

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.

Action	Team	Deadline	Progress
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	Last-mile tracking has been implemented, providing customers with improved visibility of contractor arrival times and strengthening communication throughout the repairs journey.
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	Complete	Electronic integration between Accent and our principal contractor has been completed, improving real-time appointment updates, operational visibility and customer communication.
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	Customer involvement will be incorporated into future procurement planning, ensuring customer experience forms part of contractor evaluation and future contract arrangements.
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	Complete	Weekly operational review meetings, enhanced KPI monitoring, regional performance reviews and stronger governance arrangements have been introduced to improve contractor accountability and performance oversight.
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	Complete	The policy has been launched and implementation is underway, supported by colleague guidance and training.

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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	A third party supplier has been onboarded to support in gathering additional customer data. This programme of collection will continue alongside our own collection built in to key customer touch points. The launch of the digital form has supported this work.
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	This project has been scoped with support of the Business Transformation team.
We will develop a Communication Strategy to ensure customers receive information which is relevant, timely and easy to understand.	Comms	Complete	The Communication Strategy is in delivery and is now supported by a Customer Communications Plan approved through the Customer Experience Committee.
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 (check date!)	CRM remains on track for our September Awaab's Law commitment, with a Customer 360 view and two-way integration between ActiveH and Salesforce now live.
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	Complete	Framework is fully operational and opportunities to get involved are continuously promoted to customers.
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	Project remains on track.

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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. 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.	Estate Services	July 2026 Deadline extended to Oct 2026	The content for the noticeboard pilot has been reviewed and redesigned and is now ready for display. The materials include key estate information, cleaning and maintenance schedules, fire safety information and other useful scheme-specific information. The pilot has not yet commenced as surveys of the proposed locations are still being completed. It is anticipated that the installation and display of the noticeboards will commence within the next two months. Delays have been caused by a combination of access constraints, contractor availability and competing operational priorities across the business.
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. Once the new CRM system is live, we will also explore the use of QR codes to make reporting quicker and more accessible.	Estate Services	July 2026 Deadline extended to Oct 2026	Completed as part of the noticeboard redesign. The new information leaflets clearly set out reporting routes for estate-related issues and include the main Accent contact details together with Estate Services contact information, making it easier for residents to report concerns and seek assistance. The materials are ready for rollout alongside the noticeboard pilot.
We'll strengthen how we review contractor performance, using clear measures to make sure cleaning and maintenance visits happen as expected.	Estate Services	Complete	Contractor assurance has been strengthened through enhanced quality audits, contractor action logs, targeted site inspections and improved performance monitoring.
We'll relaunch 'Community Action Plans' to focus on the improvements that matter most in your community.	Housing Services	Complete	Community Action Plans have been relaunched across neighbourhood teams, creating clearer ownership of local priorities and strengthening customer influence over neighbourhood improvements.

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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	Customer feedback following ASB cases is being strengthened through migration to CustomerSure, providing improved insight to inform future service improvements.
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	Complete	Customer callbacks are now embedded following low satisfaction scores, providing richer customer insight, enabling earlier resolution and strengthening organisational learning.
We'll publish regular 'You said, we did' updates so you can see how we've learned from complaints and improved our services.	Comms	Complete	These are being more consistently shared across our customer communications (website, socials, magazines and reports).
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	Complete	Enhanced Power BI dashboards now provide improved oversight of complaint performance, trends and themes, supporting earlier intervention and stronger organisational learning.
We'll provide extra training for staff so every complaint is dealt with fairly, consistently, and with care.	Customer Relations and Data	Complete	Targeted organisation-wide complaint handling training, an enhanced Quality Assurance Framework and supporting guidance have strengthened consistency, decision-making and compliance with the Housing Ombudsman Complaint Handling Code.
We will tailor our newsletter to audiences based on the tenure of their home.	Comms	Complete	These are now produced quarterly for tenants, shared owners and ILS customers.
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 Revised date of Oct 2026	A project team has been formed, and work is underway. A slight extension is needed to complete this work.