

**We know that after reading the announcement about PA Housing and Accent considering a potential partnership, you may have some questions. We've tried to answer some of them for you here.**

If you have queries which are not on this document, you can email us at [questions@pahousing.co.uk](mailto:questions@pahousing.co.uk).

### What does this mean for reporting repairs?

There will be no change here. The quickest and easiest way to report your repairs to us is my using My PA which will allow you to diagnose and report your own repairs and book an appointment for a contractor to visit. My PA should not be used for emergency repairs.

Alternatively, you can also report repairs by emailing [repairs@pahousing.co.uk](mailto:repairs@pahousing.co.uk) or by calling us on 0300 123 2221.

### Will any new organisation improve the speed of repairs?

We are still discussing whether it makes sense to work in partnership. One of the main reasons for working together would be that both PA Housing and Accent want to improve our services more quickly – including repairs and maintenance. We see a chance to pool our expertise to do even more to make a dramatic, positive difference in our communities.

### What will this mean for my rents – will they increase?

Whether these discussions result in a new organisation or not, your rent will continue to be decided each year in line with government guidance. At present rent increases are capped for us and all other housing associations at inflation (Consumer Prices Index) plus 1% each year.

### What does this mean for your focus on my neighbourhood?

If we do decide to create a new organisation together, improving customer services more quickly will be at the heart of everything we do. We would accelerate the pace of investment and service improvement.

### How can I have my say on the plans?

We will be discussing the potential partnership with customers in the coming weeks. Your views are really important to us and will help us decide whether and how to

proceed. We will be in touch shortly with more details so please watch out for updates. In the meantime, if you have questions that are not covered here, please let us know by emailing us at [questions@pahousing.co.uk](mailto:questions@pahousing.co.uk).

### Who are Accent?

Accent is a not-for-profit housing association, the same as PA Housing. It owns and manages 20,700 homes in the North, Midlands and the South East. For more information on [Accent please see its website](#).

### Why choose Accent for partnership discussions?

We believe we already have a huge range of things in common. We are committed to improving services faster, we want to make a dramatic, positive difference in our communities and we want customers to be at the centre of everything we do. We believe the opportunity exists for us to create an organisation whose combined strengths can do even more for you.

### When will you decide to proceed or not?

We are consulting with customers, colleagues and other people now about next steps. We hope to make a decision by the autumn. We will be discussing the potential partnership with customers in the coming weeks. Your views are really important to us and will help us decide whether and how to proceed. We will be in touch shortly with more details so please watch out for updates.

### You have made a range of promises in your recent corporate plan - will you stick to these?

Yes. Although we are discussing a possible partnership with Accent, our promise to you is that we will remain focused on delivering our pledges. These include important progress on investment in your homes and service improvements. If we are falling short in your view, please let us know by contacting our Business Insights Team and we will look into this and respond to you.

[businessinsightsteam@pahousing.co.uk](mailto:businessinsightsteam@pahousing.co.uk)

### How will services change if the partnership proceeds?

If we do decide to create a new organisation together, improving customer services more quickly will be at the heart of everything we do. We would accelerate the pace of investment and service improvement.