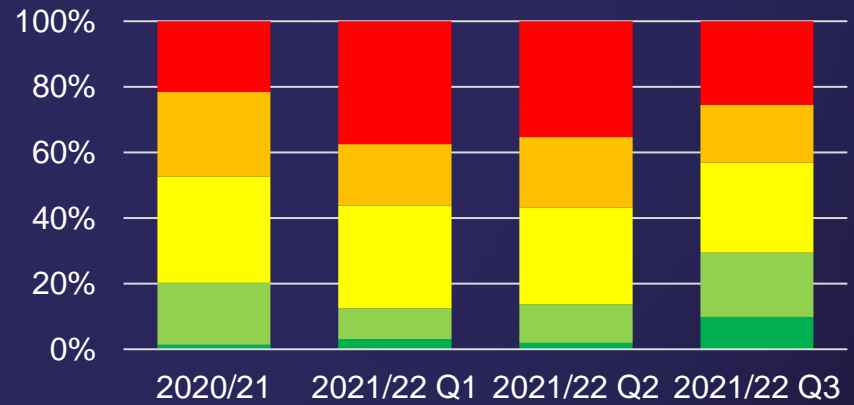
General Needs



Housing for Older People



Homeownership



Breakdown by tenure type



Overall	#	%	General Needs	#	%
Very satisfied	174	34.5%	Very satisfied	155	38.0%
Fairly satisfied	125	24.8%	Fairly satisfied	97	23.8%
Total satisfied	299	59.2%	Total satisfied	252	61.8%
Neither	70	13.9%	Neither	49	12.0%
Fairly dissatisfied	57	11.3%	Fairly dissatisfied	46	11.3%
Very dissatisfied	79	15.6%	Very dissatisfied	61	15.0%
Total dissatisfied	136	26.9%	Total dissatisfied	107	26.2%
Total	505		Total	408	
Housing for Older People	#	%	Homeownership	#	%
Very satisfied	14	30.4%	Very satisfied	5	9.8%
Fairly satisfied	18	39.1%	Fairly satisfied	10	19.6%
Total satisfied	32	69.6%	Total satisfied	15	29.4%
Neither	7	15.2%	Neither	14	27.5%
Fairly dissatisfied	2	4.3%	Fairly dissatisfied	9	17.6%
Very dissatisfied	5	10.9%	Very dissatisfied	13	25.5%
Total dissatisfied	7	15.2%	Total dissatisfied	22	43.1%
Total	56		Total	51	

Why do you feel this way?



Because I have a leaking roof that hasn't been fixed and has been leaking for four years.

Miss A, Peterborough

Anti-social behaviour not being sorted. I've told you I'm living in fear.

Miss G, Nottingham

Complained re safety of front door March last year - still not fixed.

Ms C, Lightwater

Because I'm constantly asking for same things, but you can harass me for pennies.

Miss B, Peterborough

I reported my electrics as I can't use my new cooker and have to rely on a microwave to eat warm food.

Ms R, Crook

Quite a few properties on the estate need work doing to them. Just because it is shared-ownership nothing gets done.

Mr L, Middlesbrough

I'm continually let down by the repairs department. I've complained many, many times...

Mr B, Nottingham

I've been without hot water since either March or April. It's now December and still nothing has been done, even though I keep chasing.

Mr H, Woking

No communication between repair companies who don't have a clue how to do repair jobs they're paid for.

Miss C, Peterborough

Why do you feel this way?



Repairs have taken over a year. If they had been done straight away, my kitchen wouldn't have been ruined.

Miss E, Camberley

Stop tendering for cheapest and get repairs done by a really good contractor.

Mrs W, Ashton-under-Lyne

The contempt shown to residents by Accent staff and high level of gross incompetence exhibited by their appointed contractors.

Mr H, Peterborough

They never reply to my complaints and I've been waiting over a year for a repair.

Miss M, Camberley

Unhelpful customer services. Repairs that are reported and never fixed. Anti-social behaviour. The list goes on.

Miss B, Burgess Hill

You don't communicate in appropriate way for elderly residents.

Mrs H, Bradford

Engineers are either not able to resolve issues... or they come outside of agreed hours and waste our time and your money.

Mrs K, Bagshot

How can anyone help when there's no one to speak to?

Mrs E, Peterborough

I'm now selling my property... and I can't wait to not have dealings with Accent when the house is sold!

Ms W, Addlestone

Why do you feel this way?



Accent have never let me down when it comes to repairs.

Mrs J, Yarm

Accent staff always respond quickly and deal with issues promptly.

Mr D, Nelson

Always find Accent very helpful and friendly towards me as a tenant.

Ms H, Camberley

Any queries I have had, repair requests, changing bank details - have all been handled in a professional, efficient and friendly manner.

Miss W, Kettering

Appointments made and kept.

Mrs B, Nelson

Because when I need help they are always there.

Miss C, Oakham

Going beyond their expected duties... is very much appreciated.

Mr S, Leyland

I feel Accent have had a really strong year tackling issues to both myself and my neighbours.

Mr O, Colne

I felt respected.

Mr P, Barrow-in-Furness

Why do you feel this way?



I had some trouble makers threatening my family. The Accent team acted appropriately when I called.

Miss G, Peterborough

Most understanding during the pandemic. Nice people to talk to. Keep up the good work.

Mrs S, Horley

They always do the best for their clients. Homes well looked after.

Miss C, Burnley

I never hear of anyone near me being anything other than satisfied.

Mrs L, Nottingham

My Housing Officer listens to what you are saying and goes above and beyond to help wherever she can.

Ms E, Colne

Because we had an incident with someone and it was dealt with straight away by our Housing Officer.

Mr M, Durham

Got all repairs booked and sorted.

Ms P, Milton Keynes

I have not been a tenant long but so far so good with most dealings I have had.

Miss B, Addlestone

You're better than before, but still not perfect..

Mr C, Camberley

Headlines



- Overall satisfaction levels appear to be increasing. Satisfaction has increased in every region except the North West, where satisfaction levels are already higher than the average for the group.
- There have been significant increases in satisfaction in Yorkshire and the East.
- There has been a significant increase in satisfaction in homeownership, although response levels are too low to be able draw firm conclusions. Still only 29% are satisfied that Accent listens to views and acts upon them.
- Issues associated with damp and mould are prevalent in the comments from dissatisfied customers – a theme not seen in previous surveys.
- Comments from dissatisfied customers also allude to long waits for repairs to be carried out, poor quality repairs and slow response times to complaints.