

## LOCAL ENGAGEMENT HIGHLIGHT

Residents at Stansfield Grange, Sowerby Bridge, clearly take a great deal of pride in the appearance of their estate and had some great ideas for transforming their communal grounds, which we were happy to support.

We provided residents funding to obtain the materials required to build communal planters, which they put together themselves. Residents converted a fallen tree into a sculpture modelled on Stonehenge, which residents affectionately named 'Triangle Henge' (after the area of Sowerby Bridge in which the estate is situated).

The estate, in general, looks fantastic thanks to the joint work done by our grounds maintenance contractors and these dedicated residents. They clearly love where they live!



# SAARAH MOUGHAL BURSARY FUND

Accent exists to provide housing and services which make progression and independence possible.

As such, we've launched the Saarah Moughal Bursary Fund. Our Saarah Moughal Bursary Fund aims to inspire and help ethnically diverse female students develop a career in computing and technology. The selected student will receive a £3,500 award for each year of their undergraduate degree, excluding any placement year (£10,500 total award).

Applications are open to UK female students who have applied for a full-time computer science, computer engineering, or a closely related technical undergraduate degree for 2022-23 entry, and identify as Black, Indigenous, or Person of Colour (BIPOC)

In being awarded the bursary, you will also be connected with experienced Accent employees through our bursary mentoring programme.

More details and an application form are available on our [website](#).



## LIVE PROJECTS

# ACCENT 1000 MEMBER EXPERIENCE SURVEY

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

Members consistently engage with our surveys and activities – but we have heard concerns from some members that Accent does not act upon your feedback.

We are consulting with Accent 1000 members to find out whether your involvement is meaningful, impactful and worthwhile.

You should by now have received a survey inviting you to give your views. You can also tell us about your experience so far on [Your Voice](#).



## UPCOMING PROJECTS

# ANNUAL RENT & SERVICE CHARGE NOTIFICATIONS

Earlier this year, all customers received a booklet from Accent indicating what their new rent and/or service charges would be from April 2022, and how this had been calculated.

We are consulting with customers to find out whether the booklet helped you to understand and prepare for changes to your rent and/or service charges and whether anything could have been made clearer.

You will be invited to take part in a survey in the next few weeks.

Please be aware that this survey is aimed at getting your feedback on the booklets. If you have any queries about the charges themselves, please call **0345 678 0555**.



# IMPROVING YOUR ONLINE EXPERIENCE

We have recently carried out several surveys and consultations aimed at finding out what we could do to improve your experience with the online portal many of you use to manage your tenancy/lease, MyAccount.

Many of you indicated that you felt unsure about making payments online, because the transaction does not show up on your statement until the day after – prompting some of you to call in and check that the payment had been successful.

We have made some improvements to our internal process and, as a result, we are pleased to inform you that from 1 March, Standing Order or online payments received by 9.00am will be appear on your statement by 11.00am the same day.

Thanks to everyone who had given feedback about this. It's a small change – but we think it will make a big difference to some people, and reduce pressure on our call centre.

If you would like to manage your rent/ service charge account online, you can register for or log in to MyAccount [here](#).





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