

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

We have heard improving our communications is important to you. Whilst we will work to ensure all areas of communication improves, we are keen to prioritise this work based on the areas which matter most to you.

From the following, what do we need to prioritise first: **[Required]**

Tick one of the following

- How easy it is to contact us
- How we listen and act on your feedback
- How we share Accent's performance, news and improvement plans with you
- How we keep you updated following contact you've had with us and queries you've raised
- The level of contact with, and visibility of your, Housing Partner and/or Leasehold and Homeownership Partner
- Sharing community news and local updates
- Other – You will have a chance to explain your answer on the next question

What other areas of our communication do you think we should focus on? **[Required]**

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

