

ANTI-SOCIAL BEHAVIOUR TOOLKIT

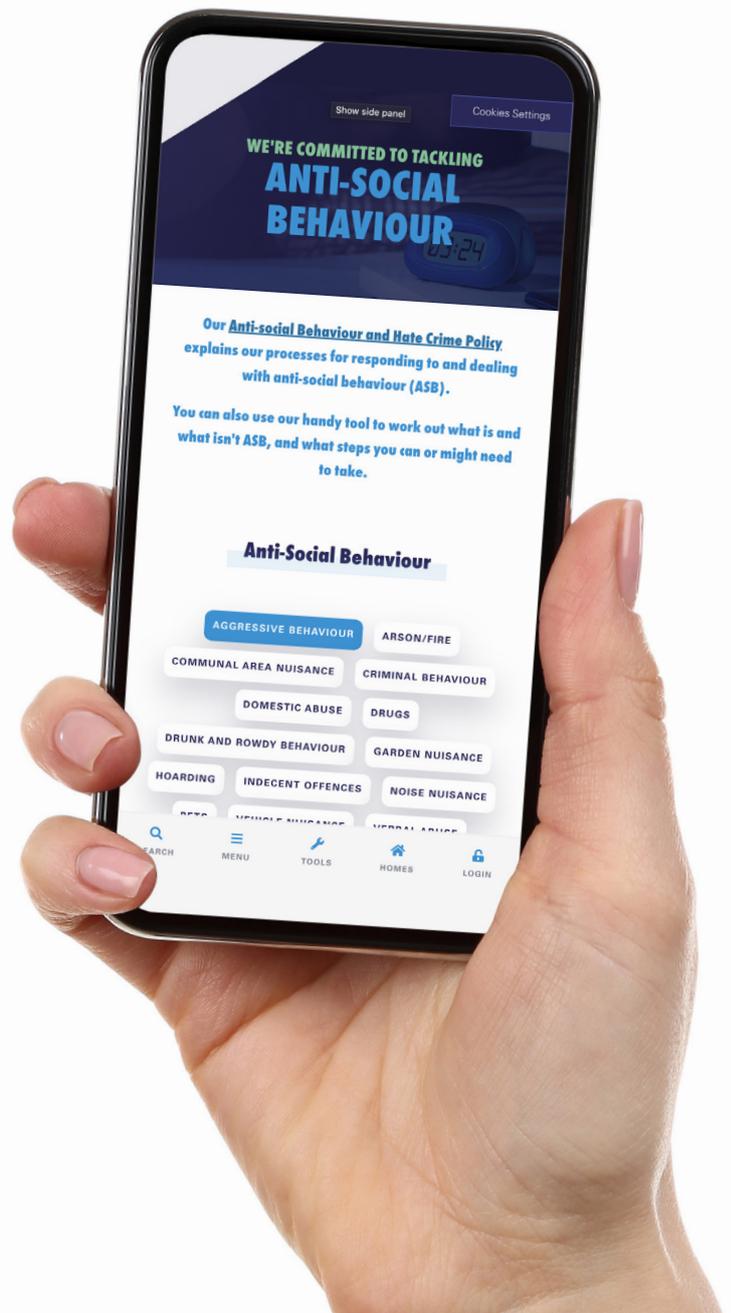
In 2019, we surveyed customers to find out what they consider 'anti-social behaviour'. The findings indicated that customers are confused about how to deal with different issues.

For this reason, we launched an '[anti-social behaviour toolkit](#)' on our website, to help customers work out what steps they should take if they are experiencing anti-social behaviour.

We understand that some problems, like domestic noise, can be irritating but they are not typically considered anti-social behaviour. The toolkit helps customers to determine whether they are experiencing anti-social behaviour and helps them to understand what can be done about the problem.

Accent works in partnership with local authorities and the police to tackle anti-social behaviour. The toolkit helps customers to work out what to report, when to report it, and to whom.

Since its launch, the ASB toolkit has been accessed 2,000 times by around 1,000 individuals



YOUR STORIES

Thank you to everyone who responded to our call for volunteers to tell us about their experiences with our Income Team.

With the costs of energy, fuel and food expected to increase; we understand that lots of customers may be struggling at the moment.

We are delighted that two customers came forward to speak about the help they had received from Accent to tackle their rent arrears.

Hear their stories here:

[DEREK'S STORY](#)

[SUE'S STORY](#)

These are powerful and moving stories, and we hope it will help other customers who are experiencing difficulty to come forward. Thank you to Derek and Sue for speaking so openly about your experiences.

If you are struggling with rent (or service charge) arrears, please call us on **0345 678 0555**. We are not here to judge or threaten you – we just want to help.

CUSTOMER CONTACT STRATEGY

Many thanks to everyone who took part in our survey, aimed at finding out how you prefer to contact Accent for different types of queries.

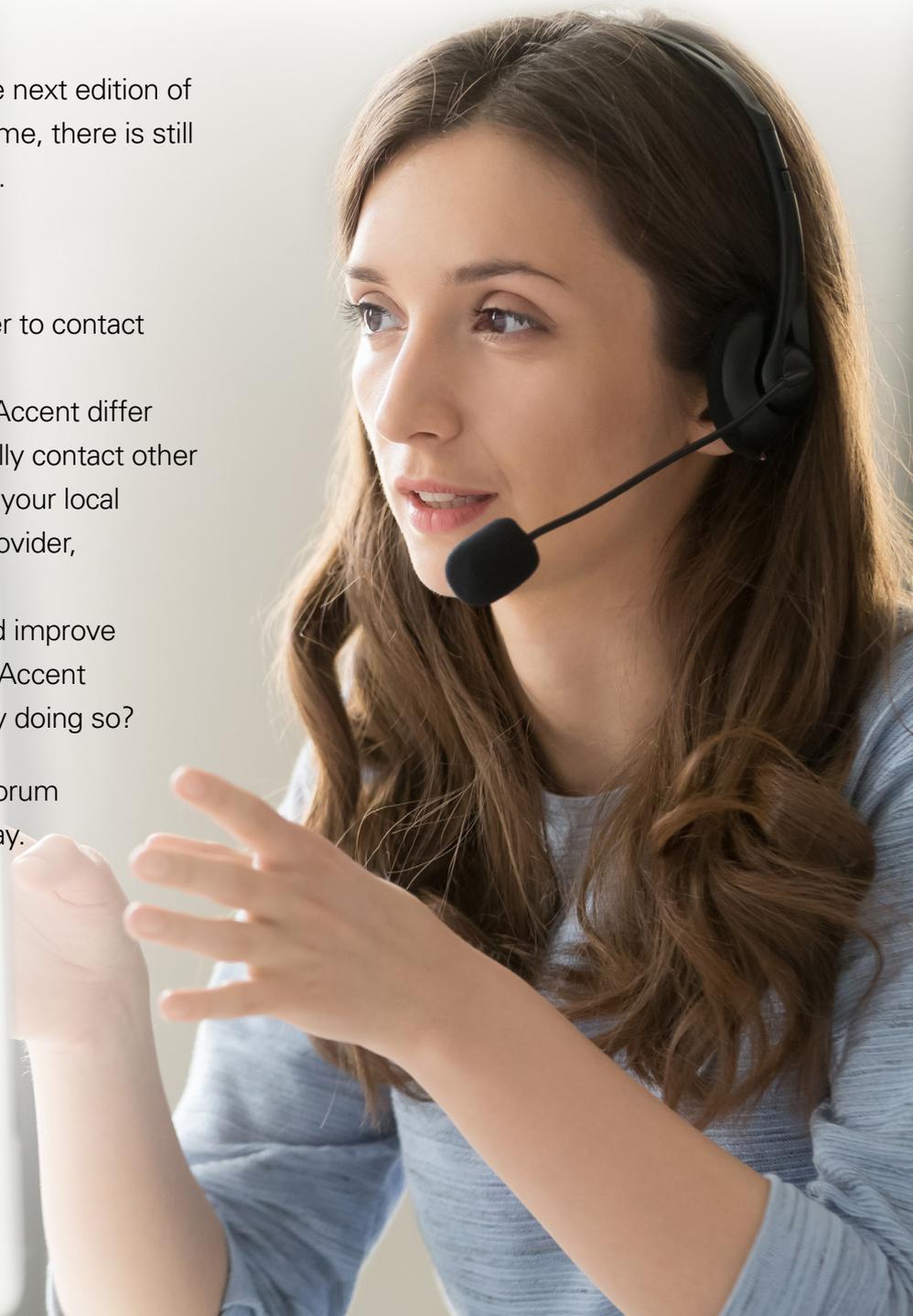
Your feedback will help us to decide how best to invest in our contact channels.

We'll publish the results in the next edition of News & Views. In the meantime, there is still some time to give your views.

We would like to know:

- How do you generally prefer to contact Accent and why?
- Does the way you contact Accent differ from how you would typically contact other organisations (for example; your local authority, your insurance provider, your utilities provider etc.)?
- Is there anything that would improve your confidence to contact Accent online, if you are not already doing so?

Head over to our discussion forum on [Your Voice](#) to have your say.



HOW WE USE YOUR INFORMATION

Thank you to everyone who took part in our activity on Your Voice, aimed at checking whether the privacy notice on our website is clear and understandable.

Your comments indicated that you feel our privacy notice is well laid-out and well explained, and that the language used is easy to understand.

You suggested that the privacy notice could be displayed more prominently on the website. For this reason, we are adding a link to the privacy notice to the 'cookie pop-up' that people see when they first visit our website.

We are also changing the title of the 'How we use your information' section to 'Privacy Notice' so that it will appear in search results.

You also said that while links to other documents and websites in the privacy notice were useful, they too should be clear and easy to understand. For this reason, where possible we have inserted links to websites such as [Shelter](#), which explain terms much more clearly than lengthy legal documents.

You also suggested that customers' rights about accessing their data could be better explained; in particular, how to submit a Subject Access Request.

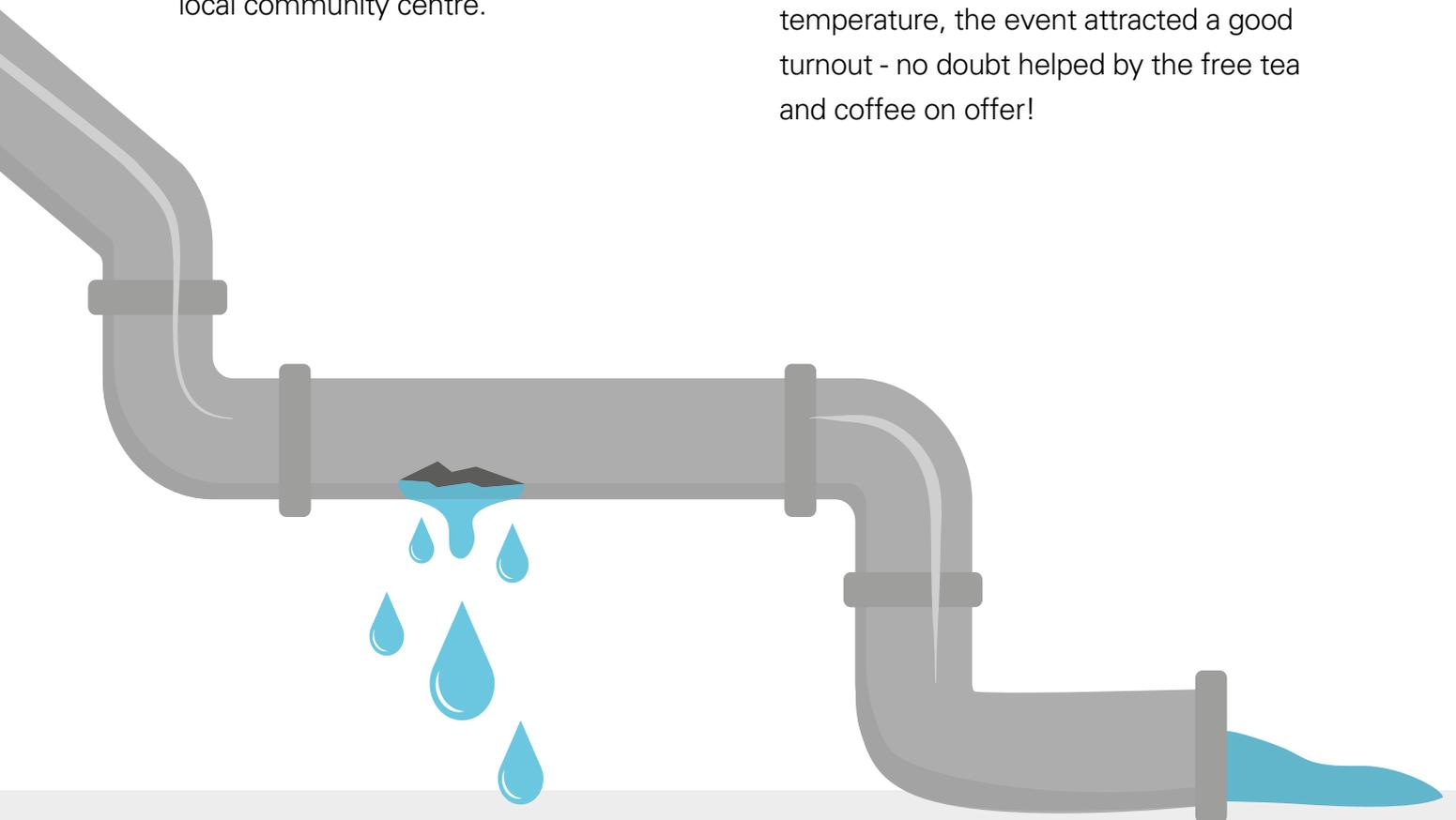
Thanks again to everyone who evaluated the privacy notice in such detail. Your comments and feedback were very much appreciated.

LOCAL ENGAGEMENT HIGHLIGHT

A burst water pipe in the Paston area of Peterborough had led to some residents' water supply to be cut off. Residents had received little assurance from the water authority about when they could expect the water supply to be reinstated.

We took many calls from distressed residents including one from a mother with young children and no spare money to buy bottled water. Although we could not fix the problem, we realised we needed to do something about it - so we provided bottled water to residents who expressed concern and left some at the local community centre.

Later that month, we engaged with the local community centre, Newton Hall, who offered help to make Paston an even more attractive area to live. They are keen to work with Accent to build and install large planters at key points around the estate to display flower beds. We held an event aimed at recruiting volunteers to help maintain the planters. At the event, we were keen to hear residents' ideas for estate improvements and were there to listen to any concerns that residents had. A local councillor also joined us to discuss council-related issues such as roads and parking. Despite the temperature, the event attracted a good turnout - no doubt helped by the free tea and coffee on offer!





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

Tel: 0345 678 0555

Email: lewis.holloway@accentgroup.org

ACCENTGROUP.ORG