GreenSquare and Accord to host regional discussion forum for landlords

This month, GreenSquare and Accord are partnering with the Housing Ombudsman Service to host a regional landlord discussion forum on Complaint Handling Code, Failure Orders and Self-Assessment Process.

This forum is set to be attended by representatives from around 20 landlords in the South West. It is one in a series of virtual regional forums being held for landlords throughout 2021.

Suse Weeks, GreenSquare's Customer Insight Manager, will be hosting the session on Thursday 18 March alongside Elaine Moore, Accord's Head of Policy and Customer Insight, and Julianne Britton, GreenSquare's Head of Customer Service.

Suse explained: "We're really looking forward to hosting this forum, working alongside our colleagues at Accord in the weeks just before both our organisations merge to become GreenSquareAccord. It will be a new experience hosting virtually, but it's great that the Housing Ombudsman Service has found a way to hold these sessions despite the pandemic.

"These forums will give landlords the opportunity to hear from the Housing Ombudsman's experts about complaint handling best practice, and give landlords a chance to discuss and share insights and learning.

"It also provides the opportunities for people in comparable roles across housing associations in the South West to come together and connect, and to discuss similar issues that they might be facing."

The Housing Ombudsman Service looks at complaints about registered providers of social housing, for example housing associations, and other landlords, managers and agents. Its new code provides good practice for landlords on fair and effective complaint handling.

GreenSquare and Accord are on track to create a larger and stronger organisation operating as GreenSquareAccord from 6 April 2021. Both say the merger will mean they can improve services for existing customers; invest more in

local communities; extend care and support services; and build more affordable homes.