

# Accent Improvement Plan 2026/27



Listening to our customers through various methods, such as the Tenant Satisfaction Measures, enables us to identify areas for improvement and share with customers particular plans that we believe will help us continually improve. This plan is updated regularly.

			This action will help with improving:						
Action	Team	Deadline	Repairs Service	Treating Customers Fairly & With Respect	Estate Services	Complaints	Listening & Acting on Customers Views	Communication	ASB
To provide clearer information about your repairs and keep you updated on progress, we're introducing 'last-mile tracking,' which will let you see when contractors are on their way to your home.	Repairs	Complete	Yes	No	No	Yes	No	Yes	No
We're looking at how we can strengthen our system links with contractors so that appointments and updates are tracked in real time, making it easier for you to stay informed about your repair.	Repairs & IT	June 2026	Yes	No	No	Yes	No	Yes	No
We'll involve customers when selecting and reviewing our repairs contractors, ensuring your voice helps shape the service you receive.	Repairs and Customer Relations	June 2027	Yes	Yes	Yes	No	Yes	No	No
We'll strengthen how we work with our contractors, using clear performance measures to make sure repairs are done well and on time.	Repairs and Maintenance	October 2026	Yes	No	Yes	No	Yes	No	No
We'll introduce a new Customer Inclusion & Support Policy to ensure our services are adapted when needed, and we'll train our colleagues to provide the right support for customers in different circumstances.	Customer Relations	Sept 2026	Yes	Yes	No	No	Yes	Yes	Yes

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We will work to ensure the customer information we hold increases, giving us a clearer understanding of our customers' needs so we can tailor our services more effectively.	Data	January 2028							
We will scope a customer Interactions project so that we can improve the way we interact with customers-through a variety of channels. Requirements will be co-designed with customers.	Customer Relations	December 2026							
We will develop a Communication Strategy to ensure customers receive information which is relevant, timely and easy to understand.	Comms	<b>Complete</b>							
We'll introduce a new case management system so we can track issues more effectively, meaning you won't have to repeat yourself and we can resolve matters more quickly.	IT	January 2026							
We'll embed a new customer engagement framework so you have more opportunities to shape our services and share your views on what matters most.	Customer Relations	<b>Complete</b>							
We'll carry out a full review of our service charges to make sure they are transparent and easy to understand.	Finance and Business Transformation	January 2028							

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<p>We will pilot noticeboards in communal areas at selected locations. These noticeboards will display important information such as cleaning schedules, fire safety information and key contact details.</p> <p>The aim is to test a standardised layout so residents can have easy access to Estate Information. The pilot will take place in the Yorkshire region, and feedback will be used to refine the design and information shared before considering a wider rollout.</p>	Estate Services	July 2026							
<p>We will make it easier for residents to report issues relating to cleanliness or damage in communal areas. Each noticeboard will display clear reporting routes, including the Estates email address and the main Accent phone number.</p> <p>Once the new CRM system is live, we will also explore the use of QR codes to make reporting quicker and more accessible.</p>	Estate Services	July 2026							
<p>We'll strengthen how we review contractor performance, using clear measures to make sure cleaning and maintenance visits happen as expected.</p>	Estate Services	<b>Complete</b>							
<p>We'll relaunch 'Community Action Plans' to focus on the improvements that matter most in your community.</p>	Housing Services	July 2026							

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We will review how we collect feedback on how we have handled cases of anti-social behaviour.	Housing Services	June 2026							
If you give us a low satisfaction score, we'll call you back to understand what happened and how we can put it right.	Customer Relations and Data	<b>Complete</b>							
We'll publish regular 'You said, we did' updates so you can see how we've learned from complaints and improved our services.	Comms	July 2026							
We'll use new monitoring tools and dashboards to spot issues earlier and make sure complaints are handled properly and on time.	Customer Relations and Data	<b>Complete</b>							
We'll provide extra training for staff so every complaint is dealt with fairly, consistently, and with care.	Customer Relations and Data	<b>Complete</b>							
We will tailor our newsletter to audiences based on the tenure of their home.	Comms	<b>Complete</b>							
We will create new customer handbooks to clearly set out our mutual responsibilities and highlight the key information you need to understand your relationship with us.	Housing Services	July 2026							