

# Annual Report for Customers

2025

Accent

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## How to use our QR Codes

We have lots more information on our website, and each QR code you see will take you there.



On your phone or tablet, open the built-in camera and point the camera at the QR code. Tap the link that appears on your screen, and the web page will open for you to read.

If you're not online you can still access the information. Contact us on **0345 678 0555** and we'll be happy to help.



# Welcome to your Customer Annual Report

Nick Apetroaie, CEO

Each year, we publish this report to show how we're **performing** against the standards set by the Regulator of Social Housing. It gives you a **clear and honest** view of how we're doing and where we need to **improve**.

**You deserve transparency and accountability from us, and I hope that this report helps provide both.**

As I near the end of my first year at Accent, I've had the privilege of meeting many of you in your communities, at events, and through everyday conversations, including during our annual Big Conversation (which was my first day at Accent back in November!). Your feedback has been open and constructive and I want to thank you for your honesty.

We're beginning to see some signs of change. There's growing confidence in our services and a sense that we're moving in the right direction. Our latest Tenant Satisfaction Measures show early improvements, and that's encouraging. It tells us your feedback is making a difference and that our efforts are starting to show early results.

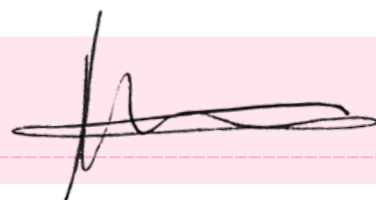
These shifts matter, but we know there's much more to do. I've heard clearly that we must stay focused on getting the basics right: delivering reliable services, especially around repairs and maintenance, communicating clearly, keeping homes well maintained, and providing meaningful support when it's needed most. In addition, when we get things wrong we know we must work harder to fix them in a timely manner.

We're also working hard to be more visible and more accountable and to make it easier for you to deal with us. Every customer should know what to expect from us, and see us follow through on those commitments in a timely manner.

We also know that long-lasting improvement can only happen by working alongside our customers. I'm pleased to see new customer groups forming that will help shape our services and hold us to account. You can read more about this work throughout the report and how you can get involved too. Over the coming year we'll keep you informed about how we are making progress to deliver the best possible services to you.

I look forward to working with you to continually shape our services and communities.

Nick Apetroaie,  
CEO





# How we're doing

## Our performance

It's important we let you know about how we are doing on our **performance**. This way you can see what we're doing well, and where we need to **improve**. With this information, you can scrutinise us and hold us to account to do **better**.

**One way we do this is by sharing the results from our Tenant Satisfaction Measures (known as TSMs).**



### Why are the TSMs important?

TSMs are a set of questions and checks set by the Regulator of Social Housing, used to understand how satisfied tenants and shared owners are with the services from their housing provider.

- They give you a voice and a chance to share your views in a structured way
- They help landlords like us improve by giving us real insight
- They promote fairness and accountability, and encourage us to achieve high standards
- They build trust when you are able to see improvements being made off the back of feedback you've provided

### About our TSMs

Our TSMs consist of 2 types of information:

#### **Tenant perception results**

Each year we ask you 12 questions as part of a survey about what you think about key parts of our service. This year's survey was carried out by our contractor CX.

We ask the questions to 2 groups of customers:

- Customers living in rented homes, which the Regulator of Social Housing refers to as LCRA
- Customers who own their home, which the Regulator of Social Housing refers to as LCHO

You will sometimes see these letters used in TSM communication and it's important you know what they mean.

We publish how we carry out our survey on our website, which you can read here:

[www.accentgroup.org/about-us/performance-and-tenant-satisfaction-measures-tsms/performance-and-tsms-202425/](http://www.accentgroup.org/about-us/performance-and-tenant-satisfaction-measures-tsms/performance-and-tsms-202425/)

If you can't access our website, give us a call and one of our team will be happy to talk you through it.

#### **Management information results**

Each year we also generate internal performance information about key services.

## Our results

7,474

customers took part – thank you!

42.8%

this is 42.8% of our total customers

6.5%

increase on the previous year

## Overall satisfaction

64.1%

+1.5%

of customers in rented homes are satisfied with the service provided by us

37.4%

+4.6%

of homeowners are satisfied with the service provided by us

## Your home

+2.9%

65.0%

of customers in rented homes are happy with our overall repairs service

+4.0%

62.3%

of customers in rented homes are happy with the time taken to complete repairs

+2.4%

65.4%

of customers in rented homes are satisfied their home is well maintained

### Repairs completed within target timeframes (non-emergency repairs)

81.3%

+0.9%

of non-emergency\* responsive repairs completed within target timescale

\*Our non-emergency repairs response timeframe is 28 days

### Repairs completed within target timeframes (emergency repairs)

93.3%

+3.9%

of emergency\* responsive repairs completed within target timescale

\*Our emergency repairs response timeframe is 24 hours

You can find out more about emergency and non-emergency repairs on our website at: [www.accentgroup.org/your-home/repairs-and-maintenance](http://www.accentgroup.org/your-home/repairs-and-maintenance)



## Your safety

71.2%

+3.1%

of customers in rented homes are satisfied  
Accent provides a home that is safe

58.9%

+11.3%

of homeowners are satisfied Accent  
provides a home that is safe

100% % of homes have had  
all gas safety checks

100% % of homes have had  
legionella risk assessments

100% of homes have  
had asbestos  
management surveys

98.55% of homes have had  
communal passenger  
lift safety checks

100% of homes have had  
fire risk assessments

0% of homes do not meet the Decent  
Homes Standard – a government  
minimum standard that all social  
housing properties must meet

You can find out more on home safety on our website at:  
[www.accentgroup.org/your-home/safety-in-your-home](http://www.accentgroup.org/your-home/safety-in-your-home)



## Listening to you

+2.8%

54.8%

of customers in rented  
homes are satisfied we  
listen to their views  
and take action

+2.7%

67.5%

of customers in  
rented homes agree  
we treat you fairly  
and with respect

+1.5%

62.4%

of customers in rented  
homes are satisfied we  
keep them informed  
about things that matter

+7.1%

44.8%

of homeowners are  
satisfied we keep them  
informed about things  
that matter

+6.6%

29.3%

of homeowners are  
satisfied we listen  
to their views and  
take action

+8.9%

46.3%

of homeowners agree  
we treat you fairly  
and with respect



## Your community

**57.9%** |  **+0.8%**

of customers in rented homes are satisfied we keep communal areas clean and well maintained

**28.5%** |  **-5.2%**

of homeowners are satisfied we keep communal areas clean and well maintained

**55.4%** |  **+4.2%**

of customers in rented homes are satisfied with our approach to anti-social behaviour

**23.4%** |  **+0.1%**

of homeowners are satisfied with our approach to anti-social behaviour

**53.1%** |  **+3.5%**

of customers in rented homes are satisfied we make a positive contribution to their neighbourhood

**24.5%** |  **+3.5%**

of homeowners are satisfied we make a positive contribution to their neighbourhood

**28** |  **Decrease of -6.2**

anti-social behaviour cases opened per 1,000 homes

**0.5** |  **Decrease of -0.6**

anti-social behaviour cases that involve hate incidents opened per 1,000 homes

## Complaints

**28.6%** |  **+2.6%**

of customers in rented homes were satisfied with Accent's approach to complaints handling

**15.6%** |  **+7.2%**

of homeowners were satisfied with Accent's approach to complaints handling

## Stage 1 complaints

72.2

Increase of  
+20.1

stage 1 complaints received per 1,000  
homes for customers in rented homes

39.8

Increase of  
+2.2

stage 1 complaints received per  
1,000 homes for homeowners

52.9%

Decrease of  
-4.6%

of stage 1 complaints responded to within target  
timeframe for customers in rented homes

63.3%

Decrease of  
-0.7%

of stage 1 complaints responded to within  
target timeframe for homeowners

\*Our stage 1 complaints response timeframe is 10 working days

## Stage 2 complaints

13.4

Increase of  
+5.8

stage 2 complaints received per 1,000  
homes for customers in rented homes

9.9

Increase of  
+0.9

stage 2 complaints received per  
1,000 homes for homeowners

38.5%

Decrease of  
-37.4%

of stage 2 complaints responded to within target  
timeframe for customers in rented homes

46.7%

Decrease of  
-28.3%

of stage 2 complaints responded to within  
target timeframe for homeowners

\*Our stage 2 complaints response timeframe is 5 working days

## This year we also asked customers 2 additional questions:

Would you recommend Accent as a landlord?

**77.9%** of customers living in rented homes said yes

Does your Accent home meet your needs?

**58.8%** of customers living in rented homes said yes

**59.3%** of homeowners said yes

**58.8%** of homeowners said yes

## What will happen next

Most of our results have **improved** since last year, which is good news.

**However, we are being open and honest with you and ourselves, things need to keep getting better. We're committed to getting better and continuing to invest in the areas that matter most to you.**

### Our next TSM survey

We will be running our next TSM survey from the autumn, so keep an eye out. We'd really like to hear from you.

You can read more in this report about the things we've done to improve our scores since last year.

We're looking carefully at all the feedback from the survey, along with everything else we've learned from you over the past year. This will help us create a clear, meaningful action plan to guide our next steps to getting better.

**Thank you to everyone who shared their feedback.** It's vital in helping us learn and deliver better services.

# Listening and acting on customer feedback



Hello, I'm **John Place**,  
Director of Customer  
Relations at Accent.

Over the past year, we've made meaningful progress in how we engage with our customers and act on their feedback. While there's still more to do, we're firmly committed to learning from the past and putting customers at the heart of everything we do.

Here are some of the highlights, you can read on for more information:

- **Our contact centre performance is up** – increasing our call answer rate to **89%**
- **Customer satisfaction** with our Contact Centre has reached **82%**
- We've created a **central Complaints Resolution Team** to improve consistency and speed in resolving issues. Our complaint handling satisfaction is up from 22.4% last year to 46.1% with fewer cases being escalated to the Housing Ombudsman
- We've **improved how we support customers** affected by damage to personal possessions
- We've launched a **new Customer Influence Framework** to embed customer voice more deeply into our decision-making

## Listening, involving, and acting on customers' feedback

The past year has seen good progress in how we listen to, involve, and act on the experiences of our customers. A key milestone has been the launch of our **Customer Engagement Strategy**. This is a refreshed plan for ensuring your voice is heard, respected, and translated into action.

This strategy is now underpinned by our new **Customer Influence Framework**. This was developed to make sure customers have a meaningful voice and influence in shaping services, strategies and decision making across the organisation. It provides a structured approach for capturing, analysing, and acting upon customer insight and sets out a clear and consistent way for customers to get involved at every level of Accent.

Whether it's sharing views through a quick poll or joining local conversations we're committed to making involvement inclusive, accessible, and meaningful.

The new framework includes clear processes for monitoring, reviewing, and learning from what customers tell us, to make sure we're transparent about how feedback leads to action and improvements.

Together, we're creating a culture where your feedback influences decisions and you can hold us to account.



## How you will be making a difference

Our recent 'Give a little time' campaign launched new ways for you to have your say.

Our aim is to create flexible chances for every customer, no matter where you live or how busy you are, to give feedback to us and influence our services.



## New easy ways customers are getting involved

We've created new Customer Engagement Groups – each with a clear role profile and a time commitment that fits around busy lives:

Group	What they do
Customer Voice Group	Quick surveys, polls and focus groups for those with only a few spare minutes.
Regional Customer Groups	Represent the views and experiences of their local community, ensuring local voices are heard and reflected in service decisions.
Independent Living Group	Shape the future of our Independent Living schemes.
National Customer Group	A customer board of advisors giving our Customer Experience Committee the unfiltered view from customers.
Editorial Panel	Help to make sure communication is clear and meets customer needs.
Scrutiny Panel	Conduct evidence-based reviews of services where performance falls short, identifying areas for improvement and making recommendations for change.
Customer Champions	Lead on hot topics like complaints, estate services and anti-social behaviour.



## Interested in getting involved?



There are many ways to get involved and play a more active role in shaping direction through our Customer Groups. If you're interested in helping influence the way services are delivered, we'd love to hear from you. **You can find out more here:**

[www.accentgroup.org/your-community/get-involved](http://www.accentgroup.org/your-community/get-involved)



# Preparing for Awaab's Law

## Changes to how we deal with damp and mould

### What it is and how we're preparing

**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 like us to respond quickly and effectively to serious issues within certain timescales.

### Your rights are changing as a result 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 within 3 working days of the conclusion of the investigation.

#### **5 working days to start any repair work**

We must start work on any repair within 5 working days of the inspection.

#### **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 a significant or 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 the timescales mentioned on this page
- 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 we're doing to get ready for Awaab's Law

We take this responsibility very seriously. We're already making changes so we're ready to meet these new standards and keep your home 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.

We know how important it is to have a safe, dry, healthy home. We're committed to keeping you safe, listening to your concerns, and acting swiftly to put things right.

You can read more on our website.

<https://www.accentgroup.org/your-home/repairs-and-maintenance/reporting-damp-and-mould/>

If you have any concerns about damp and mould in your home, please let us know about your issue via email at [customerservices@accentgroup.org](mailto:customerservices@accentgroup.org). If possible, include some photos of the problem you're reporting.

You can also log it on **MyAccount**. If the problem is urgent, call us on **0345 678 0555**.

## Awaab's Law does not apply if you're a shared owner or leaseholder

Based on current guidance, Awaab's Law does not apply to Leaseholders and Shared Owners.

## Future changes to Awaab's Law

The law initially applies to damp and mould only.

In 2026, the government will extend it to include more hazards where the hazards present a significant risk of harm, including:

- excess cold and excess heat
- falls associated with baths, on level surfaces, on stairs and between levels
- structural collapse, and explosions
- fire, and electrical hazards
- domestic and personal hygiene and food safety

In 2027, the government will extend to more hazards that present a significant risk of harm.

We will share information with you as and when the law and your rights change.



# Investing in existing homes

## What we've done this year

Every year we carry out **planned investment work** on existing homes for customers who rent from us. This includes things like kitchens, bathrooms, boilers and windows.

Last year we spent **£22 million** on big upgrades like these on your homes, plus **£1.85 million** on fresh paintwork and **£1.6 million** on outdoor areas such as fences and outbuildings.

Here is a summary of the investment work we carried out on homes last year:

Kitchens – shiny worktops, USB sockets, larger tiles	559
Bathrooms – bigger tiles and more choice	536
New windows – draughts out, warmth in	520
Front and back doors	1,204
Boilers	724
Full radiator systems	199
Fascias and soffits	113
Gutters and downpipes	178

More than  
**4,000**  
upgrades  
across your  
homes!







## Planning ahead to invest in existing homes

Doing routine and planned maintenance early helps to avoid repairs.

### Planning in advance helps us:

- Protect your safety and wellbeing
- Keep homes looking their best
- Avoid emergencies
- Improve energy efficiency and cut carbon
- Spend every pound you give us wisely

## Listening and improving

Your feedback at our summer roadshows shaped our new kitchen and bathroom designs.

### You now get:

- Larger wall tiles
- Extra flooring and colour options
- Handy USB charging points in kitchen splash-backs.

We've also signed longer-term contracts with new contractors for kitchens, bathrooms, roofs and windows. This gives us steady and consistent service.



## Track your repairs appointment in real time

Customers have told us that keeping track of appointments isn't always easy, and we're making changes to improve that experience.

From 30 July 2025, we introduced 'final mile tracking' for repairs carried out by our main contractor, Ian Williams. This new feature gives you more visibility and reassurance as your appointment approaches, helping you to know exactly when someone will be at your door.

## What's changing?

You'll still receive the appointment confirmations and reminder texts you're used to. But now, when your operative is on the way, you'll also receive a 'final mile' text message containing a live tracking link.

### By clicking the link, you'll be able to:

- See a map showing the operative's location in real time
- View basic job details
- Know the first name of the person who will be arriving at your home

## Why are we doing this?

We want to make it easier for you to stay informed. This live tracking means you'll be able to see whether the operative is on the way, how far away they are, or if they haven't yet set off. It replaces our previous system and reflects our ongoing commitment to delivering a more responsive and reliable repairs service. This is just one of the ways we're acting on your feedback and investing in technology that improves your experience.



# Repairs and maintenance

I'm **Alex Liburd**, Interim Executive Director of Assets and Compliance.

This year we've continued to make positive changes to our repairs and maintenance service. We still have more to do, and we will keep working hard to make sure we're delivering a first-rate service for repairs, planned maintenance, building safety and estate services.

**We want to make sure your home is safe, comfortable, and well looked after. That's why we're doing lots of work to make our repairs and maintenance service the best it can be. We know this is one of the most important services we offer, and we know how important this is to customers.**

Our team and contractors have worked on over 70,000 repairs in the last year, and we're working harder than ever to make significant improvements to our repairs and maintenance service. We know we can get better at keeping appointments, informing you of any changes, follow up work and the quality of some of our repairs. All these are areas that we are now focusing on.

Last year, we were able to fix 84% of problems on the first visit. This year we're looking to make this even better by reaching over 90%.

We've also seen an increase in your satisfaction from the feedback you provide after every repair visit, with a rise of 2.5%. This tells us we're going in the right direction.

## New video calling technology for repairs

We've also introduced some new technology that will help us improve our service. We can now use video calling in our Technical Hub, and we're already noticing a positive difference in how it's helping customers.

With this new system, you show us the problem using the camera on your mobile phone. This lets us give you live advice – straight away. If we still need to send someone out, we can then give them clear details and photos, so they know exactly what to do. This is a great step forward for us and will help us keep improving our repairs and maintenance service.

## Do you have time to get involved and help us get better?

Did you know that we're refreshing our customer involvement groups? Repairs and maintenance will be an important service area we're really keen to focus on. We're looking for customers like you to help us in a variety of ways, from providing feedback on services through surveys, being part of scrutiny groups, or even getting involved in the process to choose new contractors and attending contractor meetings to provide your voice and insight.

If you'd like to be involved, you can sign up at:  
[www.accentgroup.org/your-community/get-involved](http://www.accentgroup.org/your-community/get-involved)



## Decent Homes Standard



We have a planned and strategic approach to repairs and maintenance that make sure all our homes meet the Decent Homes Standard – a government minimum standard that all social housing properties must meet. This includes a strong understanding of property stock condition, which informs our maintenance programme.

# Our Customer Champions

Pictured below, from left to right, Helen Jaggar, Chair of our Customer Experience Committee, with Stacy Hartley and Jackie Best, 2 of our Customer Champions.

**As Independent Members of our Customer Experience Committee, our **Customer Champions** have been at the heart of our customer involvement approach.**

Stacy Hartley, Jackie Best and Helen Hutchinson have reviewed complaints, looked at performance data, helped us to spot gaps from customers' perspectives, and challenged policies that don't feel fair. They have used their own lived experience to point us towards better answers.

## Celebrating success

All three were shortlisted for 'Board/Committee Member of the Year' at the Women in Housing Awards and 'Tenant of the Year' at the Housing Heroes Awards 2025 – national high-profile proof to show that customer insight is now being taken seriously across the sector.



## Results that matter

Thanks to our champions early-action plans are in place for ASB so issues are tackled before they snowball, our complaints process has new checkpoints for transparency and estate contracts are being measured against the standards customers actually value.

Stacy and Jackie have even added fresh skills to their toolkit, finishing their Certificate in Housing Practice Level 2 and studying for Level 3 so they can keep asking the right questions at board level.

## Growing the movement

**Helen Hutchinson, Customer Champion:**

We are the voice of the customer. The next step is to recruit more customers, widen the topics we scrutinise and help improve. If you care about your community this is your chance to get involved too.

They have built a powerful customer-led improvement model. Their work doesn't just improve services, it creates a culture of accountability, inclusion, and respect

– Nick Apetroaie, CEO



# How we're doing with handling complaints

Over the past year, we've made **improvements** to how we handle complaints. We want it to be **easier** for you to raise concerns and feel **confident** that we'll act quickly, fairly, and consistently.

## What we've done

- Created a new dedicated complaints team
- Set higher standards and introduced a new quality framework
- Better training for staff who deal with customers
- Training for our key contractors to improve how they respond to complaints
- Launched a clearer, more user-friendly website and made our complaints and compensation policy easier to read, understand and act on
- Shared information in our newsletter so more customers know how to make a complaint
- Created our Service Improvement Forum to focus on learning from and acting on customer feedback to make improvements
- Learning from mistakes of 2 serious complaints that were upheld by the Housing Ombudsman, taking responsibility and making changes to make sure situations don't happen again
- Made complaint handling a shared goal for all our colleagues

## Learning from past mistakes

Last year the Housing Ombudsman ruled that our response to a damp-and-mould case was severely below the standard our customers expect and deserve.

### Since then, we've:

- improved oversight so every damp or mould case is logged, triaged and overseen in real time
- tightened record-keeping so surveyors capture each visit and leave clear next-step notes for customers
- introduced a three-month follow-up call to make sure the fix has really worked
- put safeguards in place to make sure continuity of our service on any case
- and, rolled out extra training with weekly complaint huddles to stop the same mistakes cropping up again

We recognise that we haven't always got things right. Following determinations from the Housing Ombudsman, including cases of severe maladministration, we've taken clear action to learn from our mistakes. We've made real changes to improve how we handle complaints, and we're committed to doing better for our customers – now and in the future.

**We're committed to listening, learning, and acting – so we can deliver the service you deserve.**

Satisfaction with how we deal with complaints is improving

Over the course of the year customers told us they were **steadily happier** with how we handled their concerns.

**26.2 %**

at the  
start of  
the year

**68.2 %**

by the  
end of  
the year



**Hear from Helen Jaggar**

our board member responsible for complaints

**I'm Helen Jaggar, Accent's board member responsible for complaints. Every complaint tells us something important.**

While our aim is always to get things right first time, when we fall short, we're committed to putting things right and learning from every one. We've just recently published our annual complaints performance report, and I've written some views and reflections in the report. If you're interested in reading them, you can read them on our website here: [www.accentgroup.org/contact-us/compliments-and-complaints/](http://www.accentgroup.org/contact-us/compliments-and-complaints/)



# Supporting and investing in communities

In March we launched our new **Community Development and Inclusion Strategy**. It explains that we want to build stable, thriving communities while making every pound and partnership count.

## To get there, we're bringing together three strands of work:

- Tackling local social, economic and environmental problems head-on
- Removing personal barriers so every customer can stay secure and connected
- Getting better social value from every project, contract and grant

After we launched the plan, we sent it by email to over 18,000 customers. We asked for feedback and hosted a focus group. This group helped us decide what to work on over the next 12 months.

## Measuring what matters

### We track three key measures for every project:

1. engagement
2. change
3. sustainment

### This is to make sure our improvements:

- show clear outcomes and results
- measure the amount of customer involvement
- evidence real service changes



## Insight

Using local and regional data, we can spot crime spikes, benefit gaps, vandalism hot-spots and more. Local knowledge keeps our numbers honest – we're not afraid to ask customers what's really going on and we work with colleagues across the country to bring about positive change.

## Turning insight into action

Each year every region agrees a Community Action Plan, that could include plans for anything from a youth club to cut ASB or extra lighting to curb fly-tipping.

## Involving our suppliers in our social purpose

When we're looking for a new supplier, we score their proposals on how well they support our social objectives – boosting income, trimming debt and improving health and wellbeing. This means that social value never becomes a 'nice-to-have'.

## A quick update of our projects

One standout is our Home-Grown Project. With food costs rising and climate worries mounting, we handed customers a tote bag packed with pots, tools, gloves, seeds and easy instructions.

The result? Fresh fruit and veg on the doorstep, new gardening skills and a wellbeing boost that money can't buy – all from a handful of soil and a sunny windowsill.

## The Great British Spring Clean

Earlier this year, we took part in the **Great British Spring Clean**. This national event aims to help clean up communities across the country.

Customers, colleagues and partners came together over two weeks and worked hard to help clean up local neighbourhoods.

Your hard work certainly paid off, with streets looking much tidier.

One team at Primrose Hill in the North-East filled 15 bin bags and two caged vans with litter. And in Camberley, a group of school children helped to clean up their local playground.

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**Thanks** to everyone's effort, your outdoor spaces are now much **cleaner** and **tidier** for the summer.

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# Tackling anti-social behaviour (ASB)

We know ASB can have a profound **impact** on individuals, families, and communities. ASB can really affect our customers, so we treat every report **seriously**.



Over the last year our teams handled **591 cases**, seven of which had links to hate crime. By stepping in early we help victims of ASB feel safe again and work to prevent issues from escalating.



## What's getting better

- 1. Satisfaction is up**  
Customers are happier with how we deal with ASB. Satisfaction rose from **51.2 %** to **55%**.
- 2. Victims are put first**  
Every case now has a personalised action plan and regular check-ins until it's closed.
- 3. Joined-up working**  
More partnership working, and our own Customer Champions sit on policy reviews, making sure lived experience drives improvements.





## Improving how we manage ASB

We launched a new case-management system that helps us improve how we log, track and update cases in real time. Staff have access to all details, so victims get quicker resolution and those responsible face swifter action. Add in the Noise App that's available for customer use for instant recordings and evidence, and we're ensuring small disputes also get dealt with.

## Partnership working

We can't tackle ASB alone, so we work closely with the police, local councils, Hate Crime officers, mental health agencies, domestic abuse charities and other safeguarding services to provide a joined-up approach that prevents situations getting worse, and protects those most at risk.

## Learning and listening

We're proud to be involved with campaigns like ASB Awareness Week, that help us spread the word on how to report problems. We were out and about speaking to customers, working with partners and giving updates on how we deal with reports of ASB in your community.

This year we're also adding dedicated ASB satisfaction surveys so your feedback can turn into direct action and improvement.

## What it means for you

- New systems and tools mean speedy responses
- Regular updates keep you in the loop
- Upcoming surveys give you a direct say in how we shape services

Spot issues? Report it to us and we'll tackle it together: [www.accentgroup.org/your-home/anti-social-behaviour](http://www.accentgroup.org/your-home/anti-social-behaviour)



## Tackling anti-social behaviour to make safer communities

A property that had been causing ongoing issues for customers and neighbours has now been closed down, thanks to a closure order secured by Hartlepool Council - with the support of our Housing Partner, Cally. Working alongside Cleveland Police and Sanctuary Housing, Cally helped make sure the order went through by gathering key evidence, supporting customers, and keeping everyone informed.

### Key Outcomes:

#### Safer, happier living conditions

Since the closure order, there has been a significant reduction in noise complaints, anti-social behaviour, and criminal activity, which has improved the quality of life for customers and neighbours.

#### Strong partnership working

By working closely with Hartlepool Council, Cleveland Police, and Sanctuary Housing, our team have helped make sure the process moved smoothly and effectively.

#### Ongoing support

Cally has advised customers to report any unauthorised entry to the property by immediately contacting the police on 999. Additionally, conducts regular check-ins to monitor the situation and make sure the community feels supported.

#### Being involved and engaged in the community

As part of her commitment to community safety, Cally regularly attends Hartlepool local policing meetings to stay informed and help address local concerns.



# Our contact centre

Our contact centre team is **here to help** you when you might need us. Our teams are on standby to **support** you with all housing needs, whether you prefer to speak to us on the phone or send us an email.

## How we're performing



**161,656**  
calls handled



**139,491**  
emails



answered

**89%**

of calls first time,  
a seven-point  
increase on the  
previous year

Customer  
satisfaction  
improved  
too, rising to

**82%**

overall, with  
the Housing  
Hub scoring  
a standout

**93.8%**

Every time I call, each one of you gives outstanding service. The empathy you show and the way you listen is excellent!

You were really helpful and kind when helping me with my rent and benefits, you really put my mind at rest.

## Why the numbers are rising

- **Joined-up training** – every adviser learns both the technical fix and the human touch, so you're heard as well as helped.
- **Data-driven changes** – we track call volumes and emails daily, adjusting resources in line with demand.

## Easy ways to get in touch

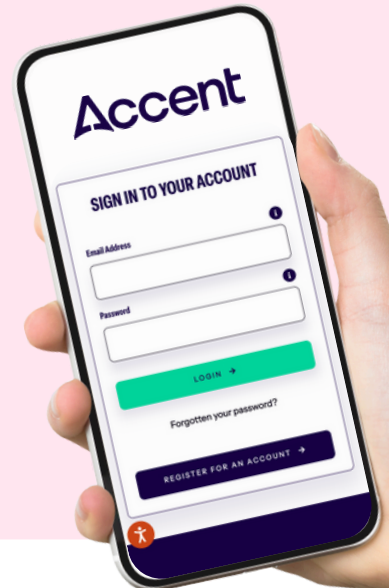
Pick what's easiest for you: call, click, or tap into MyAccount to pay your rent, book repairs, check your balance, update your details or report anti-social behaviour in minutes.

## Save time with MyAccount

**Did you know you can easily request a repair, check your account balance and more with MyAccount?**

**Log into MyAccount now:**

<https://myaccount.accentgroup.org/>



# Thousands of customers have updated their personal information with us

Over the last **nine months** we've been contacting customers to ask a few questions, so that we can get to know more about you and **update** your **personal information**.

We're making sure the information we have about you is up to date, and we've been asking you to fill in the blanks. This might include your contact details, communication preferences, a bit about you and any specific needs you have.

Understanding more about you will help us provide personalised support, build stronger relationships and create inclusive communities.

If you're speaking with our Hub teams or your Housing Partner, for example, we'll take the opportunity to check the information we have about you is correct. And we'll keep your information confidential and safe.

# Keeping you and your neighbours safe with annual gas safety checks

Once a year, one of our Gas Safe-registered engineers visits to give your **boiler and gas appliances** a quick check over. It's the law for us to do this and a simple way to keep you and your neighbours **safe and warm**.

Getting in is the only tricky part. If we can't reach you after a couple of tries, we're duty-bound to start formal action to gain entry – a process nobody enjoys. It's much better (and quicker) for us to work together: let us know when suits, mark the date on your calendar and we'll be in and out as quickly as possible.

The check costs you nothing, could save you future headaches in repairs and, most importantly, guards against carbon-monoxide leaks and other gas issues.

# Get your home ready for winter - check your heating

Before the colder weather arrives, now is the perfect time to **check your boiler and heating system**. Catching any issues early means we can sort them out before you really need your heating.

Here's how to check:

- Turn your heating on and set the thermostat higher than the current room temperature.
- Wait a little while to let your radiators heat up.
- If everything works as it should – great! If not, let us know.

## Having problems?

You might be able to fix small issues like low boiler pressure yourself. Our handy how-to video guides can walk you through quick fixes.

Find them here:

[www.accentgroup.org/your-home/repairs-and-maintenance/repairs-how-to-videos/](http://www.accentgroup.org/your-home/repairs-and-maintenance/repairs-how-to-videos/)



If you notice anything more serious, please report it now so we can fix it before winter sets in.

If you're a **shared owner**, you are responsible for your own **boiler and gas safety checks**.

# Looking for a new home? Try Mutual Exchange

If you want to move home, have you thought about **mutual exchange**?

Register for free at [www.houseexchange.org.uk](http://www.houseexchange.org.uk)



Find out more about our mutual exchange service on our website: [www.accentgroup.org/your-home/moving-or-buying/house-exchange/](http://www.accentgroup.org/your-home/moving-or-buying/house-exchange/)

It's a home swap between two housing association or council tenants, which helps people find a home that better suits their needs.

To get started, you need to register with the House Exchange. This is a national platform that matches people who are looking to move. Whether you want to upsize, downsize, or relocate, it's a great way to explore your options.



# Looking after neighbourhoods

## Taking pride in our neighbourhoods and keeping them clean and tidy.

### What we do

Our Estates Team look after our neighbourhoods. We coordinate six grounds-maintenance firms, five cleaning contractors and a group of specialists to keep more than 450 schemes looking their best.

### Tree management

Qualified contractors check our trees on a rolling timetable. Their reports guide our pruning, felling or bracing, so branches stay healthy and footpaths stay clear.

### Adaptations

Working with councils and occupational therapists, we install ramps, grab rails, level-access showers and more.

### Raising the bar

Last year we tightened checks, acted faster when things slipped and re-procured grounds contracts region by region, all working to one clear standard. Some new partners even offer online portals so you can see when the mower or litter-pick team is due.

Spot something that's not up to scratch? Let us know and we'll roll up our sleeves to set it right.

You can read more about our Estate Services here: [www.accentgroup.org/your-home/rent-and-charges/estate-services](http://www.accentgroup.org/your-home/rent-and-charges/estate-services)



# Building new homes for shared ownership and rent

Last year we started building and completed more homes than at any point in the past decade.

In 2024/25 we completed **458 affordable homes**, giving up to **2,016 people** a safe and secure place they can call **home**. Every new home helps us tackle the housing crisis and shortage of affordable housing in the country.

## 215 homes for affordable rent

quality, long-term rentals  
below private rates

## 48 homes for social rent

even lower rents for those  
who need the extra help

## 195 homes for shared ownership

a foot on the property ladder for customers who wanted to buy part of a home and pay rent for the rest



### High quality, warm new homes

72% of our new homes achieved an Energy Performance Certificate (EPC) A rating. This means the homes will need less energy to run and therefore reduce the amount of energy a household needs to pay for.

Building new homes to this standard cost us over **£130 million**, including nearly **£29 million** in grant funding from Homes England. This money isn't just spent on bricks and mortar, it's also spent on better insulation, modern heating systems and community spaces.

### More new homes to come

**860 new homes** are currently under construction, and we aim to finish another **480** in the current financial year.

## What new residents say

You've been so helpful, and I couldn't ask for a better company to buy a new house with.

The website is very easy to use, and your team has been so helpful and responsive.



## We can give you this document in a different format

We're committed to making our communication accessible for customers. We realise that some customers may prefer information in different formats.

### We can provide this information in:

- Another language
- In braille
- In large-print

Please call us on **0345 678 0555**, email **customerservices@accentgroup.org** or speak to one of our team.

## How to use our QR Codes

We have lots more information on our website, and each QR code you see will take you there.



On your phone or tablet, open the built-in camera and point the camera at the QR code. Tap the link that appears on your screen, and the web page will open for you to read.

If you're not online you can still access the information. Contact us on **0345 678 0555** and we'll be happy to help.