

MEETING SUMMARY

South Customer Group



**5 December
2025**



**12.00pm
to 13.30pm**



**Microsoft
Teams**

Attendees	Debbie Cammock – Customer Emma Raven – Customer Jacqueline Boyce – Customer Sarah-Jane Johnson – Customer Callie Lancaster - Customer Engagement Manager Cara Jackson – Head of Leasehold and Homeownership Richard Adlam – Area Housing Manager Naomi Cripps - Area Housing Manager Paula Angold – Community Development Partner Brendon Chant – Surveyor
Apologies	Chrystyna Wirdnam - Customer Gail Redmond - Customer Royston Crandley – Customer Veronica Wilson - Customer Adam Rickard – Building Services Manager
Agenda Item	Led by
Welcome and Introductions	Callie Lancaster
<p><u>Callie</u> opened the meeting encouraging an informal, open and transparent meetings for all people present. She then led the introductions around the virtual room.</p>	
Group Overview	Callie Lancaster
<p><u>Callie</u> explained that Accent operates across four regions, each with its own strengths and challenges. To drive meaningful improvements, separate regional groups have been created, all feeding into the National Customer Group (NCG).</p> <p>She confirmed that:</p> <ul style="list-style-type: none"> • Members represent their communities – focusing on collective benefits rather than individual issues. • Groups are customer-led – members set agendas, invite speakers, request information, and choose which services to scrutinise. • Constructive challenge is encouraged – customers should hold Accent to account in a positive, solution-focused way. • Collaboration is the ultimate goal – working together to improve services by listening and acting on customer views and recommendations. 	

Feedback from customers:

Jac asked how community events fit into the regional group. Callie explained the group can work with Paula (Community Development Partner) if they have ideas for types of events which would benefit their community. Paula also confirmed she would like the group to help shape the events calendar in the South.

Debbie asked if this was the forum to come forward with ideas. Callie confirmed members are encouraged to bring ideas to this group, and the group will collectively decide what they would like to focus on.

Chair Update

Callie Lancaster

Callie explained the purpose of the National Customer Group (NCG), confirming that it works in a similar way to the regional groups but focuses on issues that are Accent-wide and typically affect a large number of customers.

The NCG held its first meeting on 12 November, chaired by Stacy Hartley, an Accent customer. There was a strong mix of long-standing and newly involved customers, alongside key senior leaders, including Accent's Chief Executive Officer, Nick Apetroaie, whose presence was warmly welcomed.

Key discussion points included:

- Complaints performance update – presented by John Place, Director of Customer Relations.
- Repairs service improvements and future priorities – shared by Linda Colburn, Director of Assets and Compliance
- Rent convergence overview – explained by Naaem Nawaz, Head of Business Finance, covering what it means, how many customers may be affected, and the support available.

The NCG agreed their initial focus will be on **complaints about Accent colleagues**, which is currently the second highest complaint category. John Place is due to present a deep dive into this complaints category at the next NCG meeting in March.

Feedback from customers:

Debbie raised a concern that her neighbours pay different amounts of rent and service charges; despite believing they receive the same services. She expressed an interest in being involved in any future projects related to service charges.

Action: Callie to reach out to Debbie about future opportunities to participate in service charge projects.

Regional Update

Cara Jackson

Key points included:

- Introduction to key teams' customers may interact with and see on their schemes, such as Housing Services, Property Services, and the Community Development & Inclusion Team.
- Wider network of team's customers may speak to, including the Tech and Housing Hub, Allocations and Lettings, Estates Services, and the Complaint Resolution Team.
- Geographical spread – 3,821 Accent homes across the South.
- Types of homes – 1,860 flats, 1,612 houses, 196 maisonettes, 149 bungalows, and 4 bedsits.
- Key contractors and partnerships Accent works with to deliver services.

- Performance update on planned works – £5.24 million spent on capital works from April to October 2025.
- Complaints performance – 45–60 complaints per month in the South; top categories:
 - 62% repairs
 - 13% planned works
 - 10% colleagues
- Anti-social behaviour (ASB) – 97 ASB cases from April to October; top issues: verbal harassment and physical violence. Additionally, 76 ‘good neighbour cases’ were set up.
 - Callie asked what a ‘good neighbour case’ was. Naomi explained it’s an informal agreement to reduce ASB issues.

Cara invited feedback on whether this was the type of information customers would like to receive at these meetings.

Customer Feedback

Emma challenged the low number of planned works relative to stock size and raised concerns about historic data inaccuracies on property condition.

- Response: Brendon acknowledged past issues but assured the group that data quality has improved and discrepancies are corrected when found.

Emma suggested monitoring planned works and requested regular updates at future meetings.

Action: Cara Parrock to provide an update on planned works in the south, for Cara Jackson to present at all meetings going forward.

Debbie commented on the complaint volumes being lower than she expected compared to customer sentiment ‘on the ground’ and challenged what is logged as a complaint.

- Response: Cara explained the complaints process and Housing Ombudsman requirements.

Debbie raised concerns about customers not knowing how to raise a complaint and the fact vulnerable customers struggling to log complaints as it feels like a ‘fight’ to get anything resolved.

Action: Lynn Riddock to provide an update on what the communications plan is for complaints i.e. when and how do we inform customers on how they can complain.

Action: Cara to work with Housing Services on how Housing Partners can support vulnerable customers in making a complaint.

Emma mentioned the damp and mould scrutiny workshop she had been involved in and praised the clarity of the damp and mould inspection reports and suggested adapting this approach for complaint letters. She also requested repairs performance data, specifically ‘first-time fix’.

Action: Adam Rickard to provide an update on the repairs service in the south and to present at all meetings going forward.

Spotlight: Awaab’s Law	Brendon Chant
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Brendon explained the background to why Awaabs law has been introduced and the purpose of the law. He talked about the new timescales which have been set (this information is included in the meeting pack), and all social landlords must comply.

Since Awaab's Law came into effect on 26 October, Accent has received 30 damp and mould cases, all assessed as low risk. Brendon outlined the customer journey when reporting damp and mould, including what customers should expect. He also highlighted the use of hygrometers in homes at risk, which help monitor moisture levels.

Callie confirmed customers helped shape key communications ahead of Awaab's Law through the Damp and Mould Scrutiny Workshop in August. She confirmed customers also influenced the content, tone, and language of inspection reports provided after a surveyor visit.

Customer Feedback

Jac asked for clarification on what the devices are and where they are installed.

- Response: Brendon confirmed they detect moisture and are placed in homes identified as at risk.

Debbie raised concerns about a perception that Accent assumes damp and mould is always the customer's fault, requiring multiple visits before acknowledging property issues.

- Response: Cara reassured customers that under Awaab's Law and the improved service, this should no longer happen, and clear actions will follow when issues are reported.

Action: Brendon to contact Debbie to confirm the damp and mould case she mentioned has been fully resolved.

Round Table: Customer led discussion	Customers
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Callie opened this agenda item, explaining this was dedicated time for customers to decide what they would like to focus on for the next quarter (January to March). The discussion centred on community events and running 'surgeries'.

Key points raised:

Jac observed that customers who have the most to say often don't attend community events.

Debbie challenged the timing of events, suggesting more should be held outside standard working hours to include those who work.

Response: Paula explained the challenges of organising events outside 9–5, such as venue availability and partner schedules. She confirmed she tries to hold events later in the day (around 4–5pm) when aware of working customers and will explore new approaches.

There was also challenge from Debbie and Sarah-Jane about where the community events take place. Debbie noted that events often target schemes because it's easier, meaning street properties get missed. Sarah-Jane said she has never seen a surgery on her scheme despite being with Accent for several years.

Response: Cara confirmed that next year Accent will hold surgeries in areas missed this year and revisit locations from the Big Conversation in September.

Action: Paula to identify what schemes we have held key community events at (including the big conversation) and proposed possible locations for next year.

Emma highlighted tenant satisfaction survey results (these were included in the meeting pack), noting that TP11 – positive contribution to neighbourhoods scored low, reinforcing the importance of community engagement for customer satisfaction.

Action: Paula to present her plans for spring/summer community events at the next meeting.

Actions	Action Owner	Timescales
Callie to reach out to Debbie about future opportunities to be involved in Rent and Service Charges projects	Callie Lancaster	February 2026
Cara Parrock to provide an update on planned works in the south, for Cara Jackson to present at all meetings going forward.	Cara Parrock/ Cara Jackson	Present at next meeting
Lynn Riddock to provide an update on what the communications plan is for complaints i.e. when and how do we inform customers on how they can complain.	Lynn Riddock	Paper provided for next meeting pack.
Cara to work with Housing Services on how Housing Partners can support vulnerable customers in making a complaint.	Cara Jackson	Next meeting
Adam Rickard to provide an update on the repairs service in the south and to present at all meetings going forward.	Adam Rickard	Present at next meeting
Brendon to reach out to Debbie to check the instance of damp and mould Debbie was talking about has been fully resolved.	Brendon Chant	December 2026
Paula to identify what schemes we have held key community events at (including the big conversation) and proposed possible locations for next year.	Paula Angold	Next meeting
Paula to present her plans for spring/summer community events at the next meeting.	Paula Angold	Next meeting