



How are we doing?

Please take a few minutes to answer the survey.

You may be aware the Regulator of Social Housing has introduced a new way to check that social housing landlords are providing their customers with good quality homes and services. The results from this survey will be used to calculate the new Tenant Satisfaction Measures which Accent Group will publish to the regulator annually.

To make best use of the feedback you provide, we will link your responses with the information we already hold about you and your home. This will help us to better understand the priorities and preferences for different groups of customers. for more information about how we use your information, please see our [privacy policy](#)

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Accent? (Required)

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has Accent carried out a repair to your home in the last 12 months? (Required)

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with the overall repairs service from Accent over the last 12 months? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

[Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Accent provides a home that is well maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Accent provides a home that is safe? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Accent listens to your views and acts upon them? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you that Accent keeps you informed about things that matter to you? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

To what extent do you agree or disagree with the following "Accent treats me fairly and with respect"? [Required]

Tick one of the following

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree
- ☐ Not Applicable/ Don't Know

Have you made a complaint to Accent in the last 12 months? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How satisfied or dissatisfied are you with Accent's approach to complaints handling? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Do you live in a building with communal areas, either inside or outside, that Accent is responsible for maintaining?

[Required]

Tick one of the following

- ☐ Yes
- ☐ No
- ☐ Don't Know

How satisfied or dissatisfied are you that Accent keeps these communal areas clean and well maintained? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that Accent makes a positive contribution to your neighbourhood? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

How satisfied or dissatisfied are you with Accent's approach to handling anti-social behaviour? [Required]

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied or Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable/ Don't Know

Would you recommend Accent as a Landlord? [Required]

Tick one of the following

- ☐ Yes
- ☐ No

How well does your Accent home meet your current needs? [Required]

Tick one of the following

- ☐ Fully
- ☐ Partially
- ☐ Not at all

Is your contact information up to date:

Home phone:

Mobile:

Email:

Preferred contact method:

Contact preferences for surveying:

Please tick – you can tick as many as you want:

- ☐ Email
- ☐ Phone
- ☐ Postal
- ☐ Text message

Thank you for taking part in the survey. Accent Group will share the survey results with customers later in the year.