

# Better Together

From April 2017, all of the separate organisations that made up the Accord Group have come together to form a single business.



To ensure that we provide excellent customer service and that our services continue to offer value for money, we are now Accord.

We aim to be a great housing and care provider, delivering value at all times and providing excellent services. Our customers told us that they wanted to see:

- Consistency across services
- Improved communication
- A more responsive repairs service
- Simpler ways of getting things done.

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## A note for customers

Please make sure that any rent or licence fee payments are made payable to **Accord Housing Association Ltd**. Please take particular note if you pay us by cheque. If you pay your rent by direct debit we will make the necessary changes to ensure payment is safely received by us. If you use electronic banking or bank transfer to pay your rent, please

ensure you have the correct details:

Account Name: Accord Housing Association Limited

Account Number: 11438260

Sort Code: 30-80-12

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