

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.



Read and download our policy leaflets:

[Allocations](#)

How we allocate homes to customers

[Anti-social Behaviour](#)

What we can do to help you tackle it.

[Unacceptable Behaviour Policy](#)

Managing unacceptable behaviour

[Compensation Policy](#)

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.

[Swapping homes](#)

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](#).
