

NEW NATIONAL SCRUTINY GROUP INVESTIGATION

The National Scrutiny Group is made up of tenants and homeowners who represent a broad cross-section of Accent's wider customer base. They investigate particular areas of Accent's service delivery and make recommendations about how they could be improved.

The National Scrutiny Group has chosen to investigate the way that Accent carries out 'customer care checks' and evaluate their usefulness.

As part of the Accent Partnership, Accent committed to visiting every household, at least once every 12 months, to make sure that everyone is safe, happy and comfortable in their homes.

Throughout the pandemic, some customers have needed much more support than others and customer care checks could not be carried out in the way that we had hoped.

The National Scrutiny Group will be speaking to staff and customers to work out how best Accent can check that customers are coping and support anyone who needs help, in the current circumstances and beyond.

Do you have any suggestions for the next topic of scrutiny?

The National Scrutiny Group are advocates for customers across the country. Find out more about its members and their work [here](#). They are very keen to understand your priorities. Provided your suggestion is in the interests of customers across the country, and it has not already been investigated, the National Scrutiny Group will be happy to consider it. Please contact lewis.holloway@accentgroup.org if you have any ideas.

VIRTUAL REPAIRS ROADSHOW

Many thanks to everyone who took part in the discussion on Your Voice about our proposed Repairs Promise.

The discussion revealed that some customers have lost confidence in our ability to deliver a decent repairs and maintenance service. We were determined to show you that this is not the case.

As such, on Saturday 15 January, we hosted a Virtual Repairs Roadshow led by Director of Repairs & Maintenance, Shaun Finegan.

We explained how shortages of labour and materials, which are affecting many businesses across the country at the moment, were impacting the service and how Accent is going to overcome these challenges.

Customers who attended had the opportunity to give their views and ask questions about the service. They also had the opportunity to meet representatives from our repairs contractor Ian Williams.

Repairs contractor for the Yorkshire region, Ian Williams, have coped well with the challenges of the pandemic. For this reason, they have also become our main repairs contractor for the North West and East regions.

NEW ACTIVITY ON YOUR VOICE

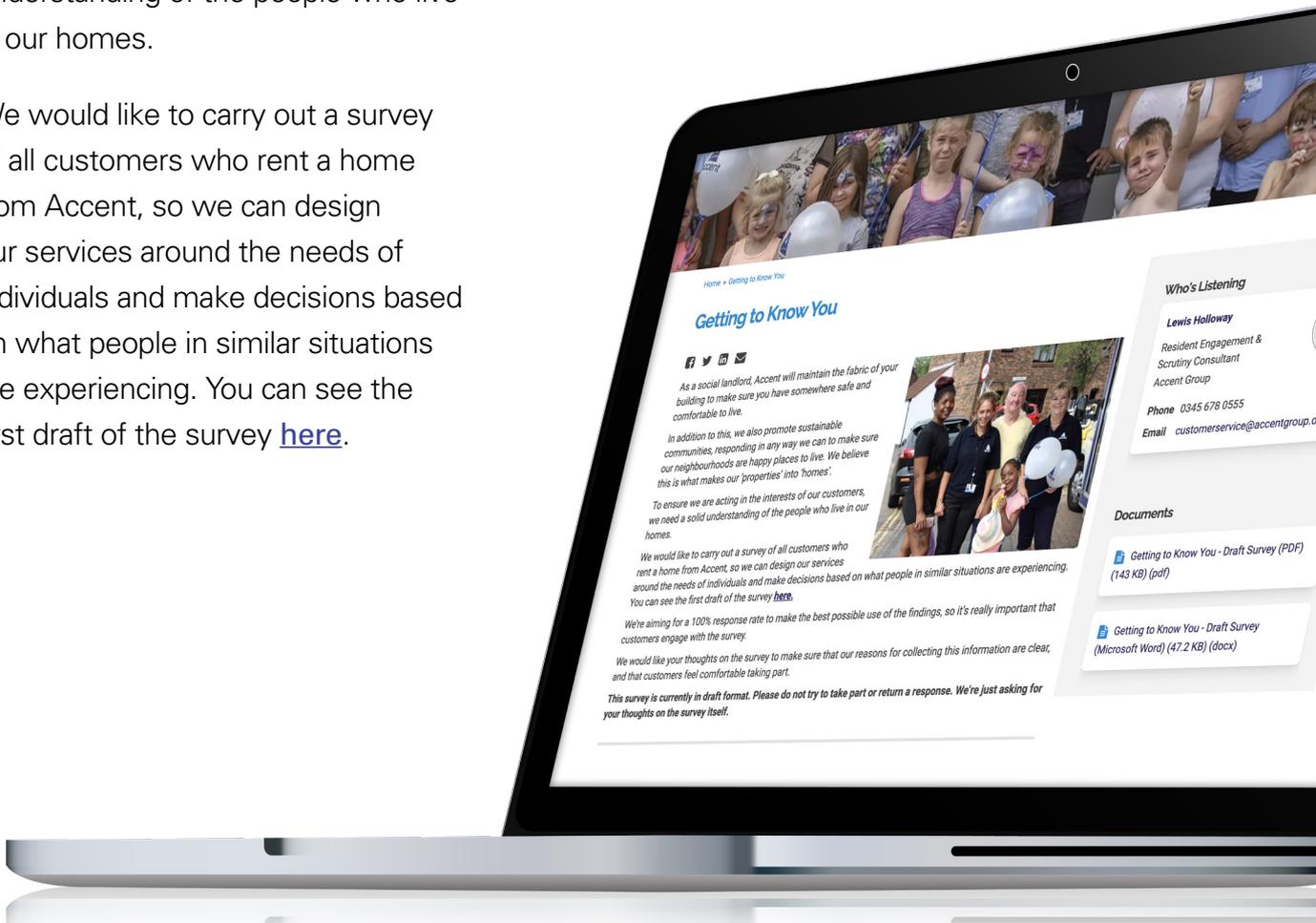
As a social landlord, Accent will maintain the fabric of your building to make sure you have somewhere safe and comfortable to live.

In addition to this, we also promote sustainable communities, responding in any way we can to make sure our neighbourhoods are happy places to live. We believe this is what makes our 'properties' into 'homes'.

To ensure we are acting in the interests of our customers, we need a solid understanding of the people who live in our homes.

We would like to carry out a survey of all customers who rent a home from Accent, so we can design our services around the needs of individuals and make decisions based on what people in similar situations are experiencing. You can see the first draft of the survey [here](#).

We would like your thoughts on the survey to make sure that our reasons for collecting this information are clear, and that customers feel comfortable taking part. Head over to [Your Voice](#) to take part in the discussion.



SATISFACTION WE LISTEN TO YOUR VIEWS AND ACT UPON THEM

Ensuring customers are meaningfully involved in decision-making is one of Accent’s top priorities. For this reason, we routinely ask customers ‘how satisfied are you that Accent listens to your views and acts upon them?’.

More than 500 customers took part in our latest poll. 59.2% of customers indicated that they were satisfied which falls short of our target, but is an improvement on the previous year’s result of 50.9%.

	2020	Jul 2021	Oct 2021	Dec 2021
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%

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

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

Mrs J, Yarm

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

Miss G, Nottingham

“Because I’m constantly asking for the same things but you can harass me for pennies.”

Miss B, Peterborough

Why do you feel this way?

"Accent staff always respond quickly and deal with issues promptly."

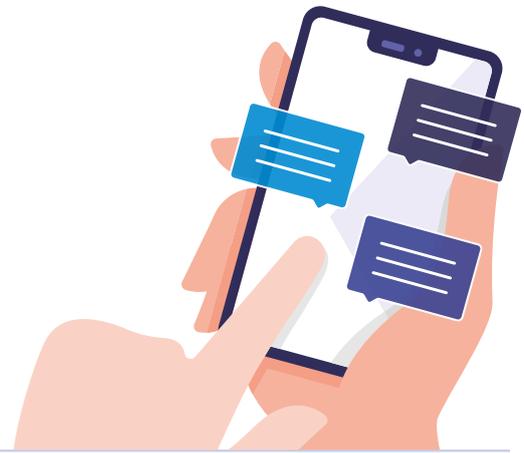
Mr D, Nelson

"Because when I need help they are always there."

Miss C, Oakham

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

Mr B, Nottingham



"I felt respected."

Mr P, Barrow-In-Furness

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

Mr C, Camberley

What happens next?

As you've already heard, we're transforming the Repairs Service. Two customers from our National Scrutiny Group attend delivery board meetings to help make sure the project stays on track.

You may already have noticed some changes to the service. We have a new repairs contractor in the North West and East regions, Ian Williams, that is so far performing well.

We have also been asking customers to send pictures of repairs issues by email, where possible, so that we can correctly diagnose the problem and send the right tradesperson with the right tools to carry out the repair.

We have heard loudly and clearly that the services which matter most to you are those which directly affect your living environment (for example; grounds maintenance, cleaning etc.). We are committed to creating and increasing opportunities for customers to meaningfully influence service delivery at a 'grass roots' level.

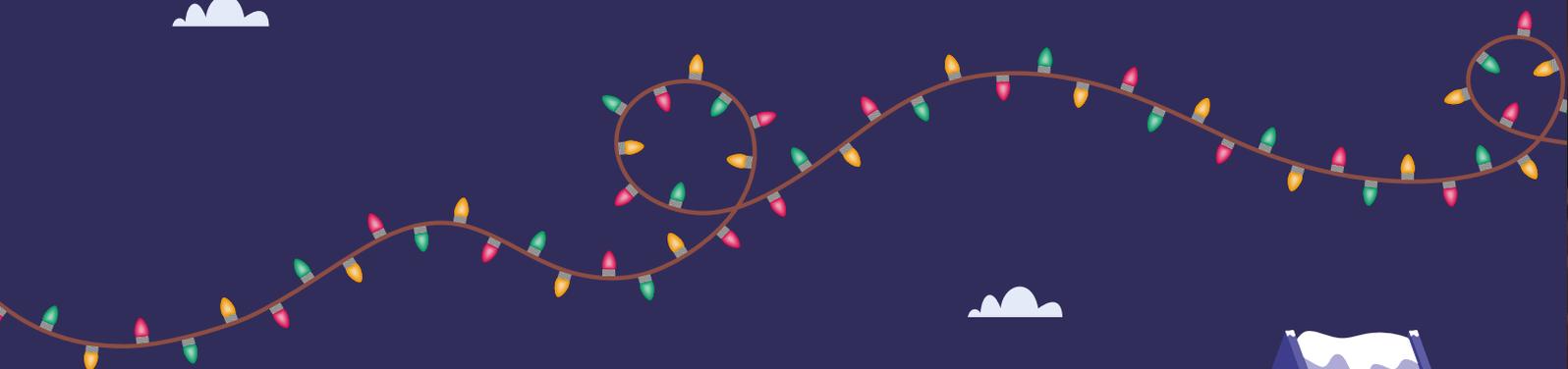
Two customers are involved in the procurement of new communal cleaning contractors in the North West region. We consulted with all customers who receive this service to explain what is happening and invite their feedback.

You can expect more engagement of this type in the future, to make sure we are deliver the services you actually want and expect.

LOCAL ENGAGEMENT HIGHLIGHT

Acomb, York

To bring festive cheer to the local area and enhance the community spirit, Accent supported the local Christmas lights competition by donating funds and prizes. Many households took part and two Accent households actually won the competition. The residents did a great job of making the area look attractive and colourful.



Foxwood Christmas lights competition 2021

Winners

Displays in

- Bellhouse Way
- Bellwood Drive
- Huntsman's Walk
- Slessor Road
- Spindle Close
- The Gallops

"Highly commended"

Displays in

- Fir Heath Close
- Foresters Walk
- Minter Close
- Slessor Road
- Stirrup Close
- Tedder Road

Sponsored by Foxwood Residents Association and
Accent Housing





For more information contact **Lewis Holloway**, Resident Engagement Consultant on:

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