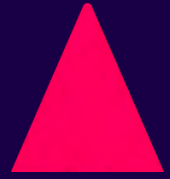


Accent

2024



2023

**TSM RESULTS**

*Low-cost rented  
accommodation (LCRA) –  
for customers who rent  
their home from us.*

The Tenant Satisfaction Measures (TSMs) are designed by the government to hold housing associations like us, and local councils to account for the quality of homes and services provided. They are in place to provide you with the knowledge and understanding of how we are performing as a business.

**There are 22 TSMs in total (some with subcategories), and they are split into two parts:**

- 10 Management Information Measures (MIMs) - we measure these directly through information we hold on our systems.
- 12 Tenant Perception Measures (TPMs) - we measure these through an annual tenant perception survey.

Measured by us (our management information measures)	Measured by doing a survey (our perceptions survey measures)
	Overall satisfaction
<b>Theme: Keeping properties in good repair</b>	
Homes that do not meet the Decent Homes Standard	Satisfaction with repairs
Repairs completed within the target timescale	Satisfaction with the time taken to complete most recent repair
	Satisfaction that the home is well maintained
<b>Theme: Maintaining building safety</b>	
Gas safety checks	Satisfaction that the home is safe
Fire safety checks	
Asbestos safety checks	
Water safety checks	
Lift safety checks	
<b>Theme: Respectful and helpful engagement</b>	
	Satisfaction that the landlord listens to tenant views and acts upon them
	Satisfaction that the landlord keeps tenants informed about things that matter to them
	Agreement that the landlord treats tenants fairly and with respect
<b>Theme: Effective handling of complaints</b>	
Complaints relative to the size of the landlord	Satisfaction with the landlord's approach to handling complaints
Complaints responded to within Complaint Handling Code timescales	
<b>Theme: Responsible neighbourhood management</b>	
Antisocial behaviour cases relative to the size of the landlord	Satisfaction that the landlord keeps communal areas clean and well maintained
	Satisfaction that the landlord makes a positive contribution to neighbourhoods
	Satisfaction with the landlord's approach to handling antisocial behaviour

In September 2023, our shared ownership customers and tenants who rent their home from us had the opportunity to take part in the satisfaction survey. A huge 5,800 people took part, which represents over 34% of our customers – thank you.

In December 2023 we took to our communities to conduct the largest ever engagement event held over 2 days to communicate the results. The ‘Big Conversation,’ which brought together colleagues from across Accent, allowed us to knock on 9,100 doors and deliver the results face to face. For the homes we did not manage to visit, we provided the results on our website and via other means.

In addition to these survey results, we have also collected our annual management performance data and we are now keen to share these results with you.

This insight has given us a clear understanding of what our customers think of the services we provide and highlighted where we must focus more attention to improve.

In the following pages, you can read our performance figures, what we have put in place to improve them and what our targets are for next year.



# Overall Satisfaction

62.6%

of customers living in rental homes said they are 'very' or 'fairly' satisfied with the overall service provided by Accent.

## Your Home

### Your satisfaction results:

62.1%

of customers were satisfied with the overall repairs service they received over the last 12 months.

58%

of customers were satisfied with the time it took to complete their most recent repair.

62.6%

of customers were satisfied their home is well maintained.

*An important part of providing affordable and comfortable homes is the ability to deliver a reliable and cost-effective repairs and maintenance service. We have done lots of work to improve these scores, including:*

- Remodelling how we work and bringing in new, skilled teams to deliver our services.
- Improving our processes for preventing damp and mould. For example, did you know when a property becomes empty, we are now fitting hygrometers to measure the level of moisture in the air. These help to keep track of the humidity level in the home and are extremely useful when trying to reduce or prevent mould and damp.
- Increasing our investment in our planned maintenance programme (£24.2M in 2023/24). In 2023/24 we carried out 4,310 different property investments, including the replacement of:
  - 200 heating systems
  - 750 boilers
  - 640 kitchens
  - 645 bathrooms
  - 800 windows and doors

### Our performance data:

	2023/24
Proportion of homes that do not meet the Decent Homes Standard.	0.0
Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (We aim to resolve any issues within 28 days).	80.4%
Proportion of emergency responsive repairs completed within the landlord's target timescale. (We aim to attend emergency repairs within 24 hours).	89.4%

# Your Safety

*More than anything else, we are committed to maintaining safe homes. From complying with the latest regulations and legislation, to employing specialist teams, and to using the latest technology, we invest and constantly evolve to make sure all our customers live in a home which is safe.*

## Your satisfaction results:



## Our performance data:

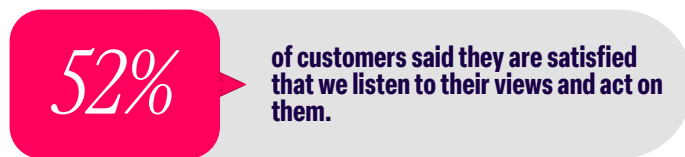
*(these are combined scores with homeownership customers.)*

	2023/24
Proportion of homes for which all required gas safety checks have been carried out.	100%
Proportion of homes for which all required fire risk assessments have been carried out.	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	99.3%



# Listening to You

## Your satisfaction results:



Acting on your feedback is a top priority for us, and we want these scores to be much higher. To move us in the right direction we have:

- recruited customers to our Customer Experience Committee and Board to make sure customers' views are heard and acted on at the highest level.
- launched our 'Customer Champions' – three of our Customer Experience Committee members, also Accent customers, have taken up a new role to monitor three service areas you have told us need the most attention – read more about this on page 10 or by visiting: [www.accentgroup.org/about-us/our-news/meet-our-customer-champions/](http://www.accentgroup.org/about-us/our-news/meet-our-customer-champions/)
- currently working on a new customer engagement strategy which will see more opportunities for customers to get involved. But while we have worked to develop this, we haven't stood still. Did you know in the past 12 months we have:
  - Formed a national independent living scheme residents' panel and building up regional resident panels
  - Involved customers to work alongside us to improve our work. Some examples include:
    - the recruitment of key, senior roles across Accent
    - the review, procurement and development of our new website (which launches in October 2024)
    - shaping our service charge communications (we approached so customers who had expressed dissatisfaction to collaborate on a new way forward)
  - based on your feedback, our housing partners now manage a much smaller patch size so they can be out and about more and provide a more personalised service.
  - reshaped our specialist housing service to deliver a more visible service.
  - launched our local 'In the Loop' quarterly newsletter after you told us you wanted to hear information relevant to your community.

# Your Schemes & Neighbourhoods

## Your satisfaction results:

**57.1%** of customers were satisfied we keep communal areas clean and well maintained.

**49.6%** of customers were satisfied we make a positive contribution to neighbourhoods.

**51.2%** of customers were satisfied with how we tackle anti-social behaviour.

## Our performance data:

(these are combined scores with homeownership customers.)

	2023/24
Number of anti-social behaviour cases opened per 1,000 homes.	34.2
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.1



*We know the importance of living in a strong, vibrant and happy community, and we work hard to make sure you feel happy and safe at home. We know we have more to do, but we have made strong progress this year to increase your satisfaction in this area.*

- We launched ‘My Estate Walkabout’ – a new inspection process which involves customers and colleagues visiting estates and working together to highlight issues and discuss practical solutions.

- Our newly formed anti-social behaviour (ASB) task group is reviewing our policies to understand more about how improvements can be made in the year ahead.
- Our new community development and inclusion team are working to identify opportunities and initiatives to grow community partnerships and find projects that bring people together to shape our neighbourhoods for the better.

# Complaints

## Your satisfaction results:

26%

of customers were happy with how we respond to complaints.

## Our performance data:

	2023/24
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	52.1
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	57.5%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	7.6
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	75.9%

*How we respond to complaints is a top priority. There is a lot of work to be done, but we have made some improvements already:*

- We have updated our systems to improve our handling of complaints.
- We are providing new training for staff, so they have the skills they need to manage complaints effectively and to communicate better with customers.
- We are developing new policies to make sure customers can access the help they need.
- We have increased the number of people working in our complaints resolution team.



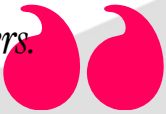


At Accent, we are committed to providing you with a first-class customer service and we want every part of your journey with us to be a positive one. To help us achieve that we have recently recruited John Place into a brand-new role of Director of Customer Relations, who will work with teams across Accent to keep you engaged and informed, and making sure we use what you tell us to help shape and improve our services.

John will manage our housing and technical hubs, our community development and inclusion team and a new 'customer resolution team' to make sure your complaints are dealt with effectively and in line with the Housing Ombudsman's Code of Practice.



*I am pleased and proud to take up this new role. I have worked closely with customers for many years and my passion is to make sure Accent delivers the absolute best service it can to you. I look forward to speaking and meeting with as many of you as possible and continuing to ask for your feedback so we can be sure we are listening closely to you and acting on what you tell us to improve the service for all customers.*



▶ **John Place,**  
Director of Customer Relations



# Introducing Accent's Customer Champions

**Collaborating with our customers to improve our services is fundamental to providing high-quality services and places where customers can feel 'good to be home.'**

That is why we are excited to share the launch of our new 'Customer Champions' to help drive improvements to our services.

Our new Champions are long-standing Accent customers who are already members of our Customer Experience Committee and have responsibility for reviewing how we perform across all our housing and customer-facing services.

Our Champions will work with us to help drive improvements in areas where customers have said we need to do better. In our TSM (Tenant Satisfaction Measures) survey, customers expressed dissatisfaction with the way we manage anti-social behaviour, how we deal with complaints, and how we provide estate services, such as cleaning of communal areas and grounds maintenance.

**We hope this information provides reassurance on how we are already working on improving the scores presented.**

**We are currently developing our annual report which will be sent to customers in August which will build on the information shared in this document.**

The Champions will review customer feedback in these three key areas, assess and scrutinise our performance and, most importantly, drive opportunities for change to improve services for customers, based on your feedback. The Champions have started their new roles and will be reporting on their progress over the coming weeks and months.

We have introduced our new Champions because it is important that customers genuinely have a voice at the highest level at Accent.

The Champions will help to make sure that customers' voices are not only heard but are integral to shaping and improving service delivery and our decision-making processes.

Ultimately, we want our Champions to help make things better for our customers by helping us to think about things a bit differently and through a different lens, so we can improve how we do things, and be better for our customers.





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