



CUSTOMER PERFORMANCE REPORT

**FOR THE YEAR
ENDED 31 MARCH**

2023

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WELCOME TO OUR ANNUAL CUSTOMER PERFORMANCE REPORT

I'm delighted to introduce our annual performance report to customers for the financial year 2022/23.

Once again, this year has been tough for many people across the country as the cost-of-living crisis continues to pull on people's finances. We recognise that our core aim as an organisation is to provide affordable, sustainable and safe homes and that this is more important than ever.

By listening and acting on what you tell us, we will continue to make sure our services continuously adapt to meet your needs and provide the very best in living standards. We are working to make sure our homes and services are fit for the future; that our communities are a place you are proud to live; that we meet the Government's decarbonisation targets; and that we can continue

to build new homes in areas of high housing need to play our part in fixing the housing crisis.

We are committed to working openly with you. In this report, you'll read about the major transformation of our key services and how we have brought in new skills and experience and adapted to the changing world around us. You'll also learn about our areas of focus as we strive to improve our services and act on your feedback.

You'll find more detail about the new and upcoming Tenant Satisfaction Measures (TSMs) survey, introduced this year by the Regulator of Social Housing, and how you can take part.

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"I look forward to being out and about in our communities and meeting with many of you in the future."

PAUL DOLAN CHIEF EXECUTIVE





INTRODUCING OUR NEW HOUSING SERVICES

Over the last few months, you will have noticed changes in how some of your services are delivered. These changes all form part of our housing management and leasehold and homeownership service transformation which have been designed based on your feedback and priorities.

**BY JULIE WITTICH,
CHIEF OPERATING OFFICER**

"We are confident these changes will enhance the standard of service you receive from us, meet the standards set by the Regulator of Social Housing, and provide services that deliver value for money and quality."



SO, WHAT'S NEW?

Your first point of contact when you call us is our highly skilled team of advisors in our housing and technical hubs, which launched in October 2022. Whether reporting repairs or answering your housing management queries, these teams aim to provide any support you may need. We hope this makes contacting us easier, as we know improving communication is important to you.

If you rent a home with us and don't live in an independent living scheme, you have a new, dedicated housing partner to

support you throughout your tenancy. If you live in one of our independent living schemes, you can continue to refer to your scheme manager if you need any support. Your housing partner or scheme manager is supported by teams and colleagues who all play an important part in delivering the services we provide.

You've told us that your relationship with your housing partner is an important one. With each housing partner now managing a smaller number of homes, you'll be seeing yours out and about in your communities much more.

Your housing partner will work with you and your community to make sure you feel happy and safe living in your home.

We still have some final changes and new appointments to make, but we will keep in touch either on our website, Facebook or Twitter, or via email with everything you need to know. In the meantime, please keep checking our [meet the team webpage](#) to find out who your housing partner is.

**FIND OUT WHO
YOUR HOUSING
PARTNER IS!**



"Our housing and technical hub teams will aim to handle your query and provide any support you may need."

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SHARED OWNERSHIP SERVICES

If you are a shared owner, you may be pleased to hear that we have also reviewed how our former homeownership team served our homeowners. We are excited to introduce a new, national leasehold and homeownership team dedicated to dealing with your enquires - whether querying your service charges, seeking clarity on your lease, or understanding when planned maintenance is due, the team can help you. This new, highly experienced team are committed to providing a high-quality, customer-focused service. They work hand-in-hand with our wider housing services team to ensure you and your community are supported in whatever way you need.



"For all our latest homeownership team updates, check our [meet the team](#) webpage."

TENANT SATISFACTION MEASURES

A new way to understand how social landlords perform.

YOU MAY BE AWARE THAT THE REGULATOR OF SOCIAL HOUSING (RSH) HAS INTRODUCED A NEW WAY TO CHECK IF REGISTERED SOCIAL LANDLORDS, LIKE ACCENT, ARE PROVIDING THEIR CUSTOMERS WITH GOOD QUALITY HOMES AND SERVICES.

"New tenant satisfaction measures are designed to check that social landlords are providing their customers with good quality homes and services."

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As part of this, the RSH has introduced new tenant satisfaction measures (TSMs) so customers can clearly see how their landlord is performing and hold them to account.

From 1 April 2023, all social housing providers started collecting key performance measures for areas such as repairs, safety checks and complaints. In addition to this, 12 customer perception measures will be collected by surveying customers directly.

Customers will be asked how satisfied they are with certain services:

- Overall repairs service (if the customer has had a repair carried out in the last 12 months).
- If customers feel their home is well maintained and safe.
- How customers think their housing provider listens to their views and acts on them.
- How the housing provider keeps customers informed about the things that matter to them.
- The housing provider's approach to handling complaints (if the customer has complained in the last 12 months).



HOW TO TAKE PART IN THE TSM SURVEY

THE TSM SURVEY WILL BE OPEN FROM 11 SEPTEMBER TO 20 OCTOBER 2023.

There will be one survey per home. Please respond to the survey when you are contacted - it will help us better understand how you are feeling, what things we do well and what we need to do to improve.

When the survey is available to complete, we will contact you via SMS or email, or with a phone call to let you know. Please look out for any contact from Accent and our contracted agencies, CX Feedback and Pexel. We will aim to use the method of contact you prefer.

The feedback from the survey is very important to us and we want as many customers as possible to take part in it, which means making sure it is accessible to everyone. If you need any help in completing it, for any reason, please let us know so we can support you.

We will share the survey results with you later in the year.

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UNDERSTANDING WHAT OUR CUSTOMERS THINK ABOUT THE SERVICES WE PROVIDE IS IMPORTANT TO US.

The TSMs are not the only way you can engage with us. Did you know you can join our formal online customer voice group?

We work with a collective of Accent customers whom we consult on a regular basis. Being part of this group is a great way in which you can share your views and ideas and help us to shape the services we deliver.

You do not need to have any experience to take part, nor do you have to take part in every survey or consultation. You give as much of your time as you choose and take part in the surveys and consultations you are particularly interested in. For more information, visit our website and search 'get involved'.



**VISIT OUR WEBSITE
TO FIND OUT MORE!**





HOW ARE WE PERFORMING?

This section outlines how we are performing in key areas such as repairs and maintenance, complaint handling and customer safety. You can find more information on our website about how to access and use these services, should you need them.

TRANSFORMING OUR REPAIRS SERVICE



DECENT HOMES STANDARD

The Decent Homes Standard is defined by the Government as “properties which meet the statutory minimum standard for housing”.

SCORE **AT END OF MARCH 2023** **99.95 %**

SCORE **AT END OF MARCH 2022** **99.53 %**

SCORE **AT END OF MARCH 2021** **99.28 %**

% OF REPAIRS FIXED FIRST TIME

SCORE **AT END OF MARCH 2023** **86.40 %**

SCORE **AT END OF MARCH 2022** **79.80 %**

SCORE **AT END OF MARCH 2021** **80.60 %**

% OF NON-EMERGENCY REPAIRS COMPLETED WITHIN TARGET TIMESCALES

SCORE **AT END OF MARCH 2023** **81.00 %**

SCORE **AT END OF MARCH 2022** **66.60 %**

SCORE **AT END OF MARCH 2021** **65.80 %**

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% OF EMERGENCY REPAIRS* COMPLETED WITHIN TARGET TIMESCALES

*We calculate emergency repairs performance based on the time taken to attend a repair.

SCORE **AT END OF MARCH 2023** **77.20 %**

SCORE **AT END OF MARCH 2022** **84.10 %**

SCORE **AT END OF MARCH 2021** **85.00 %**



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% OF CUSTOMERS SATISFIED WITH THE REPAIRS SERVICE THEY RECEIVED

SCORE AT END OF MARCH 2023 **69.18 %**

SCORE AT END OF MARCH 2022 **77.29 %**

SCORE AT END OF MARCH 2021 **78.70 %**

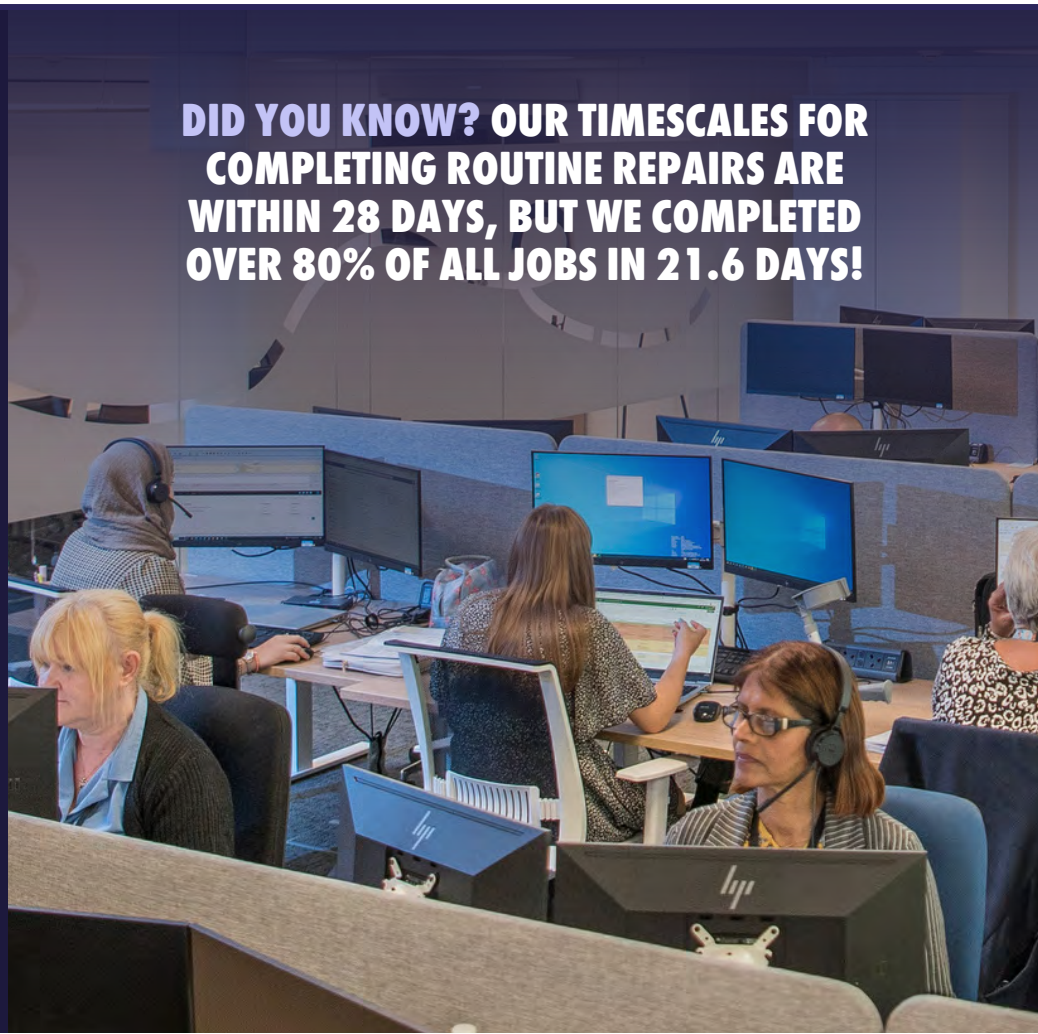
We know our repairs and maintenance service is something that is very important to you. Over the past year we've used your feedback to completely overhaul this service. It's a big transformation – and it's not over yet – but we are already seeing lots of positive change and improvements.

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TECHNICAL HUB

Our technical hub is a dedicated team who respond to all your repair and maintenance needs. Our specially trained advisors are helping us improve our first-time fix rates by better understanding what the fault may be and making sure our contractors arrive at your home with everything they need to fix the problem the first time they visit. In addition, our new telephony system is reducing wait and resolution times for customers and improving our overall repair communications.

DID YOU KNOW? OUR TIMESCALES FOR COMPLETING ROUTINE REPAIRS ARE WITHIN 28 DAYS, BUT WE COMPLETED OVER 80% OF ALL JOBS IN 21.6 DAYS!



IMPROVED INSPECTION PROCESS

We have invested in and improved our inspection process. We have surveyors with the skills and knowledge to carry out inspections and identify the source of any faults quickly.

A more efficient inspection service is improving turnaround times of our empty homes. With demands for affordable housing outnumbering supply, the quicker our homes are ready for reletting means the quicker we can help more people in housing need.

Here's what a customer had to say after one of our Maintenance Surveyors, Joanne, offered support through a difficult time during her move to a different Accent home.

"Jo is professional, kind, and genuine. She turned a very difficult situation, into one where I didn't feel alone. She guided me, worked with me and supported me. She has been a fantastic ambassador for Accent; helpful and professional."

"Jo goes above and beyond, always communicates, is firm but fair, honest, knowledgeable, and supportive. I'd like to thank her personally and Accent (by proxy) for helping me to cope with the upheaval, making me feel heard, listened to, safe and optimistic for the future. I cannot wait to move to my new Accent home and without Jo that wouldn't have been possible."

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RESPONDING QUICKLY TO DAMP AND MOULD

Keeping your homes free from damp and mould is a priority for us. We have continually worked to improve our processes to ensure you receive any help you need. This has included providing our surveyors with the right equipment for detecting damp and mould at early stages, such as humidity sensors and thermal imaging cameras. Our surveyors are also carrying out more routine home inspections to spot early signs of damp and mould and to support customers as soon as possible.



DID YOU KNOW? WE HAVE UPDATED OUR DAMP AND MOULD GUIDANCE ON OUR WEBSITE. IF YOU HAVE ANY WORRIES OR CONCERNS, PLEASE CALL US SO WE CAN GET ANY PROBLEMS SORTED QUICKLY.

SEEKING ADVICE ABOUT DAMP AND MOULD

A CUSTOMER RECENTLY GAVE US SOME FEEDBACK AFTER CONTACTING OUR TECHNICAL HUB TO GET ADVICE ON SOME ISSUES WITH A COMMUNAL DOOR AND POTENTIAL DAMP.

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I would like to commend you on Marina. Whilst the phone call was long and no doubt arduous for her throughout, she was extremely pleasant and professional, clearly wanting to help solve the problem rather than log the call and move on to the next. She went above and beyond to arrange a surveyor to visit. When she called me back to inform me the surveyor was booked you could tell she was happy with a job well done. It was a fantastic interaction and lovely to see that she truly wanted to help solve the issues and save Accent money and my time in the future.

CASE STUDY

IMPROVING VENTILATION TO PREVENT DAMP AND MOULD

On an inspection in Surrey, our surveyors found that kitchens and bathrooms in some homes had limited ventilation, which could lead to damp and mould problems. We quickly fitted window fans to all homes in the block, not just those which could be at risk, to improve ventilation and lower the risk of damp and mould issues in the future.

IMPROVING GROUNDS MAINTENANCE SERVICES

We know that grounds maintenance services are very important to you, which is why we are rolling out a new inspection process which will involve customers every step of the way. The new 'My Estate Walkabout' will provide you with an opportunity to join us on a visit to your estate and discuss any issues you are experiencing and consider how we can improve services.

We are currently rolling out this new approach. It will be fully embedded by the end of Autumn.

WORKING TOGETHER TO IMPROVE SERVICES

We work closely with other housing associations and Government agencies to find solutions to common issues experienced by other housing providers.

Over the past year, with our partner organisations, we have highlighted concerns with supply and demand of parts, rising costs of materials and services, and labour shortages, which have impacted on our repairs service. We will continue to work closely to share learnings, find shared solutions and improve services for all our customers.

HOUSING HUB

Having a dedicated repairs technical hub has also enabled us to create a dedicated 'housing hub' for all housing and tenancy related queries. We are pleased to report that 91.3% of customers were satisfied with the service they received from the housing hub at the end of 2022/23, which was better than our target.





Last year, we divided our single contact centre into two hubs. Our technical hub is here to help you with all your repairs and maintenance needs, and our housing hub is here to support you when you need help with managing your tenancy.

Frances Sambou is one of our housing hub customer service advisors. She's been helping customers for eight years now, so you might have spoken with her. Here is how one of her days is spent helping you.

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*Since launching in October 2022, our housing and technical hubs have together managed over 104,000 emails and 68,000 calls.**

*Data from October 2022 to 31 March 2023



"Our day-to-day work is to respond to incoming calls and emails. Our priority is to respond quickly so the customer is not kept waiting, enabling us to resolve their query as soon as possible."

"Calls vary, no two are the same, but I always try to help, no matter what the issue is."

"I find that sometimes people don't know how much advice and support we are able to offer over the phone. Recently, I spoke with a customer who we had previously contacted about some rent arrears. When they called I could tell they were nervous. After spending some time chatting they felt more reassured and opened up about the situation they were in. Very soon I realised there were a number of things we could immediately help with to support their financial situation, including arranging a manageable payment plan, advising on what benefits could be claimed and signposting to other agencies who could offer additional, more specialist support. I worked alongside their housing partner to make sure they were quickly back on track."

"Colleagues and I understand how hard it is for people to make these types of calls, but we want to reassure anyone who needs support that we're here to help."

It isn't only Fran who can help you if you ever need to get in touch with us. Whether you need us for a repair, or to talk with us about anything else to do with your tenancy, one of our trained advisors will be pleased to help.

INVESTING IN OUR HOMES WITH PLANNED IMPROVEMENTS



KEY PERFORMANCE SCORES

% OF HOMES WITH A VALID GAS SAFETY CHECK

It is a legal requirement for us to carry out safety checks in every one of our homes. When your check is due, please make sure you keep the appointment for us to carry it out. It's the most important visit we make every year.

SCORE **AT END OF MARCH 2023** **99.97 %**

SCORE **AT END OF MARCH 2022** **98.84 %** **17**

SCORE **AT END OF MARCH 2021** **99.90 %**

% OF HOMES WITH AN ELECTRICAL CERTIFICATE UP TO FIVE YEARS OLD

SCORE **AT END OF MARCH 2023** **99.97 %***

*This is a newly reported figure which we cannot compare against previous years.

WE KNOW THAT A HOME IS MORE THAN A ROOF OVER YOUR HEAD, AND WE WANT ALL OUR CUSTOMERS TO FEEL PROUD OF THEIR HOME AND COMFORTABLE LIVING IN IT.

Modernising and improving our existing homes is a crucial part of this. That's why we invest in our existing homes to offer you the best standards of living and adapt them to meet new regulations for safety and security. In fact, we invested more than £12 million in our planned improvements programme in 2022/23, and we're delighted that 86% of people who received this service last year reported being satisfied.

But our work doesn't stop there. In the next year, we plan to invest a further £23 million into updating our existing homes, for instance, by renovating kitchens, bathrooms, and roofs.

HEALTH AND SAFETY

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Your health and safety is paramount and we have processes in place to make sure you are safe in your home. We have a dedicated team managing specialist safety areas including fire, electrical, gas, asbestos, lifts, and water hygiene. They are supported by our customer safety administration team in making sure we closely manage our contractors and our processes, which makes sure everything runs smoothly.

BUILDING SAFETY AND FIRE SAFETY REGULATIONS

We have improved how we manage fire safety in your homes and we work to comply with the new building safety regulations. Our dedicated in-house team of fire risk assessors ensure any necessary work is completed within timescales and by a suitable contractor.

In line with fire safety regulations, we work to ensure all smoke detectors are hard-wired to mains electrical systems, with battery backup, so they are always able to operate when needed. As part of our routine gas safety and electrical check visits, our engineers will assess the smoke detectors at the same time and install additional ones if required.

In addition, as part of ongoing improvement works, we have introduced new software to allow us to 'tag' individual components within the homes we manage, such as fire doors, to provide us with a clear history and their current condition status. Where these have been fitted, customers can scan the QR code using their smart devices to find out the condition of the fire door.

Did you know?

There has been an increase in house fires caused by electrical faults relating to the use of cheap chargers. Remember not to leave items on charge unattended, if you're leaving the house or when asleep. Also, never leave charging items like laptops or phones on soft furnishings like beds or sofas, regularly check chargers including the cables for any signs of wear and tear and make sure you buy the correct charger for your device from a reputable supplier.

Most fire and rescue services offer a free safe and well visit to your home to carry out a fire risk assessment and offer tailored advice and interventions to help reduce the risk of fire. You can book these by contacting your local fire and rescue service.



ALL OUR PROPERTIES WHICH NEED FIRE RISK ASSESSMENTS HAVE ONE THAT IS FULLY UP TO DATE.

COMPLAINTS



KEY PERFORMANCE SCORES

IN 2022/23 WE RECEIVED:

2,350

COMPLAINTS

67% of these related to repairs and maintenance

4% related to our communications

15% concerned our teams

3% related to our grounds maintenance service

8% related to our planned works

3% related to other issues

THERE ARE ALREADY PLANS IN PLACE TO IMPROVE THESE AREAS, AND WE WILL CONTINUE TO SHARE OUR PROGRESS THROUGHOUT THE YEAR.



% OF CUSTOMERS SATISFIED WITH HOW WE'VE HANDLED THEIR COMPLAINT

SCORE

AT END OF MARCH 2023

46.80 %

COMPARED TO OTHER HOUSING ASSOCIATIONS*

39.30 %

*Data provided by Housemark.

STAGE 1 COMPLAINTS RECEIVED (PER 1000 HOMES)

We use a figure per every 1000 homes for complaints received so we can rate our performance against other housing associations.

SCORE

AT END OF
MARCH 2023

28.5 PER 1000
HOMES

COMPARED TO OTHER
HOUSING ASSOCIATIONS*

40.3 PER 1000
HOMES

*Data provided by Housemark.

Everyone at Accent is responsible for providing an excellent customer experience. But, even with the best intentions, things can go wrong. If they do, we want to reassure you that we are listening to what you say, acting on what you tell us and getting your problems sorted quickly, efficiently and professionally.

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The number of complaints has risen for us this year, which is a trend many other housing associations have reported. There are several reasons for this, such as how complaints are recorded against the new Housing Ombudsman Code, and through more promotion and awareness of how to complain.

In reviewing our policy in line with the Housing Ombudsman Complaint Handling Code, we have removed 'early resolution' - expressions of dissatisfaction that can be dealt with on first contact - from our complaints process. This means that from April 2023, we expect to see a higher number of formal complaints which will bring our records in line with other housing associations.



IMPROVING OUR COMPLAINTS PROCESS

Improving our complaints performance is a top priority and one the Accent executive team is completely focussed on. We want to make sure our customers understand they have a right to complain if any aspect of our service fails to meet our service standards, and we want to fully understand what those failings are so we can work to resolve them and learn from them.

PAUL DOLAN, CHIEF EXECUTIVE

How we respond to complaints is one of our top priorities. We are committed to improving our performance in this area and are in the process of overhauling and improving our complaints service.

To do this, we have already created a new customer liaison team to help how we respond to your repairs and maintenance complaints, and we have appointed a complaints performance manager to help us improve our complaints reporting and controls.

Our complaint handling process is working to the Housing Ombudsman's new Complaint Handling Code. We know there are some areas where we need to improve, such as making you more aware of the complaints process and keeping you up to date with any complaint you have raised. To act on this, we have completely revamped our complaints training for staff and set up a forum where we share learnings and best practice.

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"A new customer liaison team and a newly appointed complaints performance manager are helping us to improve our complaints process."

VISIT OUR WEBSITE FOR INFORMATION ABOUT WHAT THINGS CAN BE CLASSED AS A COMPLAINT, THE COMPLAINT HANDLING PROCESS, AND HOW TO RAISE A COMPLAINT WITH US. YOU CAN ALSO CALL US ON 0345 678 0555 TO LEARN MORE.

FIND OUT MORE ABOUT COMPLAINTS!





CASE STUDY

WE ARE COMMITTED TO LEARNING FROM COMPLAINTS AND USING THEM TO IMPROVE HOW WE WORK.

When a customer contacted us about a problem with a window catch, we explained that such repairs were the customer's responsibility without looking more closely at the issue raised. We revisited the repair with our customer and found that the repair was our responsibility as the window mechanisms needed to be replaced.

We listen carefully to our customers and closely review and monitor all complaints so we can make sure we take the learnings forward to continuously improve.

This complaint caused us to make a number of improvements to our processes:

- Staff in our technical hub now ask customers to send photos of the repair if there is any doubt about who should repair it.
- We carry out inspections where we have not been able to agree on responsibility to support customers better.
- We reviewed our repairs responsibilities guidance to make it clearer for staff and customers.

Alongside these improvements, we continue to provide enhanced complaints training and recently rolled out significant customer care training to all Accent staff.

ANTI-SOCIAL BEHAVIOUR (ASB)



KEY PERFORMANCE SCORES

NEW ASB CASES OPENED PER 1,000 HOMES

We use a figure per every 1000 homes for recording anti-social behaviour cases so we can rate our performance against other housing associations.

SCORE

AT END OF
MARCH 2023

36.6 PER 1000
HOMES

COMPARED TO OTHER
HOUSING ASSOCIATIONS*

35.7 PER 1000
HOMES

*Data provided by Housemark.

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We have a firm, no tolerance policy for anti-social behaviour and hate crime and we take all reports very seriously.

We are committed to making sure our staff are well trained to deal with reports of anti-social behaviour. This includes treating all reports fairly and in line with our policy, working closely with our partners in the community – such as the police and local councils - to provide advice and support, and responding with the right level of urgency to reports. In many cases, anti-social behaviour can be resolved through mediation services and bringing the community together towards a resolution.

DID YOU KNOW? NOISE IS THE MOST COMMON REPORT OF ANTI-SOCIAL BEHAVIOUR WE RECEIVE IN THE SUMMER. THE NOISE APP CAN HELP YOU RECORD NOISE ASB. DOWNLOAD IT FROM WWW.THENOISEAPP.COM

If you are experiencing anti-social behaviour, you can report it to us by calling our housing hub. Our trained advisors will be able to help you whatever the situation. You can also use the online form on our [website](#). If the anti-social behaviour is serious, we will use all the tools we have available to help you and to tackle the problem, and we will be on hand to manage your case and support you where needed.

If you experience criminal, threatening or violent anti-social behaviour, please report it to the Police immediately by calling 999.

VIEW OUR
ONLINE ASB
REPORTING
FORM



PETERBOROUGH KIN (KEY INDIVIDUAL NETWORK)

Peterborough Key Individual Network (KIN) is a local partnership event, allowing community partners to get together and build relationships and share best practice.

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It is organised by Cambridgeshire Police, but attended by Peterborough City Council, Aspire Drug and Alcohol Support network and various other agencies.

Housing Partner, Chris Garlick represents us on KIN. "It's always good to make more contacts" explains Chris "but to be on first name terms with several police officers in the room shows how much support we provide customers who are experiencing anti-social behaviour."

By forming strong community partnerships such as this, we are able to address cases of ASB efficiently.

CHRIS GARLICK
Housing Partner



CASE STUDY

WE WERE RECENTLY MADE AWARE OF A CUSTOMER LIVING IN AN ACCENT HOME WHO WAS REPORTED TO BE CAUSING SERIOUS ANTI-SOCIAL BEHAVIOUR.

Reports included noise nuisance, drug and alcohol related nuisance, (inside and outside the scheme where the customer lived) and threatening violence towards others in the community. Customers nearby, some with small children, reported being afraid. After significant work to gather evidence, working alongside customers, partners and other agencies we took action and issued an eviction notice under the rules of the starter tenancy agreement the customer had with us. After going to court, we were granted possession of the property.

This was a very serious case, due to the level and nature of the behaviour, and we worked hard to get the right outcome so customers and the community could feel safe in their homes once again.

NEW HOMES FOR THE FUTURE

WE PLAN TO DELIVER AT LEAST 3,600 NEW HOMES BY 2031.


As a registered social landlord, we have a responsibility to provide homes for people in housing need. That is why we are committed to building new homes to directly tackle the housing crisis - putting more affordable homes on the housing market in areas where they are most needed.

Did you know?

We build some homes for sale on the open market. The money we make is reinvested into building more new affordable homes.

By the end of 2022/23 we had 23 developments underway, which will provide 983 new homes in areas across Cambridgeshire, Surrey, Lincolnshire, Northamptonshire, Bedfordshire, Buckinghamshire and Yorkshire.

New homes built on these sites are designed to be sustainable and energy-efficient, which will not only help customers reduce the cost of running their home, but will also help to meet the Government's targets for decarbonisation.



Did you know? Accent has completed the first full year of its Strategic Partnership with Homes England as part of their 2021 - 2026 Affordable Homes Programme. Together with four other housing associations, it allows us to build even more affordable homes for people in housing need.



**OUR DEVELOPMENT PROGRAMME
ISN'T JUST LIMITED TO NEW
HOUSING, BUT ALSO FOCUSES
ON OUR CURRENT HOUSING
IN NEED OF REGENERATION.**

CHANGING TIMES AT RIPLEYVILLE, BRADFORD

WE BUILT OUR RIPLEYVILLE SCHEME IN THE 1970S. WHEN BUILT THE DESIGN WAS MODERN, AND THE BLOCKS OF 164 ONE-BEDROOM FLATS WERE THE TYPE OF HOUSING NEEDED MOST IN BRADFORD.

But times change and the design and type of homes were no longer serving the housing needs of the local community. The flats proved expensive to heat and the scheme's layout encouraged anti-social behaviour. There was also an oversupply of flats in the area and strong demand for family housing.

Following a significant customer and community consultation 87% of customers voted for the scheme to be demolished and rebuilt into new, affordable family homes. By the autumn of 2022, everyone was safely and happily rehoused. Some customers stayed with us, moving to other Accent homes, some left us, choosing to privately rent or find a new home through Bradford Council. We supported everyone in their search for a home and to relocate.

87% of customers voted for the scheme to be demolished and rebuilt into new, affordable family homes.

73 new family homes will be built using innovative modern methods of construction. A fabric first approach, supported by a forward-thinking energy strategy, will ensure it meets our commitment that all new build homes on land-led sites achieve an energy performance rating of 'A'. This will help to combat the increasing number of people facing fuel poverty and meet our sustainability aspirations.

The new homes will be EPC 'A' rated to help fight fuel poverty and the cost of living, using a 'fabric first' approach.

**THE NEW HOMES ARE
DUE TO BE READY IN
THE AUTUMN OF 2025.**

THANK YOU

FOR READING OUR ANNUAL PERFORMANCE REPORT TO CUSTOMERS FOR THE FINANCIAL YEAR 2022/23.

If you would like any further details on any of the information it contains, or if you have any further queries, please contact our housing hub.

For more detailed financial information about our business, please refer to our audited accounts.

Please contact us if you need this report in another format.

Accent Housing Ltd

T: 0345 678 0555

E: customerservices@accentgroup.org

ACCENTGROUP.ORG

