

LANDSCAPE MANAGEMENT

Immediate aftercare (defect liability 24 months): Including grass and meadow cutting, weed, pest and disease control, pruning and watering; weed control by residual herbicide or hand weeding as necessary to achieve a weed-free condition; watering in periods of drought to ensure establishment and continued thriving of planting; replacement of dead or missing plants in year of loss.

Year 2 onwards: Continue to maintain for five years from completion of planting by hand weeding and spot treatment of weed killer to any weed in planted areas until plants close canopies. Replace plant failures for 5 years in following planting season (Nov-Mar). Accent's grounds maintenance plan will cover the following regular, seasonal and annual maintenance operations:

Trees Water monthly April to September in periods of drought; inspect trees annually in winter; apply slow release fertiliser to base of each tree (50g per new tree) annually, Mar-Apr. As required: undertake formative pruning of young trees to encourage good growth and shape; following strong winds, re-firm base and check tree stakes for stability; check tree ties on new tree planting and replace/loosen/remove as necessary.

Shrubs Water monthly April to September in periods of drought; maintain plant beds weed free; remove litter; remove dead plants; trim planting to prevent encroachment onto paths; prune planting clear of all signage and sightlines; prune hedges once annually; firm up rocked plants; eradicate any occurrence of Japanese Knotweed.

Meadow Grass Cut twice annually in spring and autumn; remove litter.

Grounds maintenance contractors also have a responsibility to comply with the Wildlife Act 1981, and pruning of established trees and hedges may be delayed due to nesting birds or bats: these missed visits are always picked up at a later date.

ESTATE AND GENERAL GROUNDS MAINTENANCE

Accent customers pay a regular Service Charge on top of their rent, which helps us to maintain the estate with regular grounds maintenance and communal cleaning (see left), as well as and other services such as removing rubbish or fly-tipping.

We routinely survey our customers about the standard of their grounds maintenance and communal cleaning services.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Grass cutting			16 times a year (Frequency depends on weather)									
Edging of beds				Once			Once			Once		
Hard surface clearance	Every visit											
Hard surfaces - removal of moss and weeds	2 times a year											
Collect litter, debris and fallen leaves	Every visit											
Weed control (using herbicides)	As and when required											
Hoe and remove weeds				Once		Once		Once		Once		
Shrub beds - summer maintenance			8 times a year (Frequency depends on weather)									
Shrub beds - winter maintenance		Once										Once
Pruning of shrubs and hedges	3 times a year (As and when required)											
Pruning overhead branches	As and when required											
Strimming					2 times during this period							
Clear bramble/gorse					2 times during this period							
Rough verge maintenance				Once			Once			Once		

BIODIVERSITY NET GAIN (BNG)

Biodiversity net gain design is now part and parcel of new developments, as we aim to achieve a bigger or better quality natural habitat than there was before the development. Areas that will be maintained by Accent in perpetuity will always be our first choice, as we think these areas also provide significant positive effects on our customers' wellbeing: spending time in green spaces has been shown to reduce stress, boost mental health and encourage physical activity.

Trees improve air quality, enhance neighbourhoods, reduce storm water runoff, and provide natural shade during hot summers. Our 'SUDS' areas (Sustainable Urban Drainage Systems) deal with surface water runoff in a natural way, and provide important habitats for wildlife.



LEAP MAINTENANCE

Where we install formal play areas as part of a development, Accent conducts ‘operational’ inspections (by the original installer, or a qualified subcontractor i.e. Pentagon), as well as having an annual inspection conducted by a ROSPA licenced company, as per the examples below.



Inspector Inspection Report

This report shows Findings and Tasks recorded during the Inspection(s) matching the selection criteria set in the Report Wizard. If no Findings or Tasks are shown, none were recorded.

Each Inspection includes a declaration signed by the Inspector stating that no defects were found other than those recorded.

Inspections included in this report

Site Name	Copse Close Playpark (Accent Housing Ltd)
Provider	Pentagon North
Inspection Type	Playground-Operational
Inspector	Adrian Cook
Actual Date	16/12/2025 09:14:10
Inspection Status	Completed

16/12/2025

Finding Summary

Copse Close Playpark (Accent Housing Ltd) Findings

Asset	Finding Title	Creation Date
Litter Bins	Bin - Bin is full	16/12/2025 09:37:01
Balance Beam Weaver	Item - Cap(s) missing	16/12/2025 09:38:51
Walk and Stretch Stilts	Item - Cap(s) missing	16/12/2025 09:42:43
Wigwam	Item - Cap(s) missing	16/12/2025 09:50:35

Agility - Balance Beam

Manufactured by Playdale Playgrounds Ltd



Standards:
EN 1176-1:2017+A1:2023
The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Innate risk level

Actual risk level

Risk level: Low

Risk score as low as possible

No remedial tasks

Surface: Wet Pour

Play Train

Manufactured by Playdale Playgrounds Ltd



Standards:
EN 1176-1:2017+A1:2023
The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Innate risk level

Actual risk level

Risk level: Low

Risk score as low as possible

Remedial tasks: 1

Surface: Wet Pour



Safety Inspection Report

Annual Inspection

Site name: Accent Housing - Station Road LEAP
Date of inspection: 30 April 2026
Inspector: David Owen
w3w.co/digested.grin.arching



Gates



Innate risk level

Actual risk level

Risk level: Low

Potential risk score reduction: 1

Remedial tasks: 1

Maintenance Finding

Description	Mechanism needs adjustment.	Risk level: Low
Tasks	Adjust.	Risk score: 5
Note	Adjust spring closer.	

Finding Photos



TENANCY MANAGEMENT

There are many different types of tenancy agreements, but the most common are **starter tenancies** and **assured tenancies**.

Starter tenancy

This is the main type of tenancy we issue for new customers. This tenancy is initially for 12 months. As long as there aren't any issues or serious breaches of a starter tenancy agreement, it automatically changes to an assured tenancy after a year. A full assured tenancy is lifelong and only ends if the customer choose to leave, or if we take legal action to end the tenancy because they have breached their agreement.

The amount of rent paid is set at the start of the tenancy, then reviewed every April.

Assured tenancy

This is our most common tenancy. The amount of rent paid is set at the start of the tenancy and is usually reviewed once a year.

We have to use a formula set by the government to work out how much the rent goes up. This is based on the consumer price index (CPI). The CPI is worked out by the government according to the average price of basic goods and services like food and transport.

The Right to Shared Ownership

Whilst the tenure of these 57 new homes is intended for social rent, all residents on this scheme will have a Right to Shared Ownership so that if they wish to access home ownership, they can purchase a share starting at 10% of the market value, and pay rent on the remaining share. This ensures there is flexibility for residents to transition into home ownership if and when their circumstances allow.

Local Lettings

A local lettings policy will be agreed with South Holland to ensure that all homes are sensitively let.

Rent Levels

The weekly Social Rent (SR) envisaged here is less expensive than both an Affordable Rent tenure (AR) and Market Rent (MR) tenure:

- Social Rent is **£20.98–£41.57 per week cheaper than Affordable Rent**, i.e. **16.29%–22.41% cheaper** (simple average: **19.76% cheaper**)
- Social Rent is **£53.18–£92.16 per week cheaper than Market Rent**, i.e. **33.04%–37.93% cheaper** (simple average: **35.80% cheaper**)
- Social Rent is an average of **62%–67% of Market Rent** across the unit types

A full table can be found on the following page.

Unit type	Benchmark Market Rent (£/wk)	Affordable Rent (AR) (£/wk)	Social Rent (£/wk)	SR cheaper than AR (%)	SR cheaper than Market (%)	SR as % of Market
1 bed 2p house / maisonette	160.98	128.78	107.80	16.29%	33.04%	66.96%
2 bed 4p house	195.48	156.38	127.48	18.48%	34.78%	65.22%
2 bed 4p bungalow	206.98	165.58	128.48	22.41%	37.93%	62.07%
3 bed 5p house	224.22	179.38	140.92	21.44%	37.15%	62.85%
4 bed 6p	252.97	202.38	160.81	20.54%	36.43%	63.57%

For simplicity in this comparison, please note all rents exclude service charges.

ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour is when someone does things that make others feel scared, upset, or uncomfortable where they live. It can make a community feel less friendly and safe.

Accent's **Anti-social Behaviour & Hate Crime Policy** explains how we deal with anti-social behaviour. This provides clear and fair rules, so we know what is and isn't okay.

Different people find different things upsetting, so what bothers one person might not bother someone else. Accent's **Good Neighbourhood Management Policy** provides information for customer, colleagues and partners about how we approach neighbourhood issues which are not antisocial behaviour but still require a landlord response. This includes how we manage our estates to ensure they are maintained to a high standard.

We use both of these policies to help us decide the best way to support our customers and their neighbours with any problems.



We believe creating homes is about more than bricks and mortar - it is about supporting people through life's challenges and doing all we can to help them feel safe, secure and cared for. Accent offers a range of services and work with trusted charities and organisations to help our customers stay safe and secure in their homes.

All Accent policies can be found on our website <https://www.accentgroup.org/>