

MEETING SUMMARY

East Customer Group



**16 December
2025**



**12.00pm
to 13.30pm**



**Microsoft
Teams**

Attendees	Alan Percival – Area Housing Manager Callie Lancaster – Customer Engagement Manager Cara Jackson – Head of Leasehold and Homeownership Christine Dickinson – Customer Robert Taylor – Surveyor Helen Hutchinson – Customer Katarzyna Odrzywolska – Customer Magret Gogo – Customer Piotr Szymankiewicz – Customer	
Apologies	Angela Bramwell – Customer Claire Nolan – Building Services Manager Danielle Lambe – Customer Derek Horn – Customer Julian Peberdy - Customer	
Agenda Item	Led by	
Welcome and Introductions	Callie Lancaster	
<p><u>Callie</u> opened the meeting encouraging an informal, open and transparent meetings for all people present. She then led the introductions around the virtual room.</p>		
Group Overview	Callie Lancaster	
<p><u>Callie</u> explained that Accent operates across four regions, each with its own strengths and challenges. To drive meaningful improvements, separate regional groups have been created, all feeding into the National Customer Group (NCG).</p> <p>She confirmed that:</p> <ul style="list-style-type: none"> • Members represent their communities – focusing on collective benefits rather than individual issues. If customers bring up personal issues, they will be handled outside of the meeting. • Groups are customer-led – members set agendas, invite speakers, request information, and choose which services to scrutinise. • Constructive challenge is encouraged – customers should hold Accent to account in a positive, solution-focused way. • Collaboration is the ultimate goal – working together to improve services by listening and acting on customer views and recommendations. 		

Feedback from customers:

No comments from customers.

Chair Update

Callie Lancaster

Callie explained the purpose of the National Customer Group (NCG), confirming that it works in a similar way to the regional groups but focuses on issues that are Accent-wide and typically affect a large number of customers.

The NCG held its first meeting on 12 November, chaired by Stacy Hartley, an Accent customer. There was a strong mix of long-standing and newly involved customers, alongside key senior leaders, including Accent's Chief Executive Officer, Nick Apetroaie, whose presence was warmly welcomed.

Key discussion points included:

- Complaints performance update – presented by John Place, Director of Customer Relations.
- Repairs service improvements and future priorities – shared by Linda Colburn, Director of Assets and Compliance
- Rent convergence overview – explained by Naaem Nawaz, Head of Business Finance, covering what it means, how many customers may be affected, and the support available.
 - Cara clarified this is not relevant to Homeowners/Shared Owners

The NCG agreed their initial focus will be on **complaints about Accent colleagues**, which is currently the second highest complaint category. John Place is due to present a deep dive into this complaints category at the next NCG meeting in March.

Feedback from customers:

No comments from customers.

Regional Update

Cara Jackson

Cara presented key information about the East region and encouraged customers to provide feedback on whether this is the type of information they want to receive going forward.

She introduced **key teams'** customers may interact with and see on their schemes, such as Housing Services, Property Services, and the Community Development & Inclusion Team. She also talked about the wider network of team's customers may speak to, including the Tech and Housing Hub, Allocations and Lettings, Estates Services, and the Complaint Resolution Team.

She explained the **geographical spread** within the East region which includes 5,891 different types of homes: 1,714 flats, 3,813 houses, 32 maisonettes, 312 bungalows, and 20 bedsits.

She gave an update on **planned works** - £3.1 million has been invested on bathroom and kitchen replacements, new boilers, new windows and doors. Also had 36 homes which have received energy efficiently works via the government grant.

Cara took a pause to ask customers if there was any questions or comments at this point.

Helen said the information was interesting but wasn't sure how often they would want an update on planned works – she suggested once a year.

Cara went on to present **complaints performance** – we receive around 45–60 complaints per month from customers in the East. She explained approximately 9% of complaints are from shared owners. Top categories include repairs (47%), accent colleagues (13%), development (8%), planned works (8%) communication (6%)

Cara discussed **antisocial behaviour (ASB)** in the East region. We've received 771 cases from April to October 2025 and 181 'good neighbour' cases which is where Accent work with the customer to try resolve smaller issues with neighbours.

Cara asked customers for comments and questions.

Piotr said he was surprised at the high number of ASB cases in the region.

Cara reminded the group that these are not open cases, and in a lot of cases they would have been opened and closed relatively quickly. The number of 'live' cases is relatively small compared to other regions.

Helen questioned how the ASB performance figures compare to this time last year.

- Cara explained this is the first financial year we've had a system which allows us to confidently report on the number of ASB cases. So directly comparing this year's figures to last years may not paint the correct 'picture'.

Helen suggested tracking ASB performance is something we could look at going forward.

Piotr asked for clarity on what support Accent provides for dealing with ASB from a person in a privately owned property.

- Cara confirmed as our customer, Accent would support you. However, if you are a freeholder and you just pay us service charges, you would have to log the incident through the local council.

Cara asked customers if there was any questions relating to the complaint's information shared

Piotr asked for clarification on what type of complaints were included in the 'accent colleagues' category, specifically complaints about contractors.

- Cara confirmed these complaints are about staff who are employed by Accent. Complaints about contractors are logged under the repairs and maintenance category.

Piotr said he was surprised this category was the second highest given his experiences with Accent colleagues. He requested for more information to be added included the volume of complaints (not just the %).

Cara also suggested providing how many complaints were upheld/not upheld.

Action: Cara to provide more detailed complaints information at the next meeting including volumes and split between complaints upheld/not upheld.

Callie provided clarity on volumes. 12% equate to around 42 complaints from April to October, which is approximately 6 complaints a month.

Helen also commented on the numbers being higher than expected. She requested the work the National Customer Group (NCG) do on Accent colleague complaints is shared with the group.

Action: Lynn to share the work the NCG have done on colleague complaints, with the group.

Kat suggested the group could support with trying to reduce the volume of complaints by speaking to neighbours and looking at scenarios which they could learn from.

Action: Lynn to update group on what we're doing to learn from our complaints to reduce volumes, and opportunities for customers to get involved.

Spotlight: Awaab's Law	Robert Taylor	
<p><u>Robert</u> explained the background to why Awaab's law has been introduced and the purpose of the law. He talked about the new timescales which have been set (this information is included in the meeting pack), and all social landlords must comply.</p> <p>He informed the group that 85% of the damp and mould cases we receive are classed as routine (non-emergency) and are not covered by Awaab's law. The properties in the East are largely in good condition so damp and mould isn't frequently reported.</p> <p><u>Callie</u> confirmed customers helped shape key communications ahead of Awaab's Law through the Damp and Mould Scrutiny Workshop in August. She confirmed customers also influenced the content, tone, and language of inspection reports provided after a surveyor visit.</p> <p>Customer Feedback</p> <p>No customer comments.</p>		
Round Table: Customer led discussion	Customers	
<p><u>Callie</u> opened this agenda item, explaining this was dedicated time for customers to decide what they would like to focus on for the next quarter (January to March). The discussion</p> <p><u>Piotr</u> brought up a question in relation to a personal matter. Cara offered to call Piotr after the meeting to discuss.</p> <p>Action: Cara to contact Piotr to discuss personal matter</p> <p><u>Magret</u> asked if we could look at giving customers more information about what customers can/cannot do in their homes after the 1 defect period as it's not easy to find if you don't meet with Accent colleagues.</p> <p>Action: Callie to inform the Aftercare team of this suggestion and update any progress at next meeting.</p> <p><u>Kat</u> suggested bringing some performance information about repairs including categories so members can have more of an understanding of the challenges their neighbours talk about with repairs service.</p> <p>Action: Claire Nolan to bring repairs performance information to the next meeting.</p>		
Any other business (AOB)	All	
<p>No other business.</p> <p><u>Callie</u> closed the meeting confirming a meeting summary will be circulated in the new year.</p>		
Actions	Action Owner	Timescales
Cara to provide more detailed complaints information at the next meeting including volumes and split between complaints upheld/not upheld.	Cara Jackson	Present at next meeting
Lynn to share the work the NCG have done on colleague complaints, with the group.	Lynn Riddock	Present at next meeting

Lynn to update group on what we're doing to learn from our complaint to reduce volumes and opportunities for customers to get involved.	Lynn Riddock	Present at next meeting
Cara to contact Piotr to discuss personal matter.	Cara Jackson	19 th December
Callie to inform the Aftercare team of this suggestion and update any progress at next meeting.	Callie Lancaster	Update at next meeting
Claire to provide an update on the repairs service in the East and to present at all meetings going forward.	Claire Nolan	Present at next meeting