

MINUTES

Date/Time: Friday 19th June 2026, 12.00pm to 13.30pm

Venue: Virtual, MS Teams

Chair:	Callie Lancaster (CL), Customer Engagement Manager
Customers Present:	Chrystyna Wirdnam (CW) Debbie Cammock (DC) Emma Raven (ER) Royston Crandley (RoC) Sarah-Jane Johnson (SJJ)
Accent Colleagues	Cara Jackon (CJ), Assistant Director of Housing Services Paula Angold, Community Development Partner Ricky Cronshey (RiC), Maintenance Surveyor
Guests	Nici Audhlam-Gardiner (NAG), Accent Board Member
Apologies	Mark Wade Gail Redmond Jac Boyce Veronia Wilson
Minutes:	Callie Lancaster (CL), Customer Engagement Manager

Action

1. AGENDA ITEM 1 – WELCOME AND APPOLIGIES

CL opened with introductions, introducing a board member attending to hear directly from customers which was positively received. Housekeeping was outlined, including muting microphones, raising hands, and the meeting being recorded for minute-taking.

2. AGENDA ITEM 2 – UPDATE ON ACTIONS

CL gave an update on completed actions:

1. RC contacted DC regarding Damp & Mould experience and customer is happy this case is resolved.
2. RC raised issue with Ian Williams regarding operatives turning up too late in the day to complete a long job. RC monitoring this with Ian Williams
3. RC had an action to bring performance information on first time fix and surveyor spot checks which he is presenting in this meeting.
4. CL submitted customer feedback into the MyAccount project regarding planned maintenance information available on MyAccount.
5. GD changed the word “capacity” as requested by ER.
6. PA contacted RoC regarding sporting events in his community – they’re working on organising.

7. CJ and PA continue to keep customers in the local community involved in the opening of the new park.
8. GD shared the positive feedback with contractor, Wheeldon.
9. CD has resolved the issue with the bush at Avenue Sucy and CW is happy.

CL gave an update on actions which remain open:

1. CJ is still working with Housing Partner at Avenue Sucy on investigating the allocation of service charges.

3. **AGENDA ITEM 3 – NATIONAL CUSTOMER GROUP UPDATE**

CL informed group members about key discussions at the national customer group, including:

- Performance challenges and improvements. Repairs performance was a key focus, with customers previously highlighting the seasonal drop-in service during winter and the need for better planning.
- Complaints data showed that incorrect advice, poor communication and failure to follow through on actions were recurring issues. Customers also raised concerns about language barriers and cultural differences affecting communication. Improvements are being put in place, including better training and clearer communication expectations.
- Planned maintenance was selected as the next scrutiny topic. Customers expressed strong interest, with DC highlighting a missed window replacement appointment and unclear communication about next steps, reinforcing the need to focus on real lived experiences. CL to invite DC to planned works scrutiny.

CL

4. **AGENDA ITEM 4 – REPAIRS AND MAINTENANCE UPDATE**

RiC provided an overview of the repairs service demonstrating performance is improving, particularly in first-time fixes, but not yet at the level expected. Issues with incorrect job coding, delays and coordination between trades continue to impact customer experience.

RiC explained challenges with subcontractors not providing the service levels expected and is working with Ian Williams and the Business Manager who manages the subcontractors closely to improve the service.

RiC explained the challenges in the wider Housing Sector of recruiting skilled labourers and how that's impacting the recruitment of a surveyor. He explained being 'a surveyor down' and the increase in Damp and Mould cases since Awaabs Law was introduced has impacted the team's workload.

RiC gave an overview of post inspections carried out by surveyors, explaining they aim to post inspect 10% of repairs completed that week. He explained the process which includes an initial phone call to the customer, checking if they're happy it's been completed. If the customer is happy, the surveyor will attend to check. If the customer is not happy, the job is recalled.

ER asked for more details about post inspections including how many inspections does 10% equate to on average and how many repairs are recalled. RiC agreed he would bring this data to the next meeting.

RiC

RoC shared feedback from an operative who felt overworked, prompting questions about workload and resourcing. RiC shared with customers how operatives are scheduled jobs i.e. allocating time based on job type, however also clarified if the job was an emergency time is not allocated and they can't

predict how many emergency jobs they will receive. RiC confirmed he would feed this back to Ian Williams.

RiC

CJ suggested to the group for RiC to draw up a simple flow chart which outlines the process for how jobs are booked and customers agreed this would be useful. RiC to draw up flow chart of how jobs are raised and allocated.

RiC

NAG asked for clarification on how Accent learns from issues raised with repairs. RiC confirmed insights on repeat issues are discussed at the weekly meeting with contractor.

DC shared experience of a gate repair which wasn't a first time fix due to several appointments to measure the gate and questioned how contractors were paid. RiC confirmed contractors were paid on job completion, not per visit. He also clarified Accent are pushing for contractors to add time stamped photos to every job which is 'complete,' so experiences like DC's can be investigated more effectively.

SJJ shared her experience of operatives arriving at her home with no prior notice and suggested a simple phone call or text to explain they were on their way would improve the customer experience. ER supported this, adding that tracking systems do not always reflect reality, citing an example where an operative was marked as "arrived" but was not physically present. Several customers in the room mentioned they were not aware of the tracker. RiC confirmed would discuss with Ian Williams to understand why the tracker is not working to the customers expectations and look at communications to customers about the tracker.

RiC

SJJ also shared an experience of a contractor not putting shoe covers on or taking their shoes off when asked. RiC confirmed operatives can't take their shoes off due to health & safety, but all operatives should have shoe covers with them. RiC confirmed he will raise this with Ian Williams.

ER raised an issue with two very large hippo bags near her scheme which have been there for over 9 weeks and haven't been moved even though reported, and it's encouraging fly tipping. RiC confirmed he would look into this and get the bags removed.

RiC

5. AGENDA ITEM 5 – COMMUNITY ENGAGEMENT UPDATE

PA gave an update on a recent Financial Wellbeing café at Camberly Baptiste Church which brought together several agencies to provide financial and wellbeing support to customers. Agencies included Frontline Debt, Job Seekers and Royal British Legion. PA explained the Baptiste Church's desire to become a key community hub for all types of events. PA confirmed there will be an energy saving event taking place in September/October time.

PA gave an update on the family Zumba classes on the Old Dean from May to July. These events have been successful with 43 people attending the last session. She confirmed these will now be running at the South Camberly Infant school in the early evening to encourage families to attend the free event.

RoC queried how these events are advertised with customers. PA confirmed posters are given to Housing Partners to put up in communal areas. RoC expressed email was 'old hat' and other channels such as social media should be used more often. PA to look at other ways to advertise community events to get a better reach.

PA

PA shared the Crabtree Park cleanup which took place in National Volunteers Week. ER attended this event and they successfully removed several bin bags of rubbish. PA also shared there is an event taking place at Chapel Road in St. Micheals during Antisocial Behaviour (ASB) week. This scheme is experiencing ASB so this event has been organised with local PCSOs to raise awareness.

PA discussed her plans for a litter pick with Caldwells Junior School and the Eco Club at the beginning of the school holidays to do a park cleanup which happens every year.

PA encouraged all group members to contact her with any ideas they have for community events.

6. AGENDA ITEM 6 – FOCUS FOR NEXT QUARTER

CL opened the discussion encouraging customers to come forward with ideas of what the group would like to focus on next quarter.

ER requested one of the new Executive Directors joined the next meeting to share their vision and for a Customer Champion to join the next session to understand what they do. CL to look at colleagues joining next meeting.

CL

SJJ requested some clarity on grounds maintenance and customer responsibilities. DC's example of a fence was used, however RiC explained this was a communal fence so would be Accent's responsibility to fix.

SJJ explained that responsibility for fence repairs appears to have changed since she moved into her home, and she was not made aware of this change. As a result, she is struggling to get her fence repaired. ER shared her own experience regarding fencing issues and explained that she has been working with Accent colleagues to ensure Contact Centre staff understand the different tenancy agreements that apply within Surrey Heath. She also confirmed that the website has been updated to reflect these differences and provide clearer information to customers.

DC described experiences on behalf of two customers in her community who have expressed a stressful management move and suggested this could be an area of improvement. CL will note this as a potential topic for future scrutiny

CL

7. AGENDA ITEM 7 – ANY OTHER BUSINESS (AOB)

CL confirmed the next meeting would take place in September, date to be confirmed, but asked customers their thoughts on the next meeting being face-to-face or hybrid. Customers didn't express a preference in the meeting so CL will reach out to members to understand their preference.

CL

RoC queried whether his Housing Partner was still working at Accent due to lack of response via email about an antisocial behaviour case. It was confirmed they still work at Accent. CL informed RoC to ring up customer services and log the issue in the meantime. CL agreed to contact them and let them know RoC is trying to reach out.

CL

DATE OF NEXT MEETING

Date: TBC

Venue: TBC