

Our policies

Our policies set out our commitment to you. They describe what you can expect from us and the standards that strive to achieve.



Download our policy leaflets.

Allocations

How we allocate homes to customers

Anti-social Behaviour

What we can do to help you tackle it.

Compensation

How to claim compensation costs

Complaints

How to tell us if you're unhappy with our service.

Fairness

Our commitment to treat everyone fairly.

Gas Safety

The dangers of carbon monoxide poisoning and how to prevent a leak in your home.

Gas Servicing

What you can expect from our gas servicing service and why it is important that you allow us to carry this work out.

Making alterations

What you need to do if you would like to make your own alterations to your home.

Mutual exchange

How to swap homes with another customer.

Rent and Service Charges

How we calculate rent and charges and how we apply them.

Repairs

How to report a repair, how the Accord Group deliver the service and who is responsible for the work.

Safeguarding

What the Accord Group does to ensure vulnerable customers are safeguarded from any form of abuse.

Starter tenancies

An explanation of the starter tenancy agreement between us as landlord and you as a tenant.

Tenancy agreements

The types of tenancies we have and information about the tenancy agreement between us as a landlord and you as a tenant.

We are always interested in hearing about what our customers think of our service. Please let us know if you are satisfied or feel that we could improve on how we do things. To send comments, compliments or complaints, please [call or email us](#).
