

THE RESULTS FROM OUR FIRST TENANT SATISFACTION MEASURES (TSM) SURVEY ARE IN!



Thank you to everybody who completed the survey, a huge 5,800 customers took part, this represents over 34% of our customers. These results, in addition to ongoing feedback we collect throughout the year, have given us a clear understanding of what customers think of the services we provide and highlighted where we must focus more attention.

The TSMs and the new survey were introduced by the Regulator of Social Housing (RSH) to assess how well social housing landlords in England are providing good quality homes and services.

You can read more about the TSMs here: www.accentgroup.org/new-tenant-satisfaction-measures

In the past 18 months we have made lots of changes to drive improvement. I feel sure that, as we continue this journey and embed these things, you will feel more satisfied with the services we deliver.

Although the TSM survey is conducted once a year, you can speak to us anytime to share your feedback.

Thank you again for taking part.

JULIE WITTICH
Chief Operating Officer

WHAT THE RESULTS SAY

63% OF CUSTOMERS LIVING IN RENTAL HOMES SAID THEY ARE 'VERY' OR 'FAIRLY' SATISFIED WITH THE OVERALL SERVICE PROVIDED BY ACCENT.*

**It's important to note that the remaining customers are not necessarily unhappy with our service – over 13% of customers responded that they felt neither satisfied nor dissatisfied.*

Whilst the results in the survey clearly show we still have work to do, it's reassuring to see that the improvement work we've already started is what the results highlight as needing attention. We are on the right path.

We have provided a breakdown below of all our results (gathered from customers who rent their home from us) and included a brief overview about how we are working to improve.

WE ISSUED OUR PERFORMANCE REPORT IN SEPTEMBER WHICH GIVES MORE DETAIL ON OUR ACTIVITY FOR THE YEAR 2022/23. IF YOU MISSED IT, YOU CAN READ IT HERE: WWW.ACCENTGROUP.ORG/CUSTOMER-PERFORMANCE-REPORT-22-23

YOUR HOME

62%

OF CUSTOMERS WERE SATISFIED WITH THE OVERALL REPAIRS SERVICE THEY RECEIVED OVER THE LAST 12 MONTHS.

58%

OF CUSTOMERS WERE SATISFIED WITH THE TIME IT TOOK TO COMPLETE THEIR MOST RECENT REPAIR.

63%

OF CUSTOMERS ARE SATISFIED THAT THEIR HOME IS WELL MAINTAINED.

OUR AIM IS TO PROVIDE AFFORDABLE, COMFORTABLE, AND SUSTAINABLE HOMES WHICH EVERY CUSTOMER FEELS SAFE AND HAPPY LIVING IN. ONE IMPORTANT PART OF THIS IS TO DELIVER A RELIABLE AND COST-EFFECTIVE REPAIRS AND MAINTENANCE SERVICE. IN THE LAST 18 MONTHS, WE HAVE DONE LOTS OF WORK TO IMPROVE.

Some of these things have included remodelling how we work and bringing in new, skilled teams to deliver our services. Increased focus on damp and mould prevention, and investing in our planned maintenance programme to help release pressure on our reactive repairs service, are just some of the changes we're embedding.

DID YOU KNOW IN 2022/23 WE INVESTED MORE THAN £12 MILLION IN OUR PLANNED IMPROVEMENTS PROGRAMME BUT THIS YEAR WE ARE INVESTING A FURTHER £26 MILLION INTO UPDATING OUR EXISTING HOMES, FOR INSTANCE, BY RENOVATING KITCHENS, BATHROOMS, AND REPLACING ROOFS.

Visit our website www.accentgroup.org/improving-repairs to learn more about how we're working to increase your satisfaction in this area.

YOUR SAFETY

68%

OF CUSTOMERS ARE SATISFIED THAT WE PROVIDE A HOME WHICH IS SAFE.

Above anything else, we are committed to maintaining safe homes. From employing specialist teams, to using the latest technology, we invest and constantly evolve to meet the newest safety regulations to ensure all our customers live in a home which is safe.

Our website includes lots of information on how we work to keep your homes safe.

AT THE END OF THE FINANCIAL YEAR 2022/23, 99% OF OUR HOMES HAD A VALID GAS SAFETY CHECK AND AN ELECTRICAL CERTIFICATE UP TO FIVE YEARS OLD.

LISTENING TO YOU

65%

OF CUSTOMERS SAID THEY ARE TREATED FAIRLY AND WITH RESPECT.

61%

OF CUSTOMERS SAID THEY WERE SATISFIED THAT THEY ARE KEPT INFORMED ABOUT THINGS THAT MATTER TO THEM.

52%

OF CUSTOMERS SAID THEY ARE SATISFIED THAT WE LISTEN TO THEIR VIEWS AND ACT ON THEM.

ACTING ON CUSTOMER FEEDBACK IS A TOP PRIORITY FOR US AND SO WE ARE EAGER FOR THIS SCORE TO IMPROVE.

We have already recruited customers to our Customer Experience Committee and Board to make sure customers' views are heard and acted on at the highest level within Accent, and we're currently working on a new customer engagement strategy which will see more opportunities for customers to get involved.

Our housing partners now manage a much smaller patch size to increase presence across our communities, and this new model will also allow for a more personalised service. For those customers living in our independent living schemes, our dedicated scheme managers are on hand to support.

Did you know you can join our formal online customer voice group?

We consult with a collective of Accent customers. Being part of this group is a great way in which you can share your views and ideas and help us shape the services we deliver. You do not need any experience to take part, nor do you need to take part in every survey or consultation. You give the time you choose and take part in the surveys and consultations you are interested in. For more information, visit our website and search 'get involved' or give us a call.

COMPLAINTS

26%

OF YOU ARE HAPPY WITH HOW WE RESPOND TO COMPLAINTS.

How we respond to complaints is a top priority, but there is clearly a lot of work to be done.

Updates to our systems will improve our handling of complaints and new training is equipping staff with the skills they need to manage complaints effectively and to communicate better with customers.

We are also developing new policies to ensure there are no barriers in place which could prevent customers accessing the help they need.

You can learn more about our complaints process and work we're doing to improve by visiting:

www.accentgroup.org/comments-complaints-and-compensation/



YOUR SCHEMES AND NEIGHBOURHOODS

57%

OF CUSTOMERS ARE SATISFIED THAT WE KEEP COMMUNAL AREAS CLEAN AND WELL MAINTAINED.

48%

OF CUSTOMERS ARE SATISFIED THAT WE MAKE A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS.

51%

OF CUSTOMERS ARE SATISFIED WITH HOW WE TACKLE ANTI-SOCIAL BEHAVIOUR.

We recently launched 'My Estate Walkabout' – a new inspection process which involves customers and staff visiting estates and working together to highlight issues and discuss possible solutions. Our newly formed anti-social behaviour (ASB) task group is reviewing our policies to understand more about how improvements can be made in the year ahead.

DID YOU KNOW WE HAVE CREATED A COMMUNITY DEVELOPMENT AND INCLUSION TEAM? THEY ARE WORKING TO IDENTIFY OPPORTUNITIES AND INITIATIVES TO GROW COMMUNITY PARTNERSHIPS AND FIND PROJECTS THAT BRING PEOPLE TOGETHER TO SHAPE OUR NEIGHBOURHOODS FOR THE BETTER.

WHAT'S NEXT?

THE THINGS MENTIONED IN THIS LEAFLET HIGHLIGHT JUST A FEW EXAMPLES OF THE MANY WAYS WE ARE **EVOLVING.**

Our approach to performance reporting is changing to ensure all customers have up to date information about the services we deliver. We'll be issuing more information soon about the new ways we'll be sharing our performance throughout the year.

GET IN TOUCH

 **0345 678 0555**

 **CUSTOMERSERVICES@ACCENTGROUP.ORG**

 **WWW.ACCENTGROUP.ORG**

