

AGENDA

South Regional Customer Group (RCG)



**05 December
2025**



**12.00pm
to 13.30pm**



**Microsoft
Teams**

Attendees	Customers:
	Debbie Cammock, Emma Raven, Jacqueline Boyce, Sarah-Jane Johnson, Royston Crandley
Attendees	Accent Colleagues:
	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
Adam Rickard – Building Services Manager	
Apologies	NOT CONFIRMED YET -Veronica Wilson, Chrystyna Wirdnam, Gail Redmond

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> <i>Cara will give an update on what is happening in the region.</i>	Information	Cara Jackson	20 mins	12:25 - 12:45
5.0	<u>Spotlight: Awaab's Law</u> <i>Adam will give an update on how we have prepared for Awaab's Law.</i>	Discussion	Adam Rickard	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 South: LCRA (Low Cost Rented Accommodation)		Accent 2024	Accent 2025	LCRA Sector Avg. Housemark
TP01	Overall satisfaction	50.7%	54.2.0% (+3.5)	72.5% (Gap 18.3)
TP02	Satisfaction with repairs	50.3%	50.3% (0)	74.0% (Gap 23.7)
TP03	Satisfaction with time taken to complete most recent repair	44.6%	49.6% (+5.0)	69.9% (Gap 20.3)
TP04	Satisfaction that the home is well maintained	50.4%	52.7% (+2.3)	72.8% (Gap 20.1)
TP05	Satisfaction that the home is safe	50.1%	53.7% (+3.6)	79.1% (Gap 12.6)
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	38.2%	42.0% (+3.8)	61.9% (Gap 25.4)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	33.0%	34.0% (+1.0)	73.0% (Gap 39.0)
TP08	Agreement that the landlord treats tenants fairly and with respect	49.9%	54.8% (+4.9)	78.1% (Gap 23.3)
TP09	Satisfaction with the landlord's approach to handling complaints	21.3%	20.6% (-0.7)	35.3% (Gap 14.7)
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	43.4%	51.3% (+7.9)	67.3% (Gap 16.0)
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	34.4%	39.4% (+5.0)	66.3% (Gap 26.9)

TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	32.6%	37.3% (+4.7)	60.1% (Gap 22.8)
Colour Key				
	Accent 2024 scores	Increase on 2024 scores	Decrease in scores/ Lower than sector average	

LCRA- SOUTH Takeaways

- All measures increased in 2025 apart from **TP09** – Satisfaction with the landlord's approach to handling complaints.
- Biggest increase: **TP10** – Satisfaction that the landlord keeps communal areas clean and well maintained.
- Second biggest increase Joint: **TP03** - Satisfaction with **time taken** to complete most recent repair and **TP11** - Satisfaction that the landlord makes a positive contribution to neighbourhoods.
- Third biggest increase: **TP08** -Agreement that the landlord treats tenants fairly and with respect.
- Biggest sector gap: **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: **TP06** – Satisfaction that the landlord listens to tenant views and acts upon them

Perception Scores South: LCHO (Low Cost Home Ownership)		Accent 2024	Accent 2025	LCHO Sector Avg. Housemark
TP01	Overall satisfaction	22.7%	15.5% (-7.2)	51.4% (Gap 35.9)
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	26.2%	15.5% (-10.7)	76.9% (Gap 61.4)

TP06	Satisfaction that the landlord listens to tenant views and acts upon them	18.5%	15.5% (-3.0)	43.1% (Gap 27.6)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	32.3%	22.5% (-9.8)	62.6% (Gap 40.1)
TP08	Agreement that the landlord treats tenants fairly and with respect	30.8%	22.5% (-8.3)	68.1% (Gap 45.6)
TP09	Satisfaction with the landlord's approach to handling complaints	3.3%	2.9% (-0.4)	25.0% (Gap 22.1)
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	41.3%	29.2% (-12.1)	47.7% (Gap 18.5)
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	21.5%	14.1% (-7.4)	44.3% (Gap 30.1)
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	15.4%	15.5% (+0.1)	39.8% (Gap 24.3)
Colour Key				
Accent 2024		Increase on 2024 scores	Decrease in scores/ Lower than sector average	

LCHO- SOUTH Takeaways

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