

AGENDA

East Regional Customer Group (RCG)



**16 December
2025**



**12.00pm
to 13.30pm**



**Microsoft
Teams**

Attendees	Customers:
	Angela Bramwell, Christine Margaret Dickinson, Helen Hutchinson, Katarzyna Odrzywolska, Magret Gogo, Piotr Szymankiewicz,
Attendees	Accent Colleagues:
	Callie Lancaster - Customer Engagement Manager Cara Jackson – Head of Leasehold and Homeownership Alan Percival – Area Housing Manager Sally Ringrose – Area Housing Manager Claire Nolan – Building Services Manager Helen Buckingham – Community Development Partner
Apologies	NOT CONFIRMED: Danielle Lambe, Derek Horn, Julian Peberdy

Item	Agenda item	Purpose	Lead	Time allocated	Timings
1.0	<u>Welcome and Introductions</u>	Information	Callie Lancaster	10 mins	12:00 -12:10
2.0	<u>Group Overview:</u> <i>Callie to provide a summary of the purpose and objectives of the group.</i>	Information	Callie Lancaster	5 mins	12:10 - 12:15
3.0	<u>Chair Update:</u> <i>Callie will give an update about the National Customer Group meeting.</i>	Information	Callie Lancaster	10 mins	12:15 -12:25
4.0	<u>Regional Update:</u>	Information	Cara Jackson	20 mins	12:25 -12:45

	<i>Cara will give an update on what is happening in the region.</i>				
5.0	<u>Spotlight: Awaab's Law</u> <i>Claire will give an update on how we have prepared for Awaab's Law.</i>	Discussion	Claire Nolan	15 mins	12:45 -13:00
6.0	<u>Round Table: Customer led discussion.</u> <i>Customers will decide what the key focus will be for January to March (Q4).</i>	Discussion	RCG Members	20 mins	13:00 -13:20
7.0	<u>Any other Business (AOB)</u>	Discussion	All	10 mins	13:20 -13:30

Information to support with agenda item 4.0 – Spotlight: Awaab's Law

Awaab's Law is a new piece of government legislation to improve the safety and quality of housing, starting from 27 October 2025.

It's named in memory of Awaab Ishak, a two-year-old boy who tragically died from exposure to mould in his home. The new law requires landlords to respond quickly and effectively to serious issues with certain timescales.

Customers rights are changing because of Awaab's Law.

10 working days to investigate: Where there is a significant risk in your home, we must investigate it within 10 working days of us becoming aware.

3 working days to give you information about the issue: Once we have investigated the issue, we must provide you with a written report and conclusion of the investigation within 3 working days of the conclusion of the investigation.

5 working days to start any repair work: We must start work any repair within 5 working days of giving you the conclusions of the investigation.

Investigate potential emergency issues within 24 hours: Investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within 24 hours of becoming aware of them

If the work identifies an emergency hazard: We'll start, or take steps to start, any further required work within 5 working days of the investigation concluding if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within 12 weeks.

We must also:

- satisfactorily finish repair work within a reasonable time period
- secure the provision of suitable alternative accommodation for the household, which we'll pay for, if relevant safety work cannot be completed within specified times above.
- keep the lead customer updated throughout the process and provide information on how to keep safe.

These are strict requirements designed to make sure no one is left living in unsafe or unhealthy conditions.

What Accent are doing to get ready for Awaab's Law?

We're already making changes so we're ready to meet these new standards and keep customers homes safe and healthy:

- We now have dedicated damp and mould coordinators to record, track and monitor all reported cases closely.
- We've improved our tracking systems to record the severity, causes and actions taken for every case.
- We're delivering extra training to our surveyors and customer service teams so they understand the new requirements and can respond within the timeframes.
- We've set up a joint working group with our contractors, to make sure we can meet the new timescales We're improving how we assess cases at first contact, including using live video calls to see the problem straight away.
- We're introducing extra inspections after repair work is completed, and again three months later, to make sure the problem is fully resolved.
- We're trialling small humidity monitors, called hygrometers, in homes where damp and mould have been an issue. These help customers manage humidity and prevent mould from returning.

More information can be found at:

[Awaab's Law: Draft guidance for social landlords - GOV.UK](#)

Tenant Perception Survey results to support with agenda item 5.0 – Round table: Customer led discussion.

The Regulator of Social Housing introduced **Tenant Satisfaction Measures** (TSMs) in 2024 which have been designed to hold housing providers, like Accent, to account for the quality of homes and services provided.

To gather some of these measures, every housing association must survey their customers every year and publish the results. These surveys must include 12 set tenant perception questions which can be seen in the tables below.

Accent carry out this survey annually in September. The table below shows a comparison of scores between 2024 and 2025 and what the average score across the Housing sector, to give you context on how Accent are performing against other social landlords.

The results are split into Low cost rented accommodation (LCRA) customers and Low cost Home Ownership (LCHO) customers. This is because customers who rent their homes receive a repairs and maintenance service, while customers who partly or fully own their home do not.

More information can be found at:

[Tenant Satisfaction Measures - GOV.UK](#)

Perception Scores East: LCRA (Low Cost Rented Accommodation)		Accent 2024	Accent 2025	LCRA Sector Avg. Housemark
TP01	Overall satisfaction	61.4%	66.0% (+4.6)	72.5% (Gap 6.5)
TP02	Satisfaction with repairs	58.9%	65.9% (+7)	74.0% (Gap 8.1)
TP03	Satisfaction with time taken to complete most recent repair	52.9%	62.1% (+9.2)	69.9% (Gap 7.8)
TP04	Satisfaction that the home is well maintained	62.3%	66.6% (+4.3)	72.8% (Gap 6.2)
TP05	Satisfaction that the home is safe	60.7%	66.5% (+5.8)	79.1% (Gap 12.6)
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	49.6%	55.1% (+5.5)	61.9% (Gap 6.8)

TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	34.6%	34.3% (-0.3)	73.0% (Gap 38.7)
TP08	Agreement that the landlord treats tenants fairly and with respect	61.1%	67.4% (+6.3)	78.1% (Gap 10.7)
TP09	Satisfaction with the landlord's approach to handling complaints	26.3%	31.3% (+5)	35.3% (Gap 4.0)
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	51.5%	54.2% (+2.7)	67.3% (Gap 13.1)
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	42.7%	45.3% (+2.6)	66.3% (Gap 21.0)
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	39.3%	41.1% (+1.8)	60.1% (Gap 19.0)
Colour Key				
Accent 2024		Increase on 2024 scores	Decrease in scores/ Lower than sector average	

LCRA- EAST Takeaways

- All measures increased apart from **TP07** – Satisfaction that the landlord keeps tenants informed about things that matter to them.
- Biggest increase: **TP03** – Satisfaction with time taken to complete most recent repair.
- Second biggest increase: **TP02** - Satisfaction with repairs
- Third biggest increase: **TP08** -Agreement that the landlord treats tenants **fairly** and with **respect**.
- Biggest sector gap is the same measure that decreased: **TP07** – Satisfaction that the landlord keeps tenants informed about things that matter to them.
- Second biggest sector gap: **TP11** – Satisfaction that the landlord makes a positive contribution to neighbourhoods.
- Third biggest sector gap: **TP12** – Satisfaction with the landlord's approach to handling anti-social behaviour

Perception Scores East: LCHO (Low Cost Home Ownership)		Accent 2024	Accent 2025	LCHO Sector Avg. Housemark
TP01	Overall satisfaction	37.4%	44.5% (+7.1)	51.4% (Gap 6.9)
TP02	Satisfaction with repairs			
TP03	Satisfaction with time taken to complete most recent repair			
TP04	Satisfaction that the home is well maintained			
TP05	Satisfaction that the home is safe	35.0%	43.1% (+8.1)	76.9% (Gap 33.8)
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	23.6%	28.4% (+4.8)	43.1% (Gap 14.7)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	42.3%	36.7% (-5.6)	62.6% (Gap 25.9)
TP08	Agreement that the landlord treats tenants fairly and with respect	33.3%	50.0% (+16.7)	68.1% (Gap 18.1)
TP09	Satisfaction with the landlord's approach to handling complaints	10.3%	22.4% (+12.1)	25.0% (Gap 2.6)
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	37.0%	30.4% (-6.6)	47.7% (Gap 17.3)
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	18.7%	22.9% (+4.2)	44.3% (Gap 21.4)
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	13.8%	15.1% (+1.3)	39.8% (Gap 24.7)
Colour Key				
Accent 2024		Increase on 2024 scores	Decrease in scores/ Lower than sector average	

LCHO- EAST Takeaways

- All measures increased apart from **TP07** (same for LCRA)– Satisfaction that the landlord keeps tenants informed about things that matter to them and **TP10**- Satisfaction that the landlord keeps communal areas clean and well maintained.
- Biggest increase: **TP08** – Agreement that the landlord treats tenants fairly and with respect.
- Second biggest increase: **TP09** - Satisfaction with the landlord's approach to handling complaints
- Third biggest increase: **TP05** - Satisfaction that the home is safe.
- Biggest sector gap is: **TP05** – Satisfaction that the home is safe.
- Second biggest sector gap: **TP07** – Satisfaction that the landlord keeps **tenants informed** about things that matter to them.
- Third biggest sector gap (same as LCRA): **TP12** – Satisfaction with the landlord's approach to handling anti-social behaviour