



NEWS & VIEWS

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

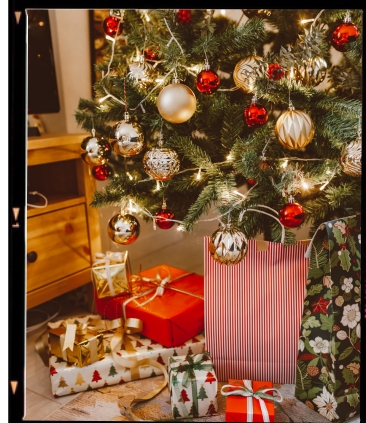


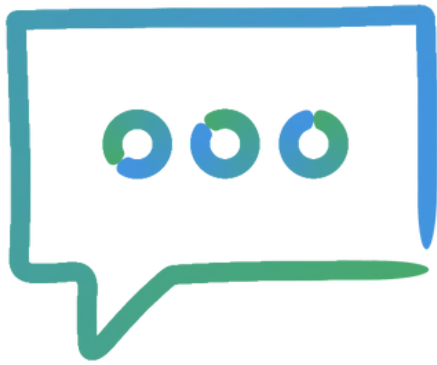
Competition time

We would like to see your festive pictures – animals, kids, trees, funky lights, and anything food!

Send them to Ashleigh
engagement@accentgroup.org
before 28 December.

We will ask our Leadership Team to pick their winner, prize to be announced!





Statement from CEO, Paul Dolan

From 1st December 2022 and following the departure of Claire Stone, Executive Director of Customer Experience, Julie Wittich will be appointed as Accent's Chief Operating Officer (COO).

This newly developed role signifies our commitment to drive ownership of customer experience right across the organisation, not just through one directorate, and demonstrates the scope and responsibility of the role as a foundation to our core business.

I am confident Julie will continue to make the positive impact and progress in housing and customer services that we are already seeing in asset management.



Before Julie (pictured left) joined us at Accent, she held a long, senior career in both asset management and housing services and brings a wealth of experience to the role.





LOCAL ENGAGEMENT HIGHLIGHT

North-East – Journey to Success

Our team in the north-east are continuing to partner with Thirteen Group to support customers into employment. Thirteen can help with CVs, job searching and applications, interview skills, training opportunities and with access to exclusive job vacancies before they are released to the public.

Last year, this project helped 7 customers secure employment and supported another 12 with training.

There is nothing you need to qualify for this project, except to be a resident of the north-east. Please get in touch if you would like help from this scheme.



North-West – Greater Manchester Housing First (GMHF)

Our team in the north-west are continuing to partner with GMHF to support homeless people into homes. We have released five homes to the project and work closely with GMHF to make sure customers are supported in all areas of managing a tenancy.

Supporting our customers through the cost-of-living crisis

In such incredibly challenging times, it is important for us to be able to support customers where we can.



Our database of local agencies helps us signpost customers to where they can find help.

There are several charities and agencies across the country who can support customers both long and short term. We would like customers to reach out to us if they need help.

"My Customer Partner was so helpful and didn't judge me"

One customer who didn't want to be named said "I thought Accent kept ringing me because they just wanted me to pay my rent, but it turns out they were trying to support me with other things. My customer partner helped me top up my gas meter with a voucher because I kept going onto emergency credit and couldn't afford to keep my heating running. I was a bit embarrassed asking for help, but I'm glad I did."



INVOLVED CUSTOMERS – WE NEED YOU!

We are reviewing our website and we need a wide-ranging group of customers to help us shape our new website and make sure our future digital services are user friendly.

Surveys and feedback will be collated on our customer engagement platform – Your Voice. If you haven't signed up, please visit www.yourvoice.accentgroup.org/

We will be sending an email survey asking for website feedback shortly, and we would be delighted if you to express your thoughts.



For more information contact Ashleigh Hopkins, Customer Engagement Specialist on:

Tel: 0345 678 0555

Email: ashleigh.hopkins@accentgroup.org

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