

Presentation – Accent Group

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| Portfolio | Transformation |
| Ward(s) Affected: | All |

Purpose

To receive a presentation from Rob Mills, Director of Customer Experience (South)

Background Information

1. Accent is a Housing Association that has provided homes and services for a diverse range of customers since 1966. Their portfolio consists of 22,000 properties, which are located in the North, East and South of the country, and provides a home to approximately 35,000 people. Accent provides homes from helping those taking their first step onto the housing ladder, to those just wanting a solid base to bring up their family, and to those needing homes and services that support them to age well and live independently for longer.
2. Accent Housing have six independent living schemes, in Derek Horn Court, Ballard Court, Meade Court, Cranmore Court, Heather mead Court, and Orchard Court, all of which have been carefully designed to meet the needs of their residents. The establishments are known as 'Courts', and are available to couples or single people over the age of sixty.
3. Living in a Court offers elderly members of our community added support and security to live an independent lifestyle for as long as possible. Residents have their own accommodation with their own front door and are free to come and go as they please. Every scheme is fitted with a secure door entry facility and an emergency alarm system for added security. The Courts have specially trained staff on hand which gives additional peace of mind to residents, friends and family.
4. Accent offices are located in Bradford, Burnley, Middlesbrough, Peterborough and Camberley. For the period ending 31st March 2018, a total of 430 full time equivalent members of staff were employed, at a cost of £15,314,000.
5. Mr Rob Mills presented to this Committee in February 2019, and has been invited back due to a number of complaints received from residents in Surrey Heath to elected members. Mr Mills will provide an update in connection to any impacts and changes in Surrey Heath; including the new repair service contract which is due to commence in November 2019 with Axis.

Background Papers: None

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