

HERE TO PROVIDE YOU WITH FANTASTIC HOMES AND SERVICES

PERFORMANCE REPORT TO RESIDENTS 2017/18



REPAIRS AND MAINTENANCE

- 9.3 days to complete a repair
- 89.1% first time fix
- 89.3% of all appointments kept
- 87% satisfaction with repairs
- 99.91% gas servicing record (working to 100%)

WE HAVE REDUCED OUR REPAIRS COST BY

£22
PER REPAIR



£134
PER VOID



Safe, secure and affordable – the right investment at the right time. Find out how we are working to improve your repairs services: acctngrp.org/Right-First-Time

EMPTY HOMES, LETTINGS AND ARREARS

- Current tenant arrears: 2.2% of rental income
- Average cost per empty home £2,221
- Rent lost on voids £1,172,408
- 126 homes empty (due to repairs)
- Average 29.3 days to let our homes
- 335 residents left for another housing association

DECENT STANDARDS

%92
COMPLIANCE



92% of our homes comply with the Decent Homes Standard. From March 2020, our improved 'Accent Standard' will be our absolute minimum quality standard across all our homes.

HOME IMPROVEMENTS AND PLANNED MAINTENANCE

2017/18

- 221 bathrooms
- 64 radiators
- 302 kitchens
- 323 boilers
- 684 windows
- 43 Roofs
- 4 Electrical systems
- 1,641 components fitted

2018/19

- 412 bathrooms
- 190 radiators
- 957 kitchens
- 1041 boilers
- 688 windows
- 2 roofs
- 1 electrical system
- 3291 components to be fitted

INVESTED IN REPAIRS
AND MAINTENANCE.



IS YOUR HOME DUE
AN IMPROVEMENT?
CONTACT US AND WE'LL
LET YOU KNOW.

NEW HOMES

**WE ARE PLAYING OUR PART IN THE
COUNTRY'S HOUSING CRISIS.**

- 20,633 homes owned and managed.
- 124 new homes for new families.
- 121 new homes under development.

**OVER 2,000 NEW HOMES
PLANNED FOR 2023**

Raising £200M to
help us build our
new homes.

**2,000
BY 2023**



TENANCY SUPPORT

Engaging with over 1700 residents who needed help to manage their tenancies.

1,700
RESIDENTS 

- Over 800 with money and welfare advice
- Over 400 settle into their new homes
- Sourcing over £700,000 more for residents

Information source: Accent Group Audited Accounts 2017/18

ANTI-SOCIAL BEHAVIOUR ^{*811 cases.}

Working in partnership with other agencies gives some great results in tackling anti-social behaviour.

%82
SATISFACTION 

- 75% satisfaction with outcome
- 82% satisfaction with handling

*Anti-social behaviour cases are not recorded as complaints unless you are unhappy with the case's outcome or how it was handled.

COMPLIMENTS AND COMPLAINTS

397
COMPLIMENTS
-THANK YOU! 

- 623,000 customer contacts.
- 234 complaints.
- 60% satisfaction with formal complaint handling.

We are tracking your experience for quicker resolution and higher satisfaction.