# CUSTOMER INFLUENCE REPORT

## Feedback on the Tenancy Fraud Policy

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## Background

The Tenancy Fraud policy is being reviewed as part of the policy review cycle. Customers were invited to look at the draft policy and share feedback on how clear, accessible, and customer-friendly it is.

## Method

The EDI Group and Editorial Panel were invited to provide feedback on this policy. The feedback period opened on 4 June and closed on 15 June, remaining open for 11 days. A total of 6 out of 24 customers responded.

## Key Themes of Customer Feedback

| | Customer Comments | Customer Recommendation | Accent Response |
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| **Grammar and punctuation** | Customers identified several minor punctuation and grammar points, including adding a full stop after "This policy aims to ensure that our colleagues and customers have a clear understanding of how Accent manages tenancy fraud." They also asked for full stops to be used consistently in the list below this sentence. | Complete a proofread of the section and apply punctuation consistently across the list. | Accepted: Bullet points have been removed from all lists and punctuation has been reviewed and updated where relevant. |
| **Defined terms and capitalisation** | Customers suggested applying consistent capitalisation to defined or | Review capitalisation throughout the policy and apply one consistent style | Accepted – Policy has been reviewed to |

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| | formal terms, including “Tenancy Agreement” and “Court possession order”. | for defined terms and legal terminology. | ensure capitalisation is consistent |
| **Definitions and clarity** | Customers questioned whether the definition of tenancy fraud makes sense, particularly the phrase “in breach of their agreement”. They suggested this may read more clearly as “or breaches their agreement”. | Review the definition and rewrite it in plain English so it is clear what tenancy fraud means and how a tenancy agreement may be breached. | Declined – The sentence will remain unchanged, as it was agreed that the current wording is clear and makes sense. |
| **Identification and reporting of tenancy fraud** | Customers asked for contact details to be added for all ways customers can report tenancy fraud. | Include clear contact details and reporting routes for each reporting method referenced in the policy. | Accepted – Specific contact details have been added to the policy to make it easier for customers to access support and further information. |
| **Legal terminology** | Customers asked for an explanation of the phrase “unlawful profit order” in the sentence: “In cases of unlawful subletting, we may also seek an unlawful profit order.” | Add a plain English explanation of what an unlawful profit order is and when it may apply. | Declined – We aim to keep our policies clear, concise and easy to understand. Where customers would like more detailed information, we encourage them to explore additional resources available online. |

# Next Steps

This report will be shared with customers to demonstrate how their feedback has influenced the final policy and to provide transparency around the decisions made. Sharing this information helps customers see the impact of their involvement and reinforces our commitment to listening and responding to customer views.

Following completion of the consultation and review process, the policy will progress through Accent’s internal approval and sign-off routes. Once approved, the final version will be published on Accent’s website, ensuring customers and colleagues have access to the most up-to-date policy and can see how customer feedback has helped shape its content.