

ANNUAL REPORT FOR *Customers*

Accent

2026

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Tenant Satisfaction Measures (TSMs)

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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 mobile 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

Hello, I'm *Stacy Hartley*, and I'm an Accent customer. It's my pleasure to introduce this year's *Customer Annual Report*.

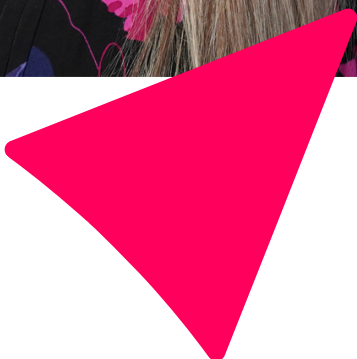


I live in an Accent home in Burnley and have been involved with Accent in a number of ways over the years. I am a Customer Champion, sit on the Customer Experience Committee and am proud to now be Chair of the National Customer Group.

Each year, this report gives customers a clear and honest view of how Accent is performing. It highlights where things are working well, where improvements are needed and, importantly, the actions being taken to make services better for customers.

This year is a special one as Accent celebrates 60 years of providing affordable homes and building communities. It's a great opportunity to reflect on what's been achieved while continuing to look ahead at how services can keep improving.

As both a customer and a customer representative, I genuinely believe this year has seen a real step change. There has been a stronger focus on listening to customer feedback and turning that feedback into meaningful action. More importantly, as someone who lives in an Accent home, I am seeing and feeling those changes for myself and hope that you are too.



One of the things that has impressed me most is the way customer experiences are being used to drive improvements.

At every Customer Experience Committee meeting, we review customer case studies that help us understand what it's really like to live in an Accent home. We use these case studies to understand customer feedback in reality, and highlight where services could be better.

A good example of this is the work on planned maintenance. Following customer feedback and scrutiny by involved customers, Accent has introduced improvements including a new visual "look book" to help customers see and choose their new kitchens or bathrooms, as well as implementing a dedicated advisor role to keep customers informed throughout the maintenance works. There is still more to do, but these are positive changes that will make a real difference to how we, as customers, experience planned maintenance in our homes.

Throughout the year, involved customers have helped shape improvements across many areas including repairs, customer communications and key customer-facing policies. We've also worked with Accent to reshape The Big Local Conversation for 2026, making it more local, informal and focused on the issues that matter most to customers and communities. I am proud of the work customers have done to shape the new customer magazines and review rent and service charge information. For many customers, receiving information about rents and service charges can be worrying, so making that information clearer and easier to understand can have a real impact.

I was also incredibly proud to be shortlisted, alongside fellow Customer Champion Jackie Best, at the Women in Housing Awards 2026. It was a real honour, and I was equally delighted to see fellow customer representative Richard Wilkinson receive a Lifetime Achievement Award. These recognitions reflect the strength of partnership working between customers and Accent, and demonstrate what can be achieved when customer voices are genuinely listened to.

What gives me the greatest encouragement is seeing that when customers like me speak up, change happens. I can raise an issue, share an idea or challenge a service, and then see improvements being made as a result. That tells me customer involvement is making a real difference.

So, I'd encourage you to get involved and have your say. It's an exciting time to be an Accent customer, and together we can continue to shape services that work better for everyone. If you'd like to get involved, visit the webpage here:



<https://www.accentgroup.org/your-community/get-involved/>

or email the Customer Engagement team at engagement@accentgroup.org.



**STACY
HARTLEY**

- ✓ Chair, National Customer Group
- ✓ Customer Champion and member of Customer Experience Committee
- ✓ Accent Customer

How we're Performing

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 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

About our TSMs

Our TSMs consist of two types of information:

Tenant perception results

Each year we ask you 12 questions as part of a survey to help us understand what you think about key parts of our service.

We ask the questions to two groups of customers:

- Customers living in rented homes, which the Regulator of Social Housing refers to as Low Cost Rental Accommodation (LCRA)
- Customers who are shared owners, which the Regulator of Social Housing refers to as Low Cost Home Ownership (LCHO)

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



<https://www.accentgroup.org/about-us/our-performance/tenant-satisfaction-measures-tsms/>

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

8,124 customers took part – thank you!

42.9% of households took part

Overall satisfaction

68.6%	of customers in low-cost rented homes are satisfied with the service provided by us	 +4.5%
39.5%	of shared owners are satisfied with the service provided by us	 +2.1%

Your home

67.5%	of customers in low-cost rented homes are happy with our overall repairs service*	 +2.5%
65%	of customers in low-cost rented homes are happy with the time taken to complete repairs*	 +2.7%
67.9%	of customers in low-cost rented homes are satisfied their home is well maintained	 +2.5%

*This refers to customers who have had a repair carried out within the last 12 months.

Repairs completed within target timeframes (non-emergency repairs)

82.2%	of non-emergency* responsive repairs completed within their target timescale	 +0.9%
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*Our non-emergency repairs response timeframe is 28 days

Repairs completed within target timeframes (emergency repairs)

94.7%	of emergency* responsive repairs completed within their target timescale	 +1.4%
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*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



Your safety

74%	of customers in low-cost rented homes are satisfied Accent provide a home that is safe	 +2.8%
58.2%	of shared owners are satisfied Accent provides a home that is safe	 -0.7%
99.8%	of homes have had all their required gas safety checks*	
99.6%	of homes have had their required asbestos management surveys*	
100%	of homes have had their required fire risk assessments*	
98.7%	of homes have had their required legionella risk assessments*	
93.7%	of homes have had their required communal passenger lift safety checks*	

*where applicable

100% of homes 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

Listening to you

58.6%	of customers in low-cost rented homes are satisfied we listen to their views and take action	 +3.8%
32%	of shared owners are satisfied we listen to their views and take action	 +2.7%
64.7%	of customers in low-cost rented homes are satisfied we keep them informed about the things that matter	 +2.3%
44%	of shared owners are satisfied we keep them informed about the things that matter	 -0.8%
70.6%	of customers in low-cost rented homes agree we treat you fairly and with respect	 +3.1%
45.4%	of shared owners agree we treat you fairly and with respect	 -0.9%

Your community

61.6%	of customers in low-cost rented homes are satisfied we keep communal areas clean and well maintained	 +3.7%
38.3%	of shared owners are satisfied we keep communal areas clean and well maintained	 +9.8%
57.2%	of customers in low-cost rented homes are satisfied with our approach to anti-social behaviour	 +1.8%
26.8%	of shared owners are satisfied with our approach to anti-social behaviour	 +3.4%
56.8%	of customers in low-cost rented homes are satisfied we make a positive contribution to their neighbourhood	 +3.7%
29.5%	of shared owners are satisfied we make a positive contribution to their neighbourhood	 +5%
37.7	anti-social behaviour cases opened per 1,000 homes	
0.7	anti-social behaviour cases that involve hate incidents opened per 1,000 homes	

Complaints

32.9%	of customers in low-cost rented homes were satisfied with Accent's approach to complaints handling	 +4.3%
18.6%	of shared owners were satisfied with Accent's approach to complaints handling	 +3%

Stage 1 complaints

104.8	stage 1 complaints received per 1,000 homes for customers in low-cost rented homes	
52.7	stage 1 complaints received per 1,000 homes for shared owners	
88.9%	of stage 1 complaints responded to within target timeframe for customers in low-cost rented homes*	
88.4%	of stage 1 complaints responded to within target timeframe for shared owners*	

*This is the Housing Ombudsman timeframe, which requires landlords to respond to stage 1 complaints within 10 working days

Stage 2 complaints

22.1	stage 2 complaints received per 1,000 homes for customers in rented homes
19.6	stage 2 complaints received per 1,000 homes for shared owners
70.3%	of stage 2 complaints responded to within target timeframe for customers in rented homes
62.5%	of stage 2 complaints responded to within target timeframe for shared owners

*This is the Housing Ombudsman timeframe, which requires landlords to respond to stage 2 complaints within 20 working days

This year we also asked customers two additional questions:

Would you recommend Accent as a landlord?

80.3%	of customers living in low-cost rented homes said 'yes' they would recommend Accent as a landlord	 +2.4%
60.4%	of shared owners said 'yes' they would recommend Accent as a landlord	 +1.1%

Does your Accent home meet your needs?

60.5%	of customers living in low-cost rented homes said they felt that their Accent home 'fully' met their needs	 +1.7%
55.6%	of shared owners said they felt that their Accent home 'fully' met their needs	 -0.2%

We've been working closely with customers to shape a new, improved way of sharing our performance information on our website.

As a result, we've created a dedicated online hub that brings everything together in one place – from our Tenant Satisfaction Measures (TSMs) and key performance indicators to complaints learning, real-life stories and case studies showing how we're improving.



You can explore it all here:

<https://www.accentgroup.org/about-us/our-performance/>

How we're acting on feedback and insight to shape our services

We are pleased to say that this year's results have *improved* in every area for customers living in rented homes.

This means more customers are telling us that our services are getting better.

Some of the biggest improvements were in areas that matter most to customers, including:

- Overall satisfaction with Accent
- Repairs satisfaction
- How we deal with complaints
- Listening to customer views
- Looking after shared spaces
- Our work in neighbourhoods

These improvements reflect work across Accent to improve how we communicate, respond to problems and take action when things go wrong.

We know there is still more to do.

While the results are improving, we know we still need to do better.

Our scores are still lower than the housing sector average in many areas. This means too many customers are not yet getting the service they expect.

Repairs are one of the most important services we provide. When repairs are done quickly and properly, satisfaction improves and fewer complaints are made. So, improving our response to repairs will continue to be a key focus for us.

We also know we must keep improving how we deal with complaints. When something goes wrong, it is important that we listen and put things right.

Service Improvement Plan

When you give us feedback, we want to do more than just hear it. We want to learn from it and act on it.

We've created a clear Service Improvement Plan to improve the things that matter most to you. We know there are areas where we need to do better and this plan shows how we will improve, with specific deadlines to hold us accountable. Some of these actions are already complete, while others are now under way.

Visit our website to read more about our action plan, and how we are performing.

<https://www.accentgroup.org/about-us/our-performance/our-improvement-plan/>



We've changed how we ask for your feedback

In *April 2026*, we moved to a new way of asking for feedback on our TSMs.

Before, we asked everyone at the same time of year, generally in the autumn. Now we are asking for feedback on our TSMs at four different points in the year, although each customer can only complete the survey once during the year.

Changing our approach will help us understand what is working well, and what we need to fix, much sooner. Our partner, Acuity, sends these surveys on Accent's behalf, so please be reassured that the emails, calls and postal surveys you receive from them are legitimate.

Investing in our existing homes - what we've done this year

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

We have a planned maintenance programme that aims to keep your home in the best possible condition, safe and comfortable. You can find out more information on how often we'll upgrade your home on our webpage:



<https://www.accentgroup.org/your-home/repairs-and-maintenance/planned-maintenance/>

This planned maintenance programme applies to homes rented from Accent. If you're a shared owner, you're normally responsible for maintaining and replacing items inside your home. However, we may carry out major works to the building, such as roof replacements, where this is our responsibility under the terms of your lease.

Last year we spent over

£26 million

on big upgrades like these on your homes.

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

More than

4,000

upgrades across your homes.

Kitchens:
501

Bathrooms:
604

New windows:
654

Front and back doors:
773

Boilers:
1,041

Radiators:
258

Fascias and soffits:
74

Gutters and downpipes:
104

Roof covering:
228

In addition to routine planned maintenance, the sustainability team has undertaken works to **84 homes**, increasing their energy rating to at least an **EPC C**.

Improving your experience of planned works

This year, we've made a number of changes to improve the experience customers receive when planned maintenance works are carried out in their homes.

We've worked more closely with our contractors to make sure everyone involved in delivering works shares the same commitment to excellent customer service. Regular meetings and clearer expectations have helped us improve communication, monitor performance more closely and ensure customers receive a more consistent service.

We've also introduced new ways for customers to share information with us before work begins. Customers can now tell us about any concerns they have, any personal circumstances we should be aware of, and how they would prefer us to keep in touch. This helps us provide a more personalised service and make sure support is tailored to individual needs.

To provide even more support, we're creating a new customer contact role in Accent. This team member will respond to enquiries and check in with customers while works are taking place, helping to keep customers informed and address any issues quickly.

Looking ahead, we'll be rolling out a new kitchen and bathroom refurbishment options guide, allowing customers to see available styles and finishes before making their selections. This will make it easier to choose options that best suit their home and preferences.

We are also strengthening our standards for planned maintenance works. This includes clearer commitments around appointment times, response times, communication throughout the process, and contractor responsibilities. These improvements will help ensure a more reliable, consistent service and a better overall experience for customers.

Improving our estates and communal areas

This year, we've taken steps to improve the way we manage and care for outside and communal areas, with a focus on keeping customers informed, responding more quickly and delivering better services.

We've improved how we communicate with customers by increasing updates through newsletters and social media, helping customers stay informed about what to expect from estate services.

To help ensure high standards are maintained, we've strengthened the way we monitor and manage our service contracts. This gives us better oversight of performance and helps us hold service providers accountable for delivering the quality of service customers expect.

We've also trialled a new approach to tackling fly-tipping, which has successfully reduced response times and enabled us to deal with issues more efficiently. This helps keep estates cleaner and more welcoming for everyone.

Looking ahead, we'll be working closely with our repairs teams to take a more preventative approach to pest control. By addressing issues earlier and tackling the causes of recurring problems, we aim to improve estate conditions and help create cleaner, safer neighbourhoods for our customers.

If you are a shared owner of a house, the terms of your lease generally make you responsible for all repairs and maintenance to your home.

If you are a shared owner of a flat, Accent is usually responsible for repairs and maintenance to the communal areas and structure of the building, subject to the specific terms of your individual lease.

Landscaping success in Moss Side



Customers at Alder Close in Moss Side, Lancashire, have noticed a real difference in the standard of landscaping work. Feedback shared on social media highlights how improvements have been well received by customers on the ground, with them even offering warm drinks to the operatives while they work (thank you, this was very much appreciated!)

Small gestures like these show that relationships are strengthening and confidence in our services is being rebuilt, and our team are pleased to hear customer feedback. Behind the scenes, our team is monitoring contracts closely, forming action plans, and working alongside contractors to ensure we do what we need to. By taking a hands-on approach and listening to customers, the team is helping to create visible, positive change that everyone can see and feel.

Today it was very rainy and windy, but the landscapers came to Alder Close and they cleaned up the property very well, so beautifully. Thank you to the two hardworking people doing an amazing job.



Building more affordable homes



395

new homes completed

354 / 90%

of new homes built
to EPC rating of A

Able to house up to

1,744

customers



96%

of homes on site as of 31
March 2026 were land-led*

*This means 96% of the homes on site were being built on land secured by Accent rather than a private developer, giving us control of the design specification of our new homes.

Since becoming a Strategic Partner for Homes England (a Government organisation) in 2021, Accent has focused on building quality affordable homes for our customers where they're needed most.

In the financial year 2025/26, Accent delivered 395 high-quality new affordable homes, of which 226 were for rent and 169 for Shared Ownership. These new properties have provided much needed homes for up to 1,744 customers.

We continue to increase the proportion of new homes which achieve an Energy Performance Certificate (EPC) rating of A – which is the highest energy efficiency rating and helps to reduce energy costs for customers. Of the 395 homes completed, 90% were of an EPC rating A.

We expect to deliver at least 500 new affordable homes across key development locations in 2026/27.



Lisa's Shared Ownership success at Hampton Woods

Lisa had reached a point in life where she needed a home that could offer stability for her family and room to breathe.

After a long marriage came to an end, the traditional route of buying a home felt out of reach. Lisa explored every avenue she could, yet nothing in her local area felt achievable. Shared Ownership became the option that made a future home possible.

Lisa was drawn to the Peterborough Hampton Woods development immediately. The team was supportive from the first conversation, taking time to help her understand the area and what life there might feel like. Lisa felt reassured, not rushed. She even reserved her chosen plot before visiting, confident in the guidance she received.

Today, she lives in what she describes as "the cutest little 3-bedroom house ever." The bay window in the kitchen fills the home with light, and the extra space has transformed daily life.

There's room for everything and the garden is lovely. I was nervous about moving, yet it's been the best decision for us. Shared Ownership gave us the chance to start again, and it's made all the difference.



LISTENING, LEARNING AND ACTING...

We're committed to improving our services

Repairs and maintenance

We want to make sure your home is safe, comfortable, and well looked after.

That's why we're doing a lot to make our repairs and maintenance service the best it can be. We know this is one of our key services, and we know how important this is to customers.

Our team and contractors have worked on over 69,000 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, following up on work and improving the quality of some of our repairs. All these are areas that we are now focusing on.

Repairs completed on time stayed at 81% this year, which was below the target we had set for ourselves. Emergency repairs improved by 2% with 95% completed on time, but we are working hard to get this to 100%. Our first-time fix rate was 81.8%, which was slightly lower than where we wanted to end the year but still above the sector average of 80%.

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.

Delivering our Repairs Improvement Plan

We are always looking for ways to improve our services, and are currently working on our Repairs Improvement Plan. We used complaint data and customer feedback to develop a targeted plan. This programme of improvements is designed to make our repairs service quicker, more reliable and easier to use, giving customers a consistent, high-quality experience every time they contact us.

Partnering with contractors to improve our repairs service

We work with a number of contractors, so it's important they work in partnership with us to deliver service improvement.

In May, we held an event with our contractors to look for ways to improve how we work together. Over 70 people attended, with representatives from five of our main contractors as well as Accent team members. The day was focused on agreeing shared approaches to improving repairs and customer satisfaction, with an emphasis on behaviours, ownership, and partnership working.

We used customer feedback, survey information and lessons from Stage 2 complaints around repairs and planned works. This helped us to look for practical ways we can make sure our repairs service meets customer needs. We shared real-life examples where things didn't go as well as they should. This helped us understand what matters most to customers and identify how we can improve the service going forward.

We also looked at bringing in a 'Contractors' Charter' which will set out clear expectations for how Accent and our contractors work together and with customers. This will be shaped by our involved customers, as part of our wider commitment to listen and act on customer feedback. It will focus on standards of behaviour, communication, quality of work and accountability, helping to ensure a consistent, respectful and professional service for every customer, every time.

Awaab's Law is a new legislative measure in the United Kingdom, introduced in *October 2025*, aimed at improving housing standards and safety.

This law aims to make homes safer and better and is named after Awaab Ishak, a two-year-old boy who sadly died because of mould in his home. The law says we must act quickly and fix serious damp and mould problems within set times.

In response to Awaab's Law, we have continued our programme of stock condition surveys, where we find out as much as we can about our properties. The aim is to improve the data and information that we hold about our homes, and this helps to inform our investment and repairs programmes.

We have a dedicated team to monitor all reported damp and mould cases and have improved our ability to track both open and closed cases to provide detailed breakdowns of each case.

Our surveyors will continue to inspect any damp and mould works once they are completed, with a further follow-up conducted three months afterwards to check the issues are fully resolved.

We are working closely with our contractors to ensure that we can meet the requirements of Awaab's Law, including reporting requirements. We are also looking at how technology improvements, such as video calls and in-property monitoring systems, can help spot damp and mould quicker and more effectively.

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

On 30th November 2026, Awaab's Law will be broadened. You can read more about this on page 36.

Since October 2025, Accent has had

1,295 cases
of damp and mould reported

49 cases
(3.78%)

met the requirements
under Awaab's Law

Complaints

We gather *feedback* from customers on how we handle complaints in a number of ways.

Our Tenant Satisfaction Measures (TSM) survey in Autumn 2025 showed customer satisfaction with our complaint handling service for 2025-26 to be 32.9% – this is a small improvement from 28.6% in the previous year. Customer satisfaction with how we've handled a complaint, given by our transactional surveys by affected customers, was 55.9%. This showed significant improvement from 46.1% in 2024-25.

But we know we have more to do to improve, and we've been working hard this year to transform our complaints service.

We have listened to customer feedback, and the insight we get from our TSM survey results and transactional surveys have made improving our complaints handling service, a key priority this year.

We are committed to driving continuous service improvement, placing customers at the heart of our approach and embedding a clear 'listen, learn and act' model to strengthen service delivery, improve outcomes, and build customer confidence.

We have reviewed the way we govern and oversee our complaints service. This has strengthened accountability with new quarterly meetings, structured performance reporting and insights from the Housing Ombudsman. As a result, our senior team can now spot trends, challenge any areas of concern and report into our Customer Experience Committee.

We have developed a new Service Improvement Plan for complaints handling, with focus on clear ownership, improved oversight and timely resolution of complaints. This has involved greater focus on staff training, following through on 'promised actions' and recruiting more team members to ensure speedy handling of complaints.

We have also invested in a new insight tool called WordNerds, which uses AI to categorise and analyse the sentiment of our complaints and compliments. This is giving us really rich customer feedback, and helping us spot where we need to take action. We have also invested in a new transactional survey platform, providing greater oversight and more detailed reporting on customer feedback from our complaints handling process.

Our key focuses for the coming months include:

- The introduction of a new platform to improve our services for customers. This includes a new complaint handling case management system that will enhance how we handle, track and learn from complaints
- A review of our Complaints and Compensation Policy in collaboration with customers, redesigning the approach to ensure it meets the requirements of the Housing Ombudsman Complaint Handling Code and Compensation Guidance, and is informed by customer insight and experience.

Every year (in September) we publish our Complaint Handling self-assessment and Complaints Performance and Service Improvement Report. In these reports you can read about the work we are doing to improve. The latest edition is on our dedicated Compliments and Complaints webpage which you can access here:



<https://www.accentgroup.org/contact-us/compliments-and-complaints/>

Complaints: A customer story

A customer contacted us about ongoing water pooling on her patio and concerns regarding drainage at her home. Although investigations had been completed, the issue had not been fully resolved to the customer's satisfaction.

We listened to her feedback and carried out further enquiries. Through a review of historical information and the concerns raised through the complaint, additional options were identified to address the issue.

As a result, we worked with our repairs team to agree a solution, including reconstructing the patio and drainage area with the correct fall to improve water runoff and providing new paving slabs.

While the original issue had not been fully resolved, the complaints process enabled us to review the circumstances in greater detail, identify an appropriate solution and achieve a positive outcome for the customer. This learning will be taken forward to ensure issues like this don't happen again. Although we want to reduce customers needing to raise a complaint, when it happens, we will learn from it to improve.

Our contact centre

Our *housing* and *technical hubs* continue to provide specialist support, offering expert advice on housing and property-related enquiries.

How we're performing



154,824
calls handled



138,239
emails received and handled

92.6%
call answer rate
An improvement
from last year's 89%

Customer satisfaction has improved across both contact hubs during 2025/26. We measure this with surveys sent out after each call.

The Housing Hub
increased to **94.4%**

The Technical
Hub increased to **79.7%**

Collectively, this resulted in a combined satisfaction score for our contact centre of **84%**, up from **82%** last year.

Accent

Request a call back

We'll hold your
place in the queue
and call you back

- No need to stay on hold
- Carry on with your day while you wait
- Track your call back by text on mobile



You Said, We Did...

Listening to our customers is at the heart of how we improve our services. Over recent months, we've been reviewing your feedback and taking action to make meaningful changes to our Contact Centres including:

A new call back service

Customers told us that waiting on hold was frustrating. That's why we have now introduced a new call back service when you contact us by phone. Instead of staying on the line, you can choose to keep your place in the queue and we'll call you back when it's your turn.

Introducing Grypp

We've continued to use Grypp, our easy-to-use video support service that lets you show us a repair issue through your smartphone camera. It's quick, simple to use, and means there's no need to take photos and send them by email, or wait for a contractor to attend just to take photos of the issue.

By seeing the problem first-hand, we can better understand what's needed from the start and provide our contractors with the right information before they attend. This helps us diagnose issues more accurately, reduces the need for repeat visits, and resolves repairs more quickly.

We'll still arrange for someone to visit if needed, but Grypp helps us get a clearer picture of the issue sooner, making the whole repairs process more efficient for you.

One of our customers recently needed to provide photos of a repair issue but was unable to send them from their mobile phone. Using Grypp, we were able to connect with them straight away, upload the photos they had already taken directly to their account, and send them to our surveyors for review.

We then switched to live video, allowing us to capture additional images of work that had been completed earlier that day, providing further information without the need for an additional visit.

The customer was extremely impressed with the technology and how quick and easy it was to use. With support from our call handler and the simple on-screen prompts, they were able to share everything we needed in just a few minutes. The customer told us they would definitely use Grypp again for any future repairs.

Accessible ways to get in touch

We are committed to making our services accessible, inclusive, and easy to use. If you use British Sign Language (BSL), you can contact us through a qualified video interpreter using InterpretersLive!, provided by our partner Sign Solutions. This service helps make communication clear, comfortable and fully understood. We can also use this service when we contact you, so conversations feel clear and accessible both ways.

In addition, we can translate materials and information into other languages and formats to make content easier to use and understand.

Working together

We are strengthening how our teams work together, as well as with our contractors, and continuing to invest time in key training for colleagues.

What customers say about us:

"Great experience, you resolved my issue first time without needing to call back."

"Excellent service he was so helpful. I can't thank him enough for his help and support."

We're trained to recognise when you need our help

Our call handlers are there to help with all kinds of questions – but sometimes their support goes far beyond housing advice. We'd like to share the story of Georgia, one of our team, whose kindness and quick thinking made a huge difference to a customer's life.

A customer reached out to us to ask about their housing options after separating from their partner. As Georgia gently talked through the options, it became clear that the customer wasn't just asking for housing advice.

Georgia was told about the abuse they'd been facing, including controlling behaviour, violence and threats.

Georgia then took action to help protect the customer and their children. She reported the situation, stayed in touch, and made sure they got the support they needed. Afterwards, the customer said that if they hadn't spoken to Georgia that day, they felt they would've just continued living with the abuse.

Going above and beyond to keep families in their homes

At Accent, our *customers* are at the *heart* of everything we do.

While policies and processes provide a framework for our work and how we manage tenancies, there are times when compassion and flexibility are needed to make a meaningful difference. Our team are trained to ensure our services meet individual needs, and any vulnerabilities.

A recent situation demonstrates how going the extra mile can help customers through some of the most challenging circumstances imaginable.

One customer contacted Housing Manager Richard after receiving the devastating news that he had terminal cancer. His greatest concern was not for himself, but for his adult son, who has learning difficulties and had lived with him in the family home for many years. He wanted reassurance that his son would be able to remain in the property after his death.

Recognising the importance of providing certainty and peace of mind, our team worked closely with the customer, carrying out several visits and exploring every available option. Although it was not standard practice at the time, a decision was made to complete a sole-to-joint tenancy change, ensuring the son would have security in the home. The customer was overwhelmed with gratitude, explaining that he could now focus on his remaining time knowing his son's future was protected.

Sadly, the customer passed away, but because of the action taken, his son has been able to remain in the family home without the stress and upheaval of facing housing uncertainty during an already difficult period. Our team are now working closely with him, to ensure he is settled and comfortable.

This story highlights what it means to put customers first. The Accent team looked beyond standard processes and focused on what really mattered - providing security, stability and reassurance to a family facing extraordinary circumstances. By listening, understanding individual needs and working collaboratively to find solutions, the team helped ensure that a vulnerable customer could remain in the place they call home when they needed it most.

At Accent, creating homes is about more than *bricks* and *mortar*. It is about supporting people through life's challenges and doing all we can to help them feel *safe, secure* and *cared for*.



How we're working to address anti-social behaviour (ASB)

We know that feeling safe in your home and neighbourhood matters.

We're continually listening to customer feedback, reviewing our service performance, and looking for areas where we can do more, and this includes tackling anti-social behaviour (ASB) across our communities.

Throughout 2025/26, we received over 770 reports of ASB and continued our proactive and robust approach to tackling it, ensuring that reports are responded to promptly, investigated thoroughly, and resolved in a way that is fair and customer centred.

Our annual TSM customer perception results from October 2025 showed that customer satisfaction with our handling of ASB cases has increased from 54.1% to 55.6%, which shows we're moving in the right direction, but we know we have more work to do.

Putting customer feedback into action

Through our Tenant Satisfaction Measures (TSMs) survey, customer feedback and service reviews, customers told us they wanted a stronger focus on tackling anti-social behaviour. We listened.

As a direct result, we've created two dedicated Anti-Social Behaviour Officer roles. These roles will work with existing colleagues, oversee complex cases and review how we tackle ASB as an organisation. These new posts strengthen our ability to respond to ASB concerns and demonstrate our commitment to taking action on the issues that matter most to customers.

This is just one of several improvements we've made to enhance our ASB service.

We've invested in a range of changes:

- Improved online information and support through our Anti-Social Behaviour webpage, including a helpful ASB toolkit, making information easier to access.
- Introduced dedicated case management software to improve how cases are managed, monitored and resolved.
- Expanded our mediation and evidence-gathering services, helping us investigate and resolve issues more effectively.
- Reviewed case handling processes to ensure consistency, timeliness, and clear communication with customers. We have used feedback from complaints to help us do this.
- Created the ASB Service Improvement Team, with the purpose of reviewing how we operate, look for gaps, ensure we are meeting regulatory requirements and discuss best practice. This project team brings together colleagues from our Housing Team, Contact Centres and Complaints Resolution Team every month, with a focus on making positive service changes.
- Developed our colleagues' skills and confidence in managing complex ASB cases, including those involving safeguarding, mental health, and vulnerability.
- Continued to focus on early intervention and prevention, working closely with customers, partner agencies, and local authorities to address issues before they get worse.

Together, these changes, along with others we are working on, reflect our ongoing commitment to listening, learning and continuously improving our services.

SPOTLIGHT ON: Primrose Hill, Stockton-on-Tees, North East

Primrose Hill is a great example of how listening to customers and working closely with partner agencies can make a positive difference in local communities.



Over the last year, Accent has worked alongside customers, Cleveland Police, environmental services and other local organisations to address concerns raised by customers and improve neighbourhood safety.

What we've delivered

Following feedback from customers, several measures have been introduced to help make the area feel safer:

- Installation of additional CCTV cameras to deter anti-social behaviour (ASB) and improve monitoring.
- Increased presence from partner agencies on the estate, providing reassurance and quicker responses to concerns.
- Continued joint working to identify issues early and take action where needed.

Customers told us they wanted cleaner, safer communal spaces. In response, work has been carried out to:

- Cut back hedges, trees and overgrown areas to improve visibility around the estate and park and create more welcoming shared spaces.
- Arrange one-off bulk rubbish removal projects.
- Encourage community pride and shared responsibility for the local environment.

Creating stronger communities is about more than improving physical spaces. A range of community events have helped bring neighbours together, including:

- Christmas decoration competitions
- Family fun days and community activities
- Opportunities for customers to meet Accent colleagues and local partners

Looking ahead

The work taking place at Primrose Hill in Stockton reflects Accent's wider commitment across all our communities: listening to customers, acting on feedback and working with partners to create safer places to live.

Tackling ASB is most effective when landlords, customers and local agencies work together. By listening to what matters to our customers and investing in service improvements, we're continuing to build stronger, safer communities for everyone.

CUSTOMER INFLUENCE:

how we are listening, learning and acting on customer feedback

Over the last year, Accent has made huge progress in how customers can shape, challenge and influence the services they receive.

This progress started with the creation of our Customer Influence Framework, designed to give customers clearer, more meaningful and more flexible ways to get involved.

What started as a commitment to listen more consistently has grown into a stronger framework of national and regional customer groups, flexible involvement opportunities, scrutiny activity, consultations, co-design workshops and local engagement. Together, these routes are helping customers influence decisions, improve services and make sure their voices are heard across Accent.

The National Customer Group (NCG) brings together customers from across our communities so they can share their views and help shape how we deliver services. It gives customers a real voice in what we do, reviewing how services are performing, highlighting what's working well, and telling us where we need to improve, so decisions reflect the needs and experiences of our customers. The group is actively engaging with us, including commissioning a detailed review of complaints performance. As part of its 2026-27 work programme, it will scrutinise the two highest volume complaint categories, repairs and maintenance, and colleague conduct, to support continued service improvement.

**Chris Lyn, Chair of the
Independent Living Group, says:**

**Over the last 12 months,
it's been exciting to
see how customer
involvement has grown.**

Accent has worked hard to reach more customers, offer different ways to take part, and make involvement feel more accessible, whether through formal groups, one-off workshops, surveys, consultations or community conversations.

I have seen this influence in action through work on complaints, repairs and maintenance, and the Customer Inclusion and Support Policy. These projects have shown how customer feedback can be used to make services fairer, more accessible and more responsive, especially for customers who may need extra support or reasonable adjustments.

There have also been tangible outcomes from consultations, co-design activity and workshops, where customers have helped shape policies, improve communication, review services and highlight what needs to change. This is what makes the Customer Influence Framework so important, it turns feedback into action.

And while Accent has already improved, there is still more to do. Customer feedback tells us that people want to feel listened to, able to influence decisions, and are confident that Accent is focusing on the things that matter most to them. That is why the Customer Charter is so important. It takes the priorities customers have shared with us and turns them into clear commitments, so we can focus on doing better in the areas customers have told us matter most.

Being involved has helped me see that customer voices really can make a difference. It gives customers a chance to share what is working, what is not, and what needs to change. Most importantly, it shows that Accent is listening and wants customers to be part of shaping the future.

For me, involvement is about more than attending a meeting. It's about making sure real experiences lead to real improvements, whether that is through a workshop, a consultation, a regional conversation or taking part in a customer group.



What we've been working on

During the last year, Accent and involved customers have been working hard to shape positive change.

Customer insight has highlighted priorities for us to work on, including respectful and responsive services, clear communication, safe and well-maintained homes, timely completion of repairs and strong ownership when things go wrong. These insights are shared across operational teams and have informed service improvements during the year.

Customer input has influenced several key areas, including service delivery improvements, policy development, learning from complaints and our approach to repairs, damp and mould, supporting alignment with the implementation of Awaab's Law. Customer led co-design activity also contributed to the development of a Customer Charter, and we are working on developing our service standards. Together, they will help customers know what to expect when they access our services.

Customer led scrutiny and consultation has resulted in real improvements to services, particularly in relation to damp and mould. Customer feedback informed clearer processes, improved communications including non-digital access, and greater transparency around what customers can expect when issues are reported.

In April, we held a Repairs Workshop with customers to hear more about their experiences of our repairs service. The workshop gave customers the chance to speak openly and honestly about what is working well and what still needs to improve. We are using what customers told us to help improve communication, accountability and the overall repairs experience.

In May, we completed a large-scale exercise to review and reshape our approach to customer communications, using a survey, individual conversations and research. We have now launched a new approach that aims to make communication clear, meaningful and relevant for customers.

You can visit our webpage 'Customer Groups and Workshops' to see when the next meetings are, view agendas and notes and see what's being discussed and agreed.



<https://www.accentgroup.org/your-community/get-involved/customer-group-meetings-and-workshops>

Social Housing Innovation Fund

Accent was successfully awarded £120,000 through the Government's Social Housing Innovation Fund to deliver 'Belonging Begins Here: Connecting Our Communities', a customer-led project developed in partnership with our National Independent Living Group.

The funding will support innovative approaches to tackling digital exclusion, improving communication, and strengthening resident voice across our Independent Living schemes. Through the introduction of accessible digital information screens, customer-designed content, and opportunities for greater participation, the project aims to reduce isolation, improve access to information, and ensure customers are better able to influence decisions that affect their homes and communities.

The initiative reflects Accent's commitment to co-production, and creating more inclusive, connected communities for our customers.

In September 2025, we held our third annual *Big Conversation* event.

The Big Conversation is our national annual engagement event. It's a chance for us to have a short, friendly chat at your doorstep about your home, your neighbourhood and our services. One in three customers say they want a bigger say in housing services, so for us this day was another chance to find out what's important to you.

We knocked on 5,671 doors across the UK; from Middlesbrough to Barrow, Peterborough to Burnley, Bradford to Camberley. We enjoyed 1,951 great conversations with customers and recorded your feedback so it can help us shape services.

One customer commented that he found it: "Overwhelmingly positive, jolly, informative and I felt listened to. I felt genuinely heard and treated with compassion."

Accent has made real and visible progress over the last year, but this is not the end point; it is the foundation for something **much bigger.**

This is the start of a new journey for customer involvement at Accent – one built with customers, shaped by their priorities, and focused on turning what we hear into lasting change.

Get involved!

We believe the best way to improve our services is by working together with the people who use them every day – you, our customers. That's why we offer a range of ways for customers to get involved, share experiences, and influence the decisions we make.

Whether you have just a few minutes or want to take a more active role, we will make sure your voice is heard and your feedback helps share better services. Got any questions? Visit our website:



<https://www.accentgroup.org/your-community/get-involved/>

Or get in touch with our Customer Engagement team at engagement@accentgroup.org.



Scan the QR code to watch our video about how customers are shaping change at Accent.



<https://www.youtube.com/watch?v=1S5-aABQJZk>

Community development and inclusion

Our approach to customer influence also supports our wider commitment to delivering social value within the communities we serve.

Customer insight helps shape local priorities and ensures that resources are directed to the areas where they can have the greatest impact.

Through our local connections and partnerships, we have supported initiatives that promote:

- Access to employment and skills opportunities
- Community wellbeing and resilience
- Physical health and wellbeing
- Financial and digital inclusion
- Improved access to services and information

Financial inclusion remains a key priority, particularly in the context of ongoing cost-of-living pressures. Over the past year we have continued to improve awareness and signposting to financial support for customers experiencing financial hardship.

Through targeted communications and partnerships, customers have been supported with:

- Completing benefit, disability and Discretionary Housing Payment applications
- Accessing grants and financial assistance
- Managing household bills and budgeting
- Signposting to wider welfare and financial wellbeing support

Our partnership with Lightning Reach has also helped simplify access to financial support, enabling customers to quickly identify grants, benefits and other assistance through a secure online platform.

Community development activity over the past year has delivered a broad programme of practical support, place-based engagement and partnership-led initiatives that have responded to local customer priorities and wider cost-of-living pressures.

Key projects and outputs include:



The work has been shaped by local insight and delivered through collaboration with our own Accent teams, voluntary and community sector partners and specialist support organisations, helping to increase reach and ensure support is directed where it can have the greatest impact.

Achievements include over £40m in social value, generated across Accent communities and around £337,000 in income gains for customers during 2025/26.

Collectively, these projects demonstrate the value of community development in improving everyday outcomes for customers, strengthening a sense of community and building trusted local partnerships.

Helping a family make their new house a home

Moving into a new home is an exciting milestone, but it can also bring challenges, especially when essential household items are missing.

One of our new customers had recently moved into her first home with her young baby. While she was delighted to have a place of her own, she was concerned about not having some of the key appliances needed to manage day-to-day life.

After speaking with her Housing Partner, she was introduced to Lightning Reach, a free online platform that helps people find financial support and grants they may be eligible for.

After completing an application, the customer was awarded £600 in vouchers to use with an electrical retailer.

The vouchers enabled her to purchase a washing machine, fridge freezer and cooker, providing the essentials needed to help her family settle into their new home.

Accent and SHINE support West Bowling community

Accent has secured £5,000 in funding to partner with Bradford-based charity, SHINE.

Our team are working to support the delivery of activities and community events for Accent customers and the wider West Bowling community.

In March, we kicked off the new partnership with a community day that brought together local organisations, support services and Accent volunteers. The aim was to help residents access advice, support and practical help. Partners included Andy's Man Club, Groundwork and Living Well.

Residents were able to get help with money and housing questions, access the local Food Pantry and connect with services that can support them in the future. During the event, 15 visitors received laptops, helping them search for jobs, access services and stay connected.

One customer said: "I'm going to use my new laptop to help me find a job. There's not much work around here but this will give me more chance to find something. Thank you."

Accent colleagues were also able to provide direct support. One local resident was helped to claim their state pension, which they had not applied for earlier. The claim will now be backdated, meaning they will receive over £12,000, with their pension continuing every four weeks.

Working in partnership with organisations like SHINE helps Accent reach more people and provide support where it is needed most.

You can find out about events near you with our website calendar:



<https://www.accentgroup.org/your-community/community-development-inclusion/>



What you can expect from Accent

OUR CUSTOMER CHARTER

Through conversations, data, and direct feedback, we've worked hard to better understand what *really matters* to the people who live in our homes and use our services.



THE RESULT?

A new Customer Charter shaped by customers, informed by insight, and focused on delivering the kind of service people not only expect, but deserve.

This isn't a charter developed behind the scenes. It's been informed directly by customers through national and regional groups, feedback at the Customer Involvement Summit, and detailed insight from complaints, satisfaction measures, and service data.

What customers told us was clear and consistent. You don't want big, complicated changes or bold promises. You want the basics done well - every time.

That means:



Being listened to



Being treated with respect



Getting clear and timely communication



Having issues resolved when things go wrong

Progress will be reviewed quarterly by the National Customer Group, who will play a key role in holding us to account. They'll be able to challenge performance, dig deeper into issues, and help us understand where improvements are needed.

This ensures the charter remains a living, breathing commitment - not something that sits on a page.

To support the Charter, we have a clear set of performance measures so you can see how well we are delivering. These will be added to our re-designed website performance area every three months. More information will be shared this Autumn.

Although this Charter is focused on the services and obligations that apply to tenants, its core principles reflect how we aim to work with all our customers. We recognise that our responsibilities and service commitments may differ for leaseholders and shared owners, particularly in relation to repairs, maintenance and tenancy-related services. However, we will continue to apply the wider principles of respect, communication, accountability and customer influence across our wider customer community, ensuring all customers are treated fairly and have opportunities to shape the services they receive.

Introduction

Our Customer Charter was co-designed with customers focusing on what matters most to them.

Together, we identified the key values and standards that define great service. This charter sets out our shared commitments, what customers can expect from us and how we'll work together to continuously improve our homes and services.

Our shared commitment

We aim to build trust, keep our promises, and celebrate progress with our customers. We are committed to treating everyone with respect, supporting you when you need us, and helping you feel safe and valued in your home and community.

Our commitment: together, creating change that matters - Together, we will create meaningful change that strengthens trust, improves services, and builds communities where everyone can thrive.

Commitments to customers

This charter sets out the promises we are making to you, on what you've told us matters most. We will ensure your views and experiences shape the way we design and deliver our services, from completing repairs on the first visit and carrying out safety checks on time, to communicating in ways that work for you and fostering safe, welcoming communities where everyone belongs.

Respect and listening - We will treat every customer with dignity, empathy, and respect, in line with our duties under the Equality Act. We have zero tolerance for discrimination and are committed to creating a safe, inclusive service that recognises and supports the needs of vulnerable customers, ensuring everyone feels heard, valued, and able to access our services fairly.

Communication and transparency - We'll make it simple to get in touch, easy to deal with, and we'll communicate in a way that works best for you.

Community cohesion and safety - We'll help create safe, welcoming communities where everyone feels they belong.

Responsive and reliable - We'll be here when you need support, and we'll listen and respond quickly.

Completing repairs on time - We'll keep to agreed appointment times and complete repairs promptly within the timescales we've committed to.

Keeping your home safe - We will ensure landlord safety checks are completed on time, to keep you safe in your home.

When things go wrong - We aim to fully resolve your complaint in the timescale agreed and keep you updated along the way.

What the new Competence and Conduct Standard means for customers

From **October 2026**, all social housing providers in England will need to meet a new **Competence and Conduct Standard**. This is designed to make sure housing staff have the right skills, knowledge and behaviours to deliver safe, high quality services and treat customers with respect. The new standard will also help ensure customers' voices are listened to and acted on, helping to build trust and improve the services they receive.

Emma has been an involved customer at Accent for several years, helping to shape services through scrutiny, consultation and recruitment.



Here's what she thinks the new standard means for customers.

The Competence and Conduct Standard, coming into force in *October 2026*, introduces a fresh, outcome-based framework designed to raise the 'baseline of professionalism' right across social housing. It's a big, positive *step forward*.

So what does this actually mean for customers? It means a service that feels more competent, more consistent, and more trustworthy, no matter who customers speak to or where they live. It means customers are more protected, and housing providers are held accountable for their responsibilities.

What this looks like for customers:

- Better informed staff
- Consistent, standardised decision making
- Clearer, more confident communication
- Stronger accountability
- A genuine customer centred focus
- Greater awareness of the diversity of customer needs

As an involved customer, I have worked alongside Accent for many years. I have seen brilliant examples of good practice and I have seen gaps. Both are important, because they show exactly why this new standard is such a welcome addition.

The introduction of the *Customer Engagement Strategy* has already strengthened the customer voice, giving us more ways to share experiences and influence change.

Here are just a few examples from my recent involvement and how they have shown steps towards aligning with the Competence and Conduct Standard.

- A complaint I raised about misinformation relating to legacy tenancy responsibilities was handled professionally, with clear timescales, consistent updates, and a thoughtful apology. Accent also shared the learning and process changes that followed, a great example of competence and accountability in action.
- My involvement in a scrutiny panel on damp and mould was genuinely positive. There was a clear structure, open dialogue with staff, and visible evidence that customer feedback shaped the final process. This is exactly the kind of collaborative culture the new standard encourages.
- Being part of interview panels. I was recently invited to join staff with interviewing for a new manager, and the support I received beforehand meant I felt fully prepared and included. It really did feel like being part of the team. Both staff and candidates said that having a customer involved brought a fresh perspective and demonstrated Accent's commitment to ensuring the customer voice is not just heard, but actively valued throughout the organisation.



Accent's commitment

We welcome the Competence and Conduct Standard and the opportunity it provides to strengthen the services we deliver. While many of the principles are already reflected in how we work, we know there is always more we can do.

Over the coming months, we'll continue investing in our colleagues, supporting those in relevant roles to achieve the required qualifications, strengthening learning and development, and embedding our Code of Conduct across the organisation.

Our commitment is simple: to provide every customer with a safe, respectful and professional service, delivered by colleagues who have the skills, knowledge and behaviours to make a positive difference.

YOUR RIGHTS ARE CHANGING

Awaab's Law: An update for tenants

Awaab's Law was introduced for social housing providers on 27 October 2025 and sets clear legal responsibilities for social landlords like Accent to respond to hazards reported by customers.

From that date, landlords have had to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants within fixed timeframes.

From 30 November 2026, Awaab's Law will be extended to include the following hazards where they present a significant risk of harm:

- Excess cold/ homes that are too cold
- Excess heat / homes that are too hot
- Falls on the level / trip hazards e.g. damaged flooring or unsafe stairs
- Structural safety concerns, including risk of collapse
- Fire-related hazards
- Electrical hazards, such as exposed wiring
- Domestic hygiene (including personal hygiene, drainage and food safety).

These new regulations mean that Accent must take action in the following situations:

For emergency hazards

Where there is an immediate and significant risk to your health or safety, we must investigate and make the situation safe within 24 hours of becoming aware of the issue.

Examples include:

- A suspected gas leak
- Serious electrical dangers
- Structural issues that could cause injury

For potential significant hazards

A 'significant hazard' is something that poses a significant risk of harm to the health or safety of those living in the property. For these non-emergency hazards, we must investigate the issue within 10 working days of becoming aware. We will provide a written summary of our findings within 3 working days of completing the investigation. We will complete any immediate and required safety work within 5 working days of the investigation. We will begin any work needed to prevent a significant or emergency hazard recurring within 5 working days of the investigation.

We must complete any extra works within a reasonable period, and secure alternative housing for customers if needed, at our expense, if safety work cannot be completed within the required timeframes. We will keep customers updated throughout the process.

Hazards in scope of Awaab's Law requirements

For a hazard to be in scope of the Awaab's Law repair requirements, it must:

- a) Be a significant or emergency hazard
- b) Be a part of buildings or land for which Accent is responsible
- c) Arise from a deficiency (e.g. defects, disrepair or lack of maintenance) in a building or land for which Accent is responsible
- d) Not result from a breach of contract by the tenant

We are required to triage hazards on a case-by-case basis, taking into account a customer's unique situation and any vulnerabilities, as what constitutes an emergency or significant hazard for one household, may not be the same for another.

For more detailed information about Awaab's Law, please visit the government webpage:



<https://www.gov.uk/government/collections/awaabs-law-in-the-social-rented-sector>

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

You can report any concerns in a number of ways by:

- **Calling 0345 678 0555** - to report emergency hazards



- **Using our online form on our website:** <https://www.accentgroup.org/your-home/repairs-and-maintenance/>

- **Emailing** customerservices@accentgroup.org

What does STAIRS mean for you?

Social Tenant Access to Information Requirements (*STAIRs*) set to come into effect.

From **1 October 2026**, you will have more rights to see information about your home.

This is because of new rules being introduced by the Government called STAIRs.

The rules mean we will be more open and transparent about how we look after your home and your local area. You will be able to see more about how we run things and make choices and decisions that impact you.

We want you to trust us, and being open and transparent is part of our approach.

See information on STAIRs now

We have already put lots of this information on our website for you to see. It shows things like:

- How we do repairs and keep your home safe
- How we sort out complaints
- How we make choices and spend money

You can see the information on our website now by visiting the webpage or scanning the QR code:



<https://www.accentgroup.org/your-home/social-tenant-access-to-information-scheme/>

You don't need to do anything different, the change just gives you more rights and access to information.

If you would like the information from our STAIRs webpage in a different format, such as large print or braille, just ask us. We're happy to help.

Coming next year

From *April 2027*, STAIRs will expand and include more rights for you.

You'll be able to ask us directly for information about your home, including how we run our services and decisions we make that impact you. For example, how we made a choice about your home, or how we spend money where you live.

There will be an online form to complete, and all requests must be in writing. You will receive an automated email to acknowledge your request within 3 working days and we will then reply with any information we can share with you within 30 days of your request.

Don't worry, we'll share more information about this closer to April 2027.

We're updating some of our policies

Our policies set out how Accent will approach situations and make decisions. We want to let you know that we're *reviewing* and *updating* some of our policies that *affect you*.

We regularly check our policies to make sure they are up to date, easy to understand, and meet the latest laws and regulations. This helps us to make sure we are treating customers fairly and keeping you safe.

Why this is happening

We routinely review our policies and update them to reflect new laws and improve how we work.

These include areas such as:

- Gaining access to properties
- Repairs, damp and mould, and disrepair
- Fire and building safety
- Complaints
- Compensation
- Rent, arrears, and shared ownership
- Service charges
- Tenancy fraud prevention
- Anti-social behaviour
- Temporary and emergency moves

What this means for you

- You may see updates to how we explain our services and processes
- Some policies will be clearer and more detailed
- In a few areas, our approach may change to align with new laws or best practice
- Our aim is to improve our services and make sure you are protected

Customer involvement

Where it's appropriate, we will involve customers and ask for feedback as we update our policies. Your views are important to us and help shape how we deliver services.

Our commitment

Keeping our policies up to date helps us:

- Provide a better service
- Meet legal requirements
- Keep customers and colleagues safe
- Reduce risks and improve fairness

We'll continue to review and improve what we do to make sure we are offering the best possible service.

You can read the policies on our website here:



<https://www.accentgroup.org/about-us/policies-and-corporate-documents/>

If you can't access our website and would like a copy of a policy, or a policy in a different format, get in touch by calling **0345 678 0555** or emailing **customerservices@accentgroup.org**.

Social housing provides safe, affordable homes for people who need them.

Because these homes are limited, it's important that they are used fairly and occupied by the people they were allocated to.

Tenancy fraud is when someone lies, hides important information or breaks the rules to obtain or keep their social housing or affordable home. Sometimes it might not seem serious, but it has a big impact on others waiting for a home.

When tenancy fraud takes place, it can prevent people and families who genuinely need housing from getting a home. In some cases, it can also allow people to make money unlawfully from a social housing property.

We are committed to preventing, identifying and tackling tenancy fraud to help make sure homes are available for those who need them most.

Examples of tenancy fraud

Tenancy fraud can include:

- Giving false information when applying for a home
- Not living in the property as your main home.
- Renting out the home without permission (this includes Airbnb)
- Passing the tenancy to someone without approval
- Making a false succession claim or failing to tell us when a tenant has died.
- Selling keys to someone else.
- Fraud relating to the Right to Buy or Right to Acquire schemes
- Lying to get a joint tenancy or shared ownership

Our approach

We take tenancy fraud seriously and have a zero-tolerance approach. We work to prevent, detect, investigate and take action against tenancy fraud whenever it is identified.

How you can help

We want all customers to be aware of tenancy fraud and understand the impact it can have on people waiting for social housing.

If you suspect tenancy fraud, please let us know. Reporting your concerns helps us protect valuable social housing homes and ensure they are used by those who genuinely need them.

Reporting tenancy fraud

You can read our policy on tenancy fraud here:



<https://www.accentgroup.org/media/cqn-p5mja/tenancy-fraud-policy-220626-v10.pdf>

You can report suspected tenancy fraud:

- Online through our website
- By email
- By telephone
- By text message
- In writing
- In person

All reports will be treated seriously and investigated where appropriate.

Let us know your feedback



<https://www.accentgroup.org/big-local-conversation-2026/>

Get involved!

We believe the best way to improve our services is by working together with the people who use them every day – you, our customers. That's why we offer a range of ways for customers to get involved, share experiences, and influence the decisions we make.

Whether you have just a few minutes or want to take a more active role, we will make sure your voice is heard and your feedback helps share better services.

Get in touch with our Customer Engagement team at engagement@accentgroup.org or visit our webpage for more information at:



<https://www.accentgroup.org/your-community/get-involved/>

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 Annual Report for Customers in another language, braille, audio or large-print. Please call us on **0345 678 0555** or email customerservices@accentgroup.org.

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