Accent Group Limited

National Customer Group Meeting

AGENDA

Date/Time: Tuesday 19th May 2026, 12:00pm to 14:00pm
Venue: Virtual, MS Teams

ITEM			TIME	DURATION	LEAD
1.	Welcome and Apologies	Information	12:00	5	Chair
2.	Update on Actions	Discussion	12:05	10	Chair
3.	Customer Experience Committee Update	Information	12:15	10	Chair
4.	Performance Update	Information /Discussion	12:25	15	Stephen Love
5.	Colleague Complaints Deep Dive: Incorrect Advice Given	Information /Discussion	12:40	20	John Place
6.	BREAK		13:00	10	
7.	Awaab's Law Update	Information	13:10	15	Mike Squires
8.	Access Policy Update	Information	13:25	10	Rob Bloom / Kelly Privitera
9.	Agree Scrutiny Topic	Discussion	13:35	15	Chair
10.	Any other Business (AOB)	Discussion	13:50	10	Chair

PAPER UPDATES		PAGES	PURPOSE	LEAD
1.	Corporate KPI Snapshot – March	2-5	To support agenda item 4	Stephen Love
2.	Sustainability Update	6-8	Information sharing	Tina Iball
3.	Access Policy	9-18	To support agenda item 8	Rob Bloom / Kelly Privitera

DATE OF NEXT MEETING
Date: Tuesday 21 July 2026 at 12.00pm
Venue: Virtual, MS Teams

PAPER UPDATE 1 – Corporate KPI Snapshot Report

REPORT	
Meeting Date:	19 May 2026
Report Title:	Corporate KPI Snapshot Report – March (Year End)
Author(s):	Stephen Love, Customer Insight Manager

For Decision/Approval ☐ **Review and Recommend** ☐ **Debate** ☐ **Assurance** ☐ **Information** ☒

Executive Summary:

Accent's corporate key performance indicator (KPI) report provides a consistent methodology for collecting and reporting data on organisational performance across critical areas.

The Senior leadership team (SLT) and the Executive Team receive a KPI summary report detailing progress towards Tier One strategic targets and a performance scorecard spanning all three tiers.

On 31 March 202611 tier one indicators were at or above target, 3 were at risk and 10 were below the annual agreed target.

No KPIs moved into Red. No KPIs moved into Amber. Two KPIs have moved into Green:

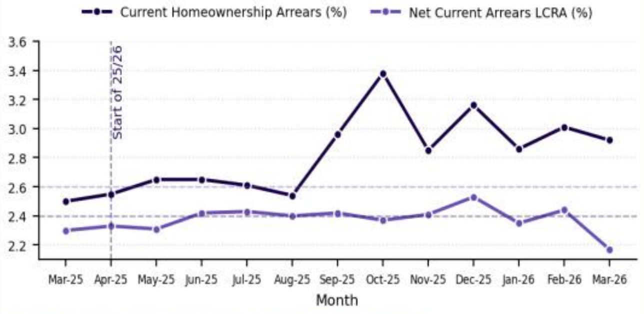
- Homes not meeting DHS - (Amber to Green)
- Yr1 Leavers as a % Leavers - (Amber to Green).

Appendices attached:	Corporate KPI Snapshot Report

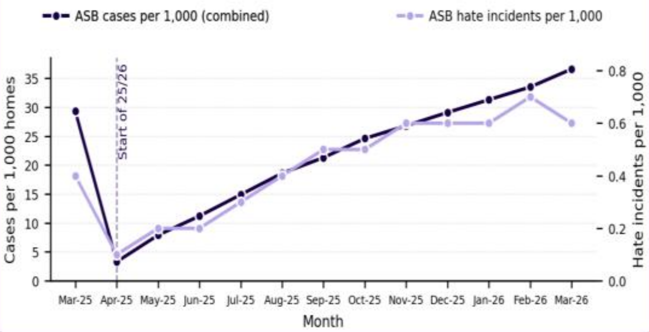
Housing Services

Accent
Financial Year 2025-26

1. Current Homeownership Arrears –Month
4. Net Current Arrears LCRA -YTD



3. ASB Hate Incidents (per 1,000 homes) – YTD
2. ASB Cases (per 1,000 homes) – YTD



No. of Metrics	On / Above	Risk	Below
4	1 25%	0 0%	3 75%

1. Current Homeownership Arrears – Month

Target 2.4% | 2.9%

2.7%

- *Year-End | +0.5%pt vs Target*
- **Current state: -0.1%pt** Decr. on Feb, **+0.5%pt** over target, **+0.2%pt** over sector Avg. **+0.4%pt** Incr. on Mar 25.
- **Go to Green:** Standing at **2.9% (£200.4k)**, down from **3.0% (£200.6k)** in Feb, remaining above **2.4%** target. Bromley accounts for **£88.7k** of total; Excl. Bromley, arrears fall to **1.7%** within target. The Exec team has requested no escalation of debt recovery for Bromley customers.

2. ASB Cases (per 1,000 homes) – YTD

Target 20 | 36.6

44

- *Year-End | +16.6 vs Target*
- **Current state: +3.1** Incr. on Feb, **+16.6** over target but **-7.4** under sector Avg. A **+7.3** Incr. on Mar 25. Largest new cases occurred in East (17/26%), South (16/24%) & North East (15/23%). Lowest new cases occurred in Specialist Housing (10/15%) & Northwest (6/9%). Mar. first mth. this FY that North East did not have highest cases.
- **Go to Green:** Housemark allows us to benchmark within the sector, but does not provide a clear picture of ASB at Accent. Dir. of Housing Services discussing reporting of ASB with Head of Data for New FY.

3. ASB Hate Incidents (per 1,000 homes) – YTD

Target 0.2 | 0.6

0.9

- *Year-End | +0.4 vs Target*
- **Current state: -0.1** Decr. on Feb, **+0.4** over target but **-0.3** under sector Avg. **+0.2** Incr. compared to Mar 25. No new cases in Mar. Current monthly Avg. is 1.08 cases per mth. Aug saw highest No. (3) and Oct, Dec and Mar the lowest reported YTD (0). Figure dropping in Mar. is due to more homes in Accent stock.
- **Go to Green:** Go to Green is not achievable due to the methodology used. As previously stated, the figure will increase monthly and will reset in April 2026.

4. Net Current Arrears LCRA – YTD

Target 2.6% | 2.1%

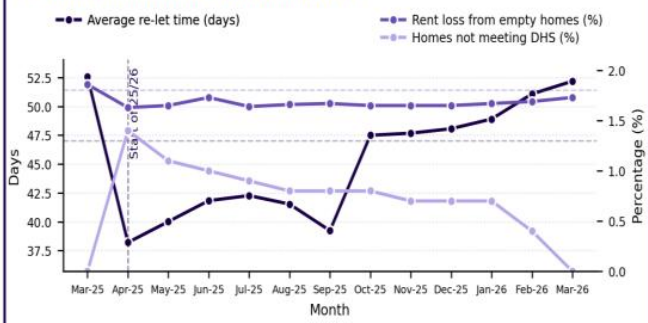
2.8

- *Year-End | -0.5%pt vs Target*
- **Current state: -0.3%pt** Decr. on Feb, **-0.5%pt** under target threshold and **-0.7%pt** under sector Avg. - **0.2%pt** Decr. when compared to Mar 25.

Homes

Accent
Financial Year 2025-26

1. Homes not meeting DHS
4. Rent Loss from empty homes
3. Average Re-let times (void time) days



2. Shared Ownership void time

No. of Metrics	On / Above	Risk	Below
4	2 50%	1 25%	1 25%

1. Homes not meeting DHS - Month

Target 0.0% | 0.0%

0.0%

- *Year-End | 0.0%pt vs Target*
- **Current state:** 0.4%pt Dec. on Feb, on over target and at sector Avg. No change when compared to Mar 25.

2. Shared Ownership void time – Month

Target 90 | 144

N/A

- *Year-End | +54%pt vs Target*
- **Current state:** No change on Feb, **+54 days** over target & **+77 day** Incr. when compared to Mar 25.
- **Go to Green:** At the end of Mar. long term voids were reduced down to 1 available home. All 6 other long term voids currently have sales agreed and are working through the conveyancing process. A No. of off-plan reservations (5 of which have also exchanged) are pending build completion in 26/27 which were originally due in 25/26.

3. Average Re-let times (void time) days – YTD

Target 47 | 52.1

37.3

- *Year-End | +5.1 vs Target*
- **Current state: +1.1 day** Incr. on Feb, **+5.1 day** over target, **+14.8 days** over sector Avg. However, a **-0.4 day** Decr. on Mar 25.

Go to Green: To improve this we have developed a task and finish group to improve how effectively we are allocating our homes, we are working on the void improvement project and in May we have the new direct waiting list that will be available so that we can open up demand for properties that are not attracting as much interest.

4. Rent loss from empty homes (LCRA) –YTD

Target 1.8% | 1.7%

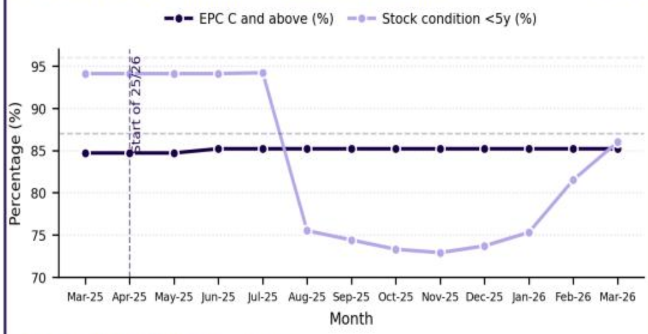
1.2%

- *Year-End | -0.1%pt vs Target*
- **Current state:** 0.1% Incr. on Feb, **-0.1%pt** under the target threshold but **+0.5%pt** above sector Avg. **-0.1%pt** change when compared to Mar 25.

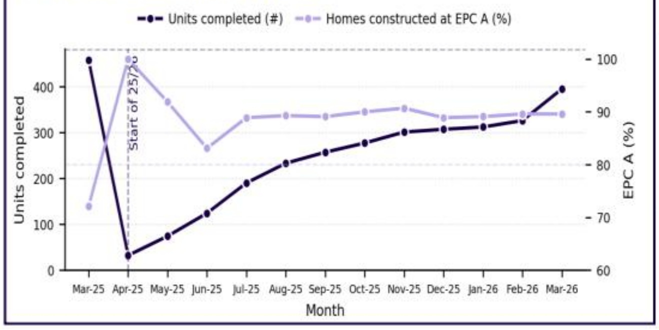
Development & Properties

Accent
Financial Year 2025-26

3. Proportion of homes at EPC C and above
1. Homes stock condition data less <5 years old



2. No. of new homes completed
4. New homes constructed at EPC A



No. of Metrics	On / Above	Risk	Below
4	1 25%	1 25%	2 50%

1. Stock condition data less <5 years old – Month | Target 96% | 86.0%

N/A

- *Year-End | -0.5%pt vs Target*
- **Current state: +4.5%pt** Incr. on Feb, **-10.0%pt** under target and a **-8.1%pt** Decr. compared to Mar 25.
- **Go to Green:** Amended target of 86% by YE has now been met. Works are now ongoing to create a programme of works for the upcoming FY. Contracts have been extended with Pennington Choices and Potter Raper to achieve our target of 96% survey data held by Oct 2026. Internal surveyors have both also had their contracts extended to the end of Sept to help achieve target.

2. No. of new homes completed – YTD | Target 480 | 395

N/A

- *Year-End | -85 vs Target*
- **Current state: +69** Incr. on Feb, **-85** away from YE target and a **-63** Decr. when compared to Mar 25.
- **Go to Green:** 69 homes completed in Mar, highest mth of FY. 10 homes at Hampton Woods & Hampton Green by Persimmon in Peterborough were not able to be taken as fore safety works and final snags were not complete, so these were moved out of year. 58 completions at Ripleyville were moved out of year due to delays with S278 signoff from Bradford City Council. There have also been movements out of year at Chatteris & Redwood Close, Keighley due to delays with 3rd party, Statutory services approvals.

3. Proportion of homes EPC C & above – Month | Target 87% | 85.2%

74.6%

- *Year-End | -1.8%pt vs Target*
- **Current state:** No change on Feb, **-1.8%pt** under target but **+10.6%pt** above sector Avg. and **+0.5%pt** Incr. when compared to Mar 25.
- **Go to Green:** The error preventing upload of retrofit data has been identified and IT are working to fix and test before the outstanding data can be uploaded. We do hope to see some movement in this figure in our April reporting.

4. New homes constructed at EPC A – YTD | Target 80% | 89.6%

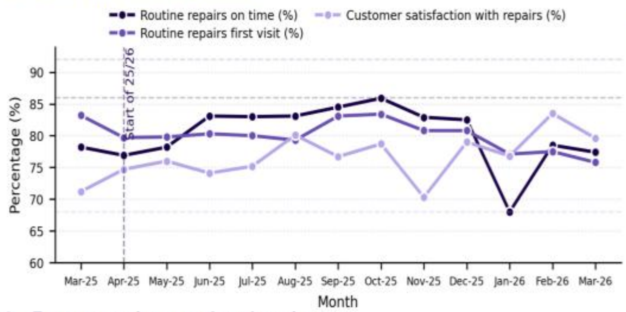
1.3%

- *Year-End | +9.6%pt vs Target*
- **Current state:** No change on Feb, **+9.6%pt** above target and **+88.3%pt** above sector Avg. and a **+17.5%pt** Incr. when compared to Mar 25.

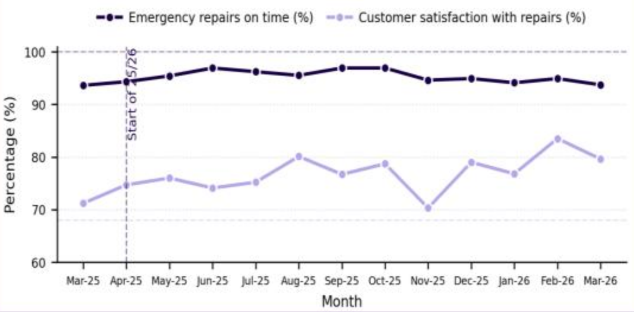
Repairs

Accent
Financial Year 2025-26

1. **Routine repairs completed on time**
2. **Routine repairs completed on the first visit**
4. **CSAT with repairs service**



3. **Emerg. repairs completed on time**
4. **CSAT with repairs service**



No. of Metrics	On / Above	Risk	Below
4	1 25%	0 0.0%	3 75%

1. Routine repairs completed on time – Month | Target 86% | 77.4%

78.5%

- *Year-End | -8.6%pt vs Target*
- **Current state: -1.1%pt** Decr. on Feb, **-8.6%pt** under target and **1.1%pt** below sector Avg. A **-0.8%pt** Decr. when compared to Mar 25. Performance remains stable but still below target with an in month performance of 77.4% against a target of 86%.
- **Go to Green:** Performance is reviewed with Ian Williams at both weekly and monthly operational meetings to identify trends and blockers which are affecting performance

2. Routine repairs completed first visit – Month | Target 92% | 75.8%

N/A

- *Year-End | -16.2%pt vs Target*
- **Current state: -1.7%pt** Decr. on Feb, **-16.2%pt** under target and a **-7.4%pt** Decr. compared to Mar 25.
- **Go to Green:** This metric remains stable but below target. A reconciliation of the data is required as if Ian Williams send 2 operatives to complete a repair this is recorded as 2 visits and therefore will fail the FTF metric

3. Emerg. repairs completed on time – Month | Target 100% | 93.7%

95.3%

- *Year-End | -6.3%pt vs Target*
- **Current state: -1.2%pt** Decr. on Feb, **-6.3%pt** under target, **-1.6%pt** under sector Avg. but a **+0.1%pt** Incr. when compared to Mar 25. Performance remains stable but still below target, with in month performance of 93.7% against a target of 100%.
- **Go to Green:** Failures are reviewed with Ian Williams to identify issues & trends. Where there are differences in performance this is investigated, the majority of failures continue to be around administrative errors.

4. CSAT with repairs service – Month | Target 68% | 79.6%

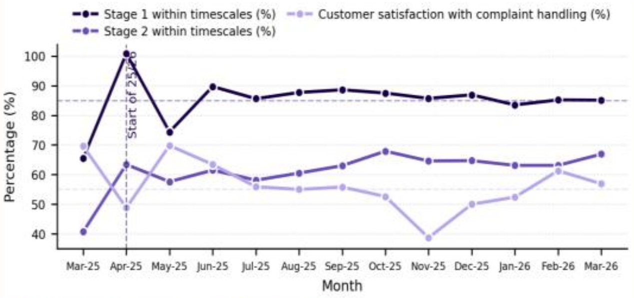
86.8%

- *Year-End | +11.6%pt vs Target*
- **Current state: -3.9%pt** Decr. on Feb, **+11.6%pt** above target, but **-7.2%pt** below sector Avg. and a **+8.4%pt** Incr. when compared to Mar 25.

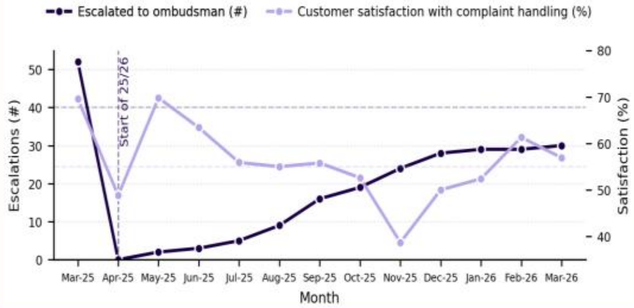
Complaints

Accent Financial Year 2025-26

2. Stage 1 complaints responded within timescales
1. Stage 2 complaints responded within timescales
3. CSAT with complaint handling - Month



4. Complaints escalated to ombudsman
3. CSAT with complaint handling - Month



No. of Metrics	On / Above	Risk	Below
4	3 75%	0 0.0%	1 25%

1. Stage 2 complaints resp. in timescales – YTD | Target 85% | 66.9%

86.5%

- *Year-End | -18.1%pt vs Target*
- **Current state: +3.8%pt** Incr. on Feb, **-18.1%pt** under target and **-19.6%pt** under sector Avg. ,but **+26.2%pt** Incr. compared to Mar 25.

- **Go to Green:** All Stage 2 complaints received in April, May, June, July, Aug, Sept, and Oct, Nov. and Feb. have been successfully resolved. Currently, **1** Stage 2 complaints from Dec. and **3** from Jan. remain overdue and are under active investigation.

At the end of Feb. our completion rate for Stage 2 complaints our YTD performance of **68%** marks a considerable improvement compared to the same period last year, when completion rate was **40.5%**. While not meeting the annual target for Stage 2 complaints this FY, our team is proactively targeting a **70%** completion rate. Although this is **15%** below the **85%** target, it nonetheless reflects a significant uplift from last year's performance of **35%.** We remain committed to driving further progress and implementing measures to enhance complaint resolution going forward.

2. Stage 1 complaints resp. in timescales – YTD | Target 85% | 85.1%

92.7%

- *Year-End | +0.1%pt vs Target*
- **Current state: -0.1%pt** Decr. on Feb, **+0.1%pt** above target and **+19.6%pt** Incr. when compared to Mar 25, but **-7.6%pt** below sector Avg.

3. CSAT with complaint handling - Month | Target 55% | 56.9%

37.1%

- *Year-End | +1.9%pt vs Target*
- **Current state: -4.4%pt** Decr. on Feb, **+1.9%pt** above target, **-12.7%pt** Decr. when compared to Mar 25 but **+19.8%pt** above sector Avg.

4. Complaints escalated to ombudsman – YTD | Target 40 | 34

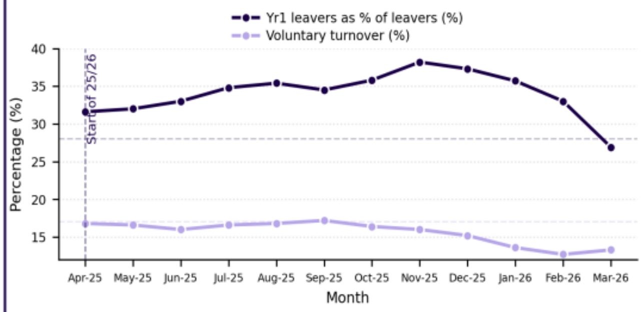
N/A

- *Year-End | -10 vs Target*
- **Current state:** +5 Incr. on Feb, **-6** under target and **-18** Decr. when compared to Mar 25.

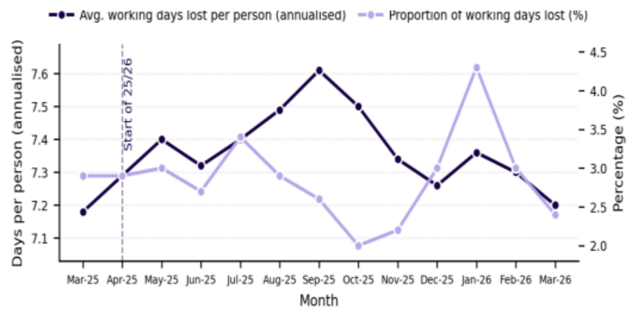
People & Culture

Accent Financial Year 2025-26

4. Voluntary turnover (Rolling 12 months)
1. Yr1 Leavers as a % Leavers (Rolling 12 Mth.) YTD



2. Avg. No. days lost/person per yr. to sickness
3. Prop. working days lost to sickness abs.



No. of Metrics	On / Above	Risk	Below
4	3 75%	1 25%	0 0.0%

1. Yr1 Leavers as a % Leavers (Rolling 12 Mth.) | Target 28% | 26.9%

N/A

Year-End | -1.1%pt vs Target
- **Current state: -6.1%pt** Decr. on Feb, **-1.1%pt** under target. Note: **28%** is an annual target.

2. Avg.No.days lost/person/sickness (Rolling 12 Mth.) | Target 7 | 7.2

9.3

- *Year-End | +0.2 vs Target*
- **Current state: -0.1%pt** Decr. on Feb, **-2.1** under sector Avg. however **+0.2** over target and **+0.1** Incr. compared to Mar 25.

- **Go to Green:** Mar. had 54 people off absent, only two more than Feb. For the full FY the figure ends at 7.2, 0.2 above target. However, Mar. did reflect the lowest number of sick days per colleagues (0.52) since Nov. 2025 (0.69). The cost to the business in Mar. was approximately £39k. The cost of sickness in Q4 was £50k - the highest quarter in the FY. The cost over the whole year was approximately £500k.

3. Prop. working days lost to sickness abs. YTD | Target 3.0% | 2.4%

N/A

- *Year-End | -0.6%pt vs Target*
- **Current state: -0.6%pt** Decr. on Feb, -0.6%pt under target and **-0.5%pt** Decr. compared to Mar 25.

4. Voluntary turnover (Rolling 12 Mth.) | Target 17% | 13.3%

9.6%

- *Year-End | -3.7%pt vs Target*
- **Current state: +0.6%pt** Incr. on Feb, **-3.7%pt** under target threshold but **+3.7%pt** above sector Avg.

PAPER UPDATE 2 – Sustainability Update

REPORT	
Meeting Date:	19 May 2026
Report Title:	Sustainability Update
Author(s):	Tina Iball, Sustainability Manager
For Decision/Approval ☐ **Review and Recommend** ☐ **Debate** ☐ **Assurance** ☐ **Information** ☒	

EXECUTUIVE SUMMARY

Accents Sustainability Strategy 2025- 2028 was adopted by Board in November 2025. Whilst this is fairly recent, Sustainability is not a new concept at Accent, and this Strategy aims to continue, strengthen and promote the work we do in this area. A copy of the Sustainability Strategy has been provided for your information.

The Strategy encompasses many areas of Sustainability, all of which are important if we are to truly play our part in meeting the UK's net zero target by 2050. It is intended to be a high-level document that outlines our carbon baseline, which all future progress will be measured against, and identifies areas of work we intend to progress to achieve our targets. It not only demonstrates Accents commitment to delivering homes that are warm, healthy and affordable to run, but also our commitment to reducing our impact on the environment and ensuring our communities are resilient to the impacts of our changing climate.

OBJECTIVES

Objective 1: To improve the energy efficiency of our homes. This primarily focuses on actions to ensure all our existing homes meet Energy Performance Certificate (EPC) C rating by 2030 and 85% of new homes achieve EPC A by 2026-27.

Objective 2: To actively engage customers on sustainability and work to reduce fuel poverty. This objective aims to provide more support to customers to help reduce their impact on the environment, be that through home energy and water consumption, waste and recycling, sustainable travel, and more.

Objective 3: To prepare for climate adaptation and deliver greener, more resilient communities. This chapter focusses on our green spaces and improving biodiversity, flood resilience and overheating risk.

Objective 4: To reduce corporate emissions from our business operations and supply chain. Here the focus is on reducing carbon emissions from our offices, the contractors we work with, the materials we purchase/ specify, and the travel undertaken to manage our homes.

Following adoption of the strategy, a 2026-27 draft action plan has been produced, and provided for your information. This paper aims to gain your insights on actions under Objective 2, around what and how we best communicate Sustainability messaging with our customers.

Accent has developed its own fuel poverty dashboard that identifies customers most at risk of fuel poverty through a series of contributing factors including; occupants (i.e. single occupancy, single parent occupancy, dependants etc), rent arrears and length of time in arrears, receipt of benefits, EPC performance of the home, boiler age and any capped gas supplies. This will be used to target support to those potentially most in need of assistance.

The actions for Objective 2 are outlined below:

Objective 2: Actively engaging our customers on sustainability and working to reduce fuel poverty	
10	Create Sustainability webpages which Customers can refer to for tips on greener living. These should include energy efficiency, water efficiency, reducing waste, coping with flood risk and heat waves and sustainable transport.
11	Design an active engagement programme that helps inform and support customers to reduce their environmental impact. Ensure the programme has milestones and meaningful targets and contact with customers is recorded i.e. information provided to new customers at sign-up.
12	Work with Housing Partners to promote and better utilse Accents fuel poverty dashboard, to target advice and support to those most at risk.
13	Seek to secure funding support from external opportunities to further help tackle fuel poverty.

Recommendations

- The National Customer Group note the Sustainability Strategy and associated 2026-27 action plan.
- The group provide their feedback on the actions associated with objective 2 above and any other areas they would like to see prioritised.

Appendices attached:	Sustainability Strategy 2026-27 Action Plan

Action No:	Action
Objective 1: Improving the energy efficiency of our homes	
1	Complete the energy data cleansing/ upload processes to fully update the SAVA Intelligent Energy platform.
2	Develop long term, detailed, address-level plans that align with the UK's net zero pathway for homes, namely EPC C by 2030 and net zero by 2050.
3	Delivery of WH:SHF Wave 3, Year 2 retrofit programme.
4	Ensure implementation of the Empty Homes Standard and establish a process to ensure installed Energy Efficiency measures (EEM)s are updated in ActiveH and SAVA.
5	Ensure compliance with new Heat Network Regulations - Undertake optimisation studies to identify and plan improvements to any low preforming networks.
6	Undertake work to assess ongoing target of EPC-A on new homes in light of changes to Building Regulations, the forthcoming Future Homes Standard and the Social and Affordable Homes Programme (SAHP).
7	Investigate the impact of forthcoming EPC/ Home Energy Model (HEM) regulation changes and the data to support compliance with these.
8	Review specifications for retrofit, planned maintenance and new build developments, to prepare for alignment with relevant new regulations.
9	Develop an approach to electric vehicle charging provisions.
Objective 2: Actively engaging our customers on sustainability and working to reduce fuel poverty	
10	Create Sustainability webpages which Customers can refer to for tips on greener living. These should include energy efficiency, water efficiency, reducing waste, coping with flood risk and heat waves and sustainable transport.
11	Design an active engagement programme that helps inform and support customers to reduce their environmental impact. Ensure the programme has milestones and meaningful targets and contact with residents is recorded i.e. information provided to new customers at sign-up.
12	Work with Housing Partners to promote and better utilse Accents fuel poverty dashboard, to target advice and support to those most at risk.
13	Seek to secure funding support from external opportunities to further help tackle fuel poverty.
Objective 3: Preparing for climate adaptation and deliver greener more resilient communities	
14	Continue to improve data on total land area (including vegetation types, tree locations and canopy sizes).
15	Consider areas to convert mown grassland to wildflower areas to enhance biodiversity.
16	Identify under-used green spaces to pilot biodiversity projects, working in partnership with external agencies such as Groundwork and The Wildlife Trust.
Objective 4: Reduce corporate emissions from business operations and supply chain	
17	Conduct a supply chain survey of our contractors to ensure that they are working to sustainability goals. Work more closely with contractors to ensure data reporting, through contract KPIs.
18	Request contractors provide a list of responsibly sourced consumables and a breakdown of spend for green/eco-label purchased products compared to those that are not. Identify pollutants used that could cause environmental harm.

PAPER UPDATE 3 – Access Policy

REPORT	
Meeting Date:	19 May 2026
Report Title:	Access Policy
Author(s):	Peter Hall, Interim Executive Director, Assets and Compliance
For Decision/Approval ☐ **Review and Recommend** ☐ **Debate** ☐ **Assurance** ☐ **Information** ☒	

EXECTUIVE SUMMARY

We have updated our Access Policy and are sharing it for your information and review. The changes focus on gaining access in a respectful and flexible way, while clearly setting out when access is required, outlining customer responsibilities, and ensuring a fair and proportionate approach where access is not provided. The policy also includes a robust escalation process, giving customers every opportunity to agree a mutually convenient time, while being transparent that continued refusal may result in legal action or emergency access where necessary.

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1. Aims

The policy aims to set out the key principles for how we gain access to homes where we are required to by:

Defining when we need to access,

- Making clear customers responsibilities,
- Outlining appropriate and proportionate action if a customer does not allow access,
- Ensuring a robust escalation process is in place to provide customers with the opportunity to provide access at a mutually convenient time, whilst also clarifying that it may lead to legal action or emergency access where no access is provided.

2. Scope

This policy applies to all properties owned, leased or managed by Accent Group Limited.

We may need to access homes for many reasons including (but not limited to):

- To carry out servicing or a repair,
- If there is an emergency (property or person related),
- To carry out annual gas safety checks,
- Fire safety surveys and works,
- Electrical testing and works,
- Asbestos surveys and works,
- Damp/ mould/ condensation (DMC) inspections and works,
- Surveys or works to control the risk of legionella,
- HHSRS (Housing Health & Safety Rating System) inspections,
- Servicing and maintenance of personal lifts, including stair-lifts and telecare equipment,
- Repairs or refurbishment works especially where failure to carry them out would place customers at risk and/or cause damage to Accent property,
- To enable any annual capital works programme to be completed,
- Any surveys required to identify the condition of the property,
- Tenancy audit, tenancy checks and to investigate a possible breach of tenancy,
- To ensure compliance with any legal, health and safety regulations

3. If Accent needs to access a home

If we need access to a home, we will work with the customer/s to arrange a mutually convenient time and date to visit. Once a visit is agreed we will require a responsible adult over the age of 18 to be present at the premises to grant access. If no adult is present, it will be recorded as no access given.

Unless the visit is an emergency (see section 6 below), we will always try to pre-arrange an appointment. We will make all reasonable attempts to contact the customer/s by:

- Confirming in writing or by email in advance why access is required and providing a proposed date (including details of how to contact us to make an alternative appointment if this is not convenient),
- Contacting by telephone or email to secure an appointment date,
- ➢ Carrying out a home visit to book an appointment date.

We and our contractors will repeat one of the above attempts to arrange an appointment date at least three times to maximise the opportunities to secure appointments by arrangement. Where customers fail to respond we may also, depending on individual circumstances and the urgency of the access required, deploy the following measures to secure access:

- Contacting next of kin or those listed as having caring responsibilities,
- Contacting neighbours,
- Contacting known external support and advocacy groups and internal teams who are already working with the customer,

We will also cooperate with other key agencies and partners where access to a property is required, including where there is risk to life, and safeguarding issues. Examples of such partnerships would include:

- Police, fire and other emergency services,
- NHS and Social Care,
- Health and Safety Executive,
- Local authorities

4. Customer/s responsibilities

Individual tenancy and lease agreements detail rights and responsibilities. These agreements usually include reasonable access provisions and failure to meet such obligations may constitute a breach of contract and, therefore, may result in legal action:

- Tenants should refer to their tenancy agreement,
- License-holders should refer to their license,
- Leaseholders and shared owners should refer to their individual lease agreements.

It is important that customers:

- Inform us if contact details change (e.g. telephone numbers, e-mail addresses or any changes relating to their next of kin),
- Inform us if they require additional support needs,
- Provide the details of someone who can allow access, if they are unable to.
- Inform us in advance if they need to rearrange an appointment. We may pursue all associated costs that are incurred and recharge customer/s accordingly, for any failed access following an agreed, and pre-arranged appointment date and time.
- Ensure that a responsible adult (i.e. legally over the age of 18) is present to allow access to the home. We will record the visit as 'no access given' where this is not the case

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5. What we will do if access is not provided, or refused

Where reasonable access has been denied and it is not an emergency (see further below), we will, as a last resort, pursue legal measures and seek a Court Order for costs incurred. Where we incur aborted contractor fees we will consider recharging the same to the customer.

<u>Gas safety</u>

We are legally obliged to ensure that any gas appliances, fittings and flues provided for tenants are safe and must carry out a gas safety check annually. If a tenant fails to provide access to enable the necessary checks to be carried out, we may apply for access via an injunction

If the required annual gas safety check is overdue, and access to the home is unavailable despite our best efforts, subject to a case-by-case a risk and Equality Act assessment (copies of the Assessment forms are attached at Appendix A and B), will be completed and following the Assessments the gas supply to the home may also be limited or capped.

We will attempt to notify customer/s of any capping and ensure that the customer/s is accessing support as required, alongside formally reviewing whether capping should remain in place every 6 weeks

Electrical Safety

Electrical safety inspections are required to be carried out at least every 5 years. Where a tenant fails to allow access to carry out a safety inspection, we will follow the same process as above for gas safety.

Other access requirements

All other instances where access may be required as outlined in the 'Scope' of policy at section 2 above may follow the same route as outlined for gas and electrical inspections.

Possession proceedings

If a tenant denies reasonable access, we may serve a Notice of Seeking Possession and/or Notice to Quit informing the tenant/s of our intention to seek repossession of the home through the county courts. After the expiry of the notice, we can apply to the Court to bring the tenancy to an end. This action may be taken if a tenant:

- Has not responded to repeat requests for access to be granted to us or contractors acting on our behalf and / or,
- Has denied access following the issue of a Court order and / or,
- Routinely fails to allow access.
- There are other breaches of tenancy
- Has abandoned the property

6. Emergency access

There may be emergency situations in which we believe that the safety of the customer and/or other customer, or the integrity of the property and/or adjoining properties is put at risk and in these situations we will, as a last resort after exhausting all efforts to contact the customer/s beforehand, enter a property without prior consent. Non exhaustive examples include where there is a flood, gas escape or suspected medical emergency. Where we are required to gain access in this way we will:

- Engage all relevant emergency services/ authorities for assistance
- Undertake a detailed risk and Equality Act assessment (attached at Appendix A and B) to review and confirm the grounds for securing emergency access, with approval to proceed required by at least two Directors employed by Accent
- Ensure the property is left safe and secure (which may on occasions involve carrying out a lock change and where this is required, leaving the keys in a key safe outside the property with information on who to contact for the code to open that),
- Ensure access is gained by at least 2 members of staff/ contractors who will draw up a full report of times and details and action taken
- Take photographic evidence of the property by means of an inventory as evidence for any legal action that we may take.
- Ensure all reasonable follow up attempts are made to trace the customers to inform them of the action if they are not present at the time access is gained – including contacting next of kin or those listed as having caring responsibilities, neighbours, known external support and any know advocacy groups and internal teams are already working with the customer/s.

We will only use this process if all other avenues have been exhausted and in only extreme circumstances as set out above, and where we have considered that on balance we are left with no alternative, whilst taking into account that such action may be regarded as a breach of the tenant's implied and/or express right of quiet enjoyment and legal action could be taken against Accent.

If we are required to gain access in an emergency to remedy a fault that is found to be of the occupants making, we reserve the right to recharge the customer/s for all works undertaken, e.g. where taps have been left running causing flood damage.

7. Exceptional Circumstances

Where there is no emergency requirement for access or a legal requirement for appliance testing, we may accept delaying access to undertake works or servicing in exceptional circumstances. Examples include (but are not limited to):

- Being medically unfit or going through a prolonged illness,
- Having ongoing and / or significant medical treatment,
- Having a disability and having no-one to assist in preparing for the works,
- Caring for someone who is terminally ill in the home,
- Having recently been discharged from hospital and still recuperating,
- Recently having been bereaved.

The list above is not exhaustive and there may be other exceptional circumstances that arise. We will always take these into account and use discretion as to whether works should commence and will work with and support customers as necessary.

8. Complaints Procedure

Our Complaints Policy is available to any customer who may be dissatisfied with the application of this policy and outlined how to make a complaint.

9. General Data Protection Regulations

All access requirements that include identifiable personal information will be processed in accordance with the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulations. We will only disclose or share personal information where required to do so by law or where a lawful exemption applies; for example, for the purposes of a prosecution, a safeguarding concern, where it is in the public interest or with the person's consent. Personal information is processed by Accent for several purposes. These can be found in the Privacy Notices which are available on our website.

10. Safeguarding

Concerns for children, young people and vulnerable adults will be handled in line with our Safeguarding Policy which sets out how we will respond to a report of abuse or neglect to a child, young person, or adult with unmet care and support needs. It is not uncommon for safeguarding concerns to arise when accessing homes.

11. Equalities Statement

We are committed to treating all customers fairly and with respect and professionalism. To this end we will ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including political opinions), sex or sexual orientation and that, in the application of this policy, we will comply with our duties under the Equality Act 2010.

The Equality Act 2010 places a duty on public authorities to consider how their policies or decisions affect those who are protected under the Equality Act. We have reviewed our "Public Sector Equality Duty" in relation to this policy and consider this policy compliant. The use of the Access process is proportionate to ensure the safety of Accent's customers, contractors, employees and the public, and in each case, it will only be used when all standard attempts to gain access have failed.

A Risk Assessment will be undertaken in every case where use of this Access policy is being considered, taking into account the property type, customer profile and known risk factors or vulnerabilities. The outcome of the Risk Assessment will determine the appropriate course of action to be taken, for example to proceed with emergency forced entry, commence court proceedings, or engage with wider agencies to obtain access if feasible.

12. Legal and regulatory context

This policy is set within the legislative framework:

- The Regulator of Social Housing's Consumer Standards
- Gas Safety (Installation and Use) Regulations 1998 and amendments 2018.
- Gas Safety (Management & Right of Entry) Regulations 1996
- Fire Safety Act 2021
- The Housing Act 1988 and 2004

- The Building Regulations 2019 for fire safety incorporating 2020 & 2022 amendments
- The Control of Asbestos Regulations 2012 (CAR 2012)
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- The Management of Health and Safety at Work Regulations 1999
- Electricity at work regulations (1989)
- Electrical Equipment (Safety) Regulations 1994 and the Plugs and Sockets etc. (Safety) Regulations 1994
- Prevention of Social Housing Fraud Act 2013
- Equality Act 2010
- Environmental Protection Act 1990
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- BS7671:2018 - Requirements for Electrical Installation IET Wiring Regulations 18th Edition
- IET Guidance Note 3 – Inspection and Testing
- Regulatory Reform (Fire Safety) Order 2005
- The Building Safety Act 2022
- The Fire Safety Regulations 2023
- The Social Housing (Regulation)Act 2023 -Awaab's Law

13. Operation and Monitoring

- The Chief Executive has overall responsibility for the policy and its related procedures.
- The Executive Directors of Customer Experience and Executive Directors of Assets are responsible for ensuring that the principles within this policy are communicated, understood and implemented, and for monitoring effectiveness and outcomes of the policy on an at least annual basis to the CEC and Group Board.