

Accent

ESG

Environmental, Social & Governance

REPORT FOR CUSTOMERS

2024/25

We've published our latest environmental, social and governance (ESG) report, which is our way of showing how we're making a positive difference for you, your home and your community. ESG simply means the work we do to look after the environment, support our customers, and run Accent responsibly.

Here are some of the key things we achieved over the last year.

Environmental Sustainability

(How Accent is making homes greener and cheaper to run)



85.2%

of homes are EPC C or above
– meaning better insulation, lower bills, and warmer homes.

72%

of new homes built last year are EPC A
– the highest energy-efficiency rating.

72

homes made more energy efficient –
improvements to warmth and comfort.

£3.6m

secured to upgrade the energy efficiency of homes between 2025–2028.

Local pride initiatives, like litter picking (45 bags collected).



Social Impact

(How Accent supports customers and communities)

**Rents
38.3%**

lower on average than private rented homes.

20,807

homes provided, plus 458 new homes delivered last year.

Support with energy advice and help tackling damp and mould.

Three Customer Champions giving customers a voice at board level.

Help to boost income

£43,000 in backdated benefits, over £200,000 in extra income, and £42,000 of debt reduced for customers.

687kg

of food donated to Trussell Trust food banks.



Responsible Business

(How Accent is run)

Top governance rating (G1/V1)

showing Accent is financially strong and well-run.

Commitment to Equality, Diversity and Inclusion in decision-making.



8.9%

gender pay gap – transparency around pay.

Leadership Academy launched to train and develop leaders.