



Neighbourhoods and Communities

Account Marker Policy

Regulation and Legislation	This policy links to the Regulatory of Social Housing Neighbourhood and Community Standard
Supporting documents	Account Marker Procedure, Multi Agency Public Protection Arrangements (MAPPA) Policy, Multi Agency Public Protection Arrangements (MAPPA) Procedure, Unacceptable Behaviour Policy, Unacceptable Behaviour Procedure
Scope	This policy outlines our approach to identifying and flagging hazards, that could impact our colleagues, agents and contractors, with the aim of reducing risk while delivering our service.
Reference to “Orbit” means Orbit Group which consists of Orbit Group Limited, Heart of England Housing Association Limited, Orbit South Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Plc.	

1. Introduction

- 1.1 Orbit is committed to providing a safe working environment for colleagues, agents and contractors, minimising hazards and risks when visiting customers’ homes or contacting customers.
- 1.2 This policy explains when an account marker may be placed on a customer account to ensure the correct adjustments are made to effectively mitigate any risk to our customers, colleagues or agents.
- 1.3 This policy applies to all Orbit customers, occupants and visitors to our properties who we may come into contact with while delivering our services.

2. Policy Statement

- 2.1 We will place an Account Marker against a customer or property record to make clear when:
 - there is a risk of verbal or physical aggression from the customer, a household member or visitor identified from a specific incident;
 - there is an environmental hazard such as needles, weapons, long term capped gas or unsanitary conditions identified from a specific incident;
 - there are Multi Agency Public Protection Arrangements (MAPPA) in place;

- there is a Safeguarding Concern and action/inaction is required to avoid distress being caused to a customer or placing a colleague, agent or contractor in a challenging position when delivering our day-to-day services;
- the customer is absent from the property for more than 28 days;
- or, there is a communication plan in place to manage unacceptable customer behaviour.

2.2 To reduce the actual or perceived risks, one or more of the following flags will be assigned to the Account Marker:

- Do not visit alone
- Visit only with Police accompaniment
- Female colleague/contractor must be accompanied
- Male colleague/contractor must be accompanied
- Male colleague/contractor visits only
- Female colleague/contractor visits only
- Dangerous animal in property
- Environmental hazard; proceed with caution
- Injunction in place- seek further advice from the before visiting
- Contact the Neighbourhood Manager / LL Area Neighbourhood Manager before visiting/meeting
- Contact the Neighbourhood Manager /LL Area Manager before rehousing, on receipt of a mutual exchange request, adding an occupant or on receipt of a notice to terminate.
- Customer absent from property until [date]
- Refer to communication plan dated [date]

2.3 An Account Marker is solely for flagging adjustments that need to be made to our service to reduce risk to colleagues, agents and contractors. If the circumstances for which the Account Marker is applied would also constitute a breach of tenancy including Anti-Social Behaviour, Domestic Abuse, Hate Incident, Property Condition, Safeguarding Concern or Tenancy Fraud, this would be managed in line with the relevant policy and the application for an Account Marker will not influence the decision of whether any further action is taken.

2.4 Account Markers will be visible to all colleagues when they access a customer record. However, only the type of Account Marker and the flag assigned to it will be visible and not the details of why it was added. We will also share the existence of an Account Marker and flag with agents and contractors who provide services on our behalf.

2.5 To ensure that Account Markers are applied fairly and consistently, our procedure contains strict segregation of duties as follows:

- **Colleague, agent or contractor** – Request for an Account Marker
- **Line Manager** – Review of request resulting in either rejection, or approval to add
- **Business Support team** – Adding the marker to the system

- 2.6 There must be a legitimate reason for adding an Account Marker to comply with GDPR and these are:
- Legal requirement or lawful reason
 - Health and safety risk
 - Legitimate business interest
- 2.7 For transparency, we will in writing notify a customer, household member or visitor where possible that they or their property is subject to an Account Marker. We will explain the reason(s) why and advise the length of time it will be in place and the possible impact it may have on any services we supply including delays while measures are put in place to ensure the safety of colleagues, agents and contractors.
- 2.8 The exception to 2.7 is if such a notification would pose a substantial risk of harm or it is not in the public interest to do so. In such circumstances an approval process for no notification is in place.
- 2.9 Account Markers will be reviewed to ensure that they are not kept for longer than necessary and the review date will depend on the type of marker. In all cases though, reviews will take place no longer than 12 months from the date the marker was added.
- 2.10 We will consider the relevance of disclosing an Account Marker when providing a landlord reference.

3. Data retention

- 3.1 All data, documents and information to be retained for the duration of the tenancy. In cases where a new tenancy is issued or the customer transfers to a new property the data should be retained whilst the customer remains an Orbit tenant.

4. Roles and Responsibilities

Role	Responsibility
All employees	Identify the need for Account Markers and raise requests through the approved channel
Managers	Review requests and approve or refer back to the requesting employee if denied. Health & Safety near miss / incident to be updated with outcome. Employee wellbeing checks.
Business Support team	Manage application and removal of account markers on customer accounts.
Health and Safety team	Manage reporting requirements

5. Performance Controls and Business Risk

- 5.1 Oversight of Account Markers will sit with the Head of Neighbourhoods.
- 5.2 The Health and Safety team will report annually to the Head of Neighbourhoods and Communities on numbers of Account Markers and trends.
- 5.3 The Health and Safety team will also report annually to the Health and Safety Committee on number of Account Marker in high-risk categories.
- 5.4 Orbit will carry out a fundamental review of this policy every three years subject to legal, regulatory changes or otherwise agreed as part of the Policy Review Programme.

6. Essential information

- 6.1 All policies and procedures are developed in line with our approach to the following, data protection statement, equality diversity and inclusion (EDI) approach, complaints and customer care policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Orbit's privacy policy can be accessed on our website www.orbitcustomerhub.org.uk/publications/policies/

EA	Equality Analysis was completed and is available to view
DPIA	A DPIA was completed against the supporting procedure and is available to view
Consultation	Internal: Customer Services Directorate and Customer and Communities Board
	External: Customers have been involved in the formulation of this procedure via our online Your Voice platform and an engaged customer session took place during Q1 25/26
Applies to	All colleagues, agents and contractors

Document control

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Doc Level 3

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Directorate Customer

Date		
Approved by	Director of Neighbourhoods and Communities	Oct 2025
Next review		
Next Review (or sooner if changed)		Oct 2028

Revision History

Version Number	Date	Comments / Reason for revision
v1.0	Aug 2020	Published
v1.1	Aug 2022	Amendment made due to changes in roles & responsibilities
v2.0	Oct 2025	Full three-year review: No change to policy Amendments made due to changes in roles & responsibilities as a result of the creation of new Neighbourhoods and Business Support teams

