



# Accommodation-Yes Annual Report 2025

# ACCOMMODATION

YES | YOUR EMPOWERING SERVICE



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## Darren - Property Manager

Hello and welcome to our Annual Report. Over the past year, we've continued to work closely with you to make sure your home is safe, comfortable and well looked after.

At Accommodation Yes, you are at the heart of everything we do. Your views, feedback and day-to-day experiences help shape how we improve our services.

2025 has been a busy and positive year. Across our properties, we've completed nearly 300 repairs and delivered a wide range of improvements, including new roofs, upgraded bathrooms, fresh decorating, safer fire doors and improvements to communal areas.

Many of these changes came directly from what you told us mattered most. I'm especially proud of the work carried out at properties such as 346 and 12 Tonbridge Road, where flats and shared spaces were refreshed to create brighter, more welcoming homes.

We've also focused on safety, warmth and reliability - fixing roofs, fixing leaks, improving heating systems and making sure fire safety measures are maintained. We know we don't always get everything right, but we are committed to listening and putting things right when concerns are raised.

Thank you to everyone who completed the tenant survey, returned feedback cards or spoke with us directly. Your honesty helps us learn and improve. Looking ahead to 2026, our focus will be on more planned improvements, better communication, improved response times and giving you more opportunities to have your say.

As a not-for-profit organisation, every penny we make is reinvested into your homes and our service to you. Thank you for being part of our community. I look forward to continuing to work together to make 2026 our best year yet!!

# A round up of news from 2025

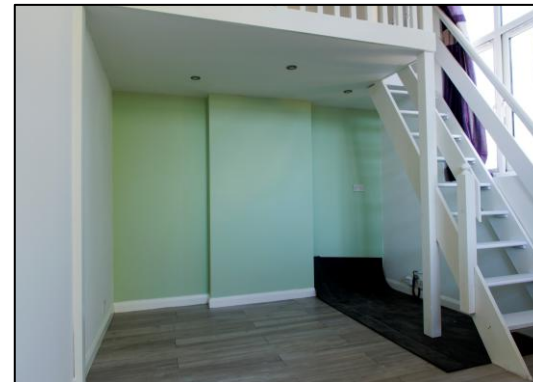


# 346 Tonbridge Road

This year we gave 346 Tonbridge Road a fantastic uplift. Four flats had new flooring and fresh decorating, one flat received a full refresh with a bigger bathroom, and another flat was completely refurbished.

We also improved the communal areas with new flooring chosen by the tenants and decorating, creating a brighter and more welcoming space for everyone.

Before  After





# Refurb 346 Tonbridge Road





# 346 Tonbridge Road

## *A Roof to Relax Under*

Sarah Green's thoughtful initiative, brought to life by James Green's skilled work, has given the decking area a brand-new, solid roof—perfect for tenants to enjoy the outdoors in comfort, no matter the weather. I would like to thank Sarah Green, James Green, D&D Carpentry and SWM Roofing for their contribution on delivering this fantastic project.

Before → During → After





# 12 Tonbridge Road

At 12 Tonbridge Road, we installed a brand-new roof to keep the building safe and warm. We refreshed the communal hallways with bright, welcoming new décor for everyone to enjoy

Before  After





# Property News



## 110 Poplar Grove

*Making our spaces welcoming and comfortable*

- **Fresh, bright showers** – We've installed a new shower tray, shower cubicle, and shower panels so tenants can enjoy a safe and clean shower.
- **Keeping you dry and cozy** – New flat roofs at the front and back help protect the inside from rain and dampness.
- **A refreshed room** – Room 3 has been newly decorated after a leak, making it a comfortable, welcoming space again.

## 12 Tonbridge Road

*Out with the old and in with the new.*

- **A strong, safe roof** – We installed a brand-new roof to keep the building dry and secure.
- **A fresh, welcoming hallway** – The communal hallway has been redecorated, giving it a bright and cheerful look.
- **Better heating for comfort** – Two new heat pump fans, updated electronics, and a new pump have been installed to make sure your home stays warm and cozy.

## 43 Kinglsey Road

*Improvements for a happier, safer home*

- **Fire safety first** – All fire doors have been serviced and upgraded to keep everyone safer.
- **Fresh laundry made easier** – A brand-new tumble dryer has been installed.
- **Easy to reach** – A new doorbell has been added for convenience.
- **Better bathroom facilities** – A new saniflo unit has been installed in one flat.
- **Gardens looking great** – Trees and bushes in the back garden have been cut back, as agreed with tenants, creating a nicer outdoor space.

## 2 Boxley Road

### *Creating a more comfortable place to live*

- **Fresh, homely spaces** – Three rooms were freshly decorated and fitted with brand-new furniture to help them feel warm and welcoming.
- **Stopping leaks for good** – Roof repairs were carried out on the flat roof and around the chimney to keep the inside dry.
- **Improved visitor facilities** – The visitor toilet now has a new floor, with leaks repaired to make it safer and more pleasant to use.
- **Better bathroom comfort** – A new shower screen was installed in the ground floor toilet to keep water safely inside the room.
- **Upgraded shared kitchens** – Small hub kitchens were equipped with new kettles and microwaves for everyday ease.
- **Helping daily life run smoothly** – A new oven element was fitted and a replacement washing machine installed, so cooking and laundry are stress-free.

## 54 Buckland Road

### *Supporting comfort, safety, and security*

- **Reliable hot water** – A new hot water tank was installed to make sure hot water is always available.
- **A warmer, safer home** – Ceiling decoration, a new radiator, and new door handles were fitted to keep a flat warm, smart, and secure.
- **Safer outdoor spaces** – Two brand-new fence panels were installed to improve privacy and security.
- **Well-maintained garden areas** – A new shed roof was fitted, and the handrail was repaired to make outdoor areas safer to use

## 3 London Road

### *Restoring comfort after disruption*

- **A fresh new start**  
One flat was redecorated and fitted with new kitchen flooring, giving the home a clean and welcoming look.
- **Back to normal after flooding** – Following flooding in July, one flat was thoroughly deep cleaned and tidied to make it safe, comfortable, and homely again

## 239 Boxley Road

### *Improving Homes, One Step at a Time*

**Heating Repairs** - Leaking pipework on the heating system repaired, ensuring flats remain warm and comfortable.

**Garden Refresh** - Tenants, supported by some family members, began a garden refresh, exciting improvements to continue into 2026.

**Bathroom Upgrade** - A new shower tray fitted in one flat, enhancing safety and accessibility.

## 346 Tonbridge Road

### *Refreshing shared spaces and homes*

- **A welcoming first impression** – The communal hallways were fully refurbished with new flooring and fresh decoration, giving the whole property a bright and inviting feel.
- **Improved homes for tenants** – Six flats benefited from decorating, new showers, and new flooring, creating modern, comfortable, and homely spaces.
- **Clean and cared-for spaces** – The stairs and hallways received a full deep clean to keep shared areas pleasant and safe for everyone.
- **Keeping homes dry** – Roof repairs were carried out to stop leaks and protect the building.
- **A complete flat refresh** – One flat received a full makeover, including new decoration, a new kitchen, new flooring, new shower and a deep clean, making it ready to enjoy.
- **A solid new decking area roof** - kindly constructed free of charge, initiated by Sarah Green and constructed by James Green for all tenants to enjoy.

## 80 Buckland Road

### *Keeping Homes Safe, Warm, and Bright*

- **Basement Boost** - Basement flat wall repaired, rendered, and freshly painted, improving both safety and appearance.
- **Fire Safety First** - All fire doors serviced and repaired, keeping tenants safe and secure.
- **Show Me the Light** - A new outside light sensor installed, making entrances brighter and safer.
- **Dry & Protected** - The side wall re-pointed to keep rainwater out, protecting the building and tenants' homes.
- **Hot Showers Ahead** - A new hot water cylinder installed in one flat... because no one likes cold showers!
- **Upgrade** - One flat was fitted with a brand-new power shower control unit for added comfort.
- **Warm & Toasty** - A new heating pump was fitted, ensuring flats stay cozy throughout the colder months.





**MAINTENANCE**

# Maintenance

In 2025, we completed nearly 300 repairs! Thank you for using our online Report a Repair service. We hope you've noticed improved communication—if not, we'd love your feedback. Our goal is to keep you informed every step of the way.



We love hearing from you and your feedback is valuable in ensuring we deliver the best service we can.



Please share your thoughts with us.



A link will be emailed to you when jobs have been completed and all you need to do is click on the link and complete the form.



Your thoughts are valuable!



A sneaky peak at the new feedback form:



[Accommodation-yes - Maintenance Feedback - Fill in form](#)

[WWW.accommodation-yes.com/report-a-repair](http://WWW.accommodation-yes.com/report-a-repair)



# Thank you for the Feedback in 2025

106  
Feedback  
Cards  
returned

97% of you were happy with the speed of the job and how clean the work area was left.

100% of you thought our contractors were friendly.

99% of you were happy with the finished job.

You were happy 😊 overall in 2025.

Accommodation Y.E.S.—Your Empowering Service.

**Feedback Card**

Hello, \_\_\_\_\_ who have:  
You've recently had workmen on: \_\_\_\_\_

We want to hear your opinion  
Please Turn Over

Thank you.

Accommodation YES—Your Empowering Service. Feedback improves our service for YOU

Please  the appropriate face for each

Hand back to YOUR supporting Staff

O'SHEA PARTNERSHIP  
Accommodation  
YES YOUR EMPOWERING SERVICE

Speed of the Job			
Cleanliness after the Job			
Friendly Workers			
Finished product			
Overall			

Accommodation YES—Your Empowering Service. Feedback improves our service for YOU

Please raise your concerns or feedback to Darren on - 07513 825 029



# Maintenance

## *Your Voice Matters!*

At Accommodation Yes, we are always looking for ways to make our service even better.

***We need your help!***

We are rolling out a brand-new online feedback form so you can tell us how we're doing with maintenance tasks.

After a job is completed, you'll receive a link by email—your feedback helps us improve and make things better for everyone.

If you don't have internet, don't worry! You can still provide feedback using our usual card forms, or simply share your thoughts in person, over the phone, or in a letter—whatever suits you best.

**Click on the Link Below to have a look At the new form**

**[Accommodation-yes - Maintenance Feedback - Fill in form](#)**





We love to talk!  
I think we've improved but this is about you. Can we do better at communicating?



We love to repair!  
Can we do better at letting you know what is going on?  
Keep your feedback coming!



We love to be safe!  
You'll see me sniffing around your property checking things out!



It's pretty dull but important.  
All our safety certificates are in place.



More and more tenants are getting involved with improving our property standards. Please speak to Darren if you are interested in joining the team!



New gardening and cleaning contractors are in place. We would love to hear your thoughts on their standards!



More property improvements to come in 2026.  
watch this space



We're heading in the right direction and we want to provide a service you deserve.... Great communication and great standards!

# Tenant Survey 2025



**ROLLED OUT ON  
17<sup>TH</sup> NOVEMBER  
2025 USING AN  
ONLINE PLATFORM**



**29 RESPONSES  
FROM 71 TENANTS**



**A RESPONSE RATE  
OF 41%**



**15 QUESTIONS  
ASKED**



# *The Overall Result:*

24 tenants out of 29 tenants who took part in the survey were either very satisfied or satisfied with the service provided by Accommodation Yes

1. Question: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Accommodation-YES ?

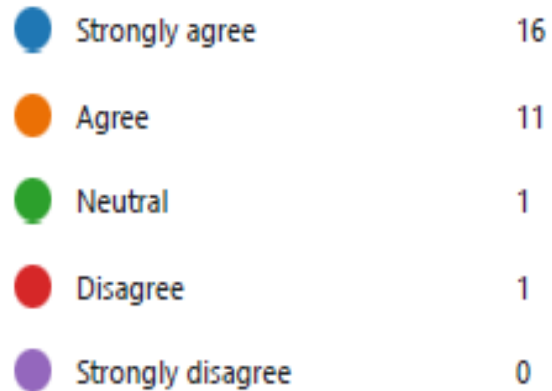
● Very satisfied	13
● Satisfied	11
● Neither satisfied nor dissatisfied	4
● Dissatisfied	1
● Very dissatisfied	0



# *The Top Result:*

27 out of 29 tenants who took part in the survey were either very satisfied or satisfied that Accommodation Yes treats them fairly and with respect

9. Question: To what extent do you agree or disagree with the following "Accommodation-YES treats me fairly and with respect"?



# The Most Challenging Result

18 tenants out of 29 tenants who took part in the survey were either very satisfied or satisfied with the overall repair service provided by Accommodation Yes

3. Question: If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Accommodation-YES over the last 12 months?

Very satisfied	13
Satisfied	5
Neither satisfied nor dissatisfied	3
Dissatisfied	2
Very dissatisfied	1



If you would like to see the full survey results, please visit the website or swing by the office for a coffee and a chat

See our commitments on the next few pages to see how your survey shapes the year ahead





# COMMITMENT

## Commitments 2026



# *Aims and Objectives for 2026*

- ▶ Fire door servicing and upgrades to 4 remaining properties.
- ▶ Continue to build contractor relationships to improve maintenance response times.
- ▶ Reduce complaints and work with tenants regarding anti social behaviour.
- ▶ Make it easy for tenants to share their views to help us improve our service.
- ▶ Look for ways to improve our service and how we communicate with tenants.
- ▶ Commit to a schedule of planned property improvements - details to follow.
- ▶ Review service charges so you are paying for what you use
- ▶ Provide useful information and advice to support your independence
- ▶ Work closely with support workers, social workers and other professionals.
- ▶ Provide safe, warm and well-maintained homes.

# Complaints - Your Views Matter

At **Accommodation Yes**, your views matter.

You can share your thoughts at any time by talking to staff, asking for a one-to-one chat, or arranging a group meeting.

**If something isn't right, please speak to Darren:**

Urgent issues: response within **24 hours**

Other concerns: response within **5 days**

**Contact us:**



01622 682 535 / 07513 825 029



darren@accommodation-yes.com



17 Hart Street, Maidstone, Kent ME16 8RA

We will confirm we've received your message, investigate within **10 days**, and respond to you.

If you are still unhappy, you can write to the **Company Director** at the address above.



*We don't always get things right, but we will always do our best to put things right!*

*In 2025 we received **18 complaints***

- ▶ Anti social behaviour (by another tenant) x 15 complaints
- ▶ Maintenance x 1 complaint
- ▶ Communication x 2 complaints

**I would encourage you to speak up, shout out and tell someone if things are not quite right with your property or our service.**

**This will help us always improve for you!!**





# USEFUL INFORMATION





*Accommodation Yes became a not-for-profit organisation on 7th March 2024.*

This means that any extra money we receive is **put back into our homes and services** – helping us improve properties, carry out repairs, and provide a better service to you.

Being not-for-profit means we are **focused on people, not profit**. Everything we do is driven by our commitment to providing **safe, comfortable homes** and a service you can trust.

# Housing Ombudsman Service



We can help if you live in social housing and have a problem complaining to your landlord.

Our statutory Complaint Handling Code sets out how a landlord must respond to a complaint, including timescales.



We are free, fair, and impartial and can make orders to landlords to put things right.

Contact us via our online webform at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or send an email to [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



You can call **0300 111 3000** or write to us at:  
**Housing Ombudsman Service,  
PO Box 1484, Preston, PR2 0ET**





# Car Park Caretakers & Helpers

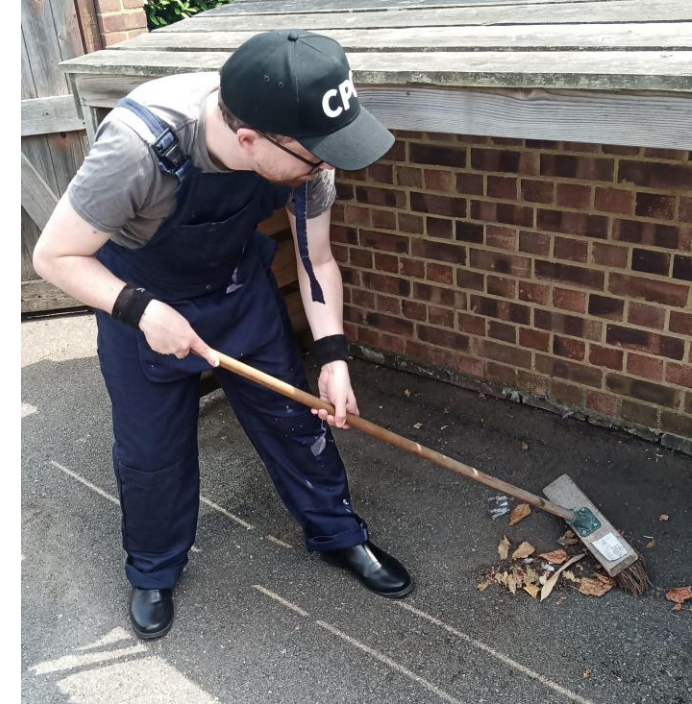
Working together to care for our homes

We are very grateful to the people who help look after our properties and shared spaces.

Across our homes, we have **three car park caretakers** who do a fantastic job keeping driveways and pathways safe, clean, and tidy. They regularly sweep up, remove litter, and clear weeds, helping us maintain high standards for everyone.

We are also thankful to a helper who **charges the electric cards** used by tenants to top up their electric meters, making everyday life a little easier.

One of our tenants also kindly took **beautiful photographs of our properties**, which we are looking to use on our website and to share the great work we do.



*If you would like to get involved in keeping your property tidy for a small token of appreciation, then please do get in touch!*

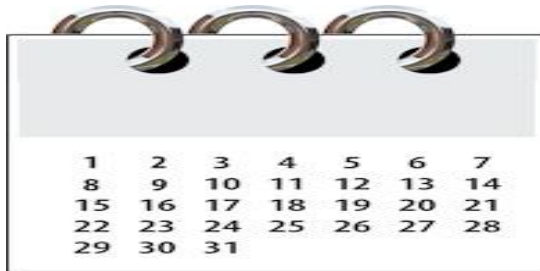


# Electric Cards



Electric cards are available from  
Head Office:

**Phoenix Support**  
**17 Hart Street**  
**Maidstone**  
**ME16 8RA**



You can buy electric cards on:

**Monday** (Not on Bank Holidays)

**Wednesday**

**Friday**



Electric cards are available  
between:

**9:00am – 3:00pm**

**You will be told of any changes to these  
days and times.**

**Please return  
your used  
electric cards to  
the office so we  
can reuse them  
to help our  
environment**



**No smoking  
It is against the law  
to smoke in these  
premises**

# A Gentle Reminder

To help keep our homes safe, clean, and healthy for everyone, **smoking is not allowed anywhere inside our properties.**

This rule is in place to protect your health and wellbeing, as well as to reduce fire and safety risks.

If you do smoke, please use the **designated outdoor smoking areas and ashtrays** provided.

Smoking inside a property can cause damage such as strong smells, staining, or fire risk. If this happens, tenants may be asked to **cover the cost of cleaning or redecoration** needed to put things right.

If you have any questions, concerns, or need support around this, please speak to **Darren** by calling **07513 825 029**. We're always happy to help.

# WOULD YOU LIKE TO JOIN OUR TENANCY COUNCIL?



We're looking for more people to join our Tenancy Council which meets three-times a year.

By joining you can:

- Represent yourself and other Tenants views
- Support and promote positive changes for all Tenants
- Discuss new ways to help make your life and your fellow Tenants lives more comfortable
- Meet Tenants from other properties

For more information and a Tenancy Council Application Form call in to our office.

Accommodation



RESIDENT EMPLOYMENT SERVICE

17 Hart Street, Maidstone, ME16 8RA

Monday- Friday 8:30am-4:30pm (Excl bank holidays)



Let's Have a  
Great 2026!

