

Rise to the Challenge!



Does your organisation *really* listen to its residents, take their concerns seriously and respond appropriately?

Only the residents will give an accurate and honest answer to that question.

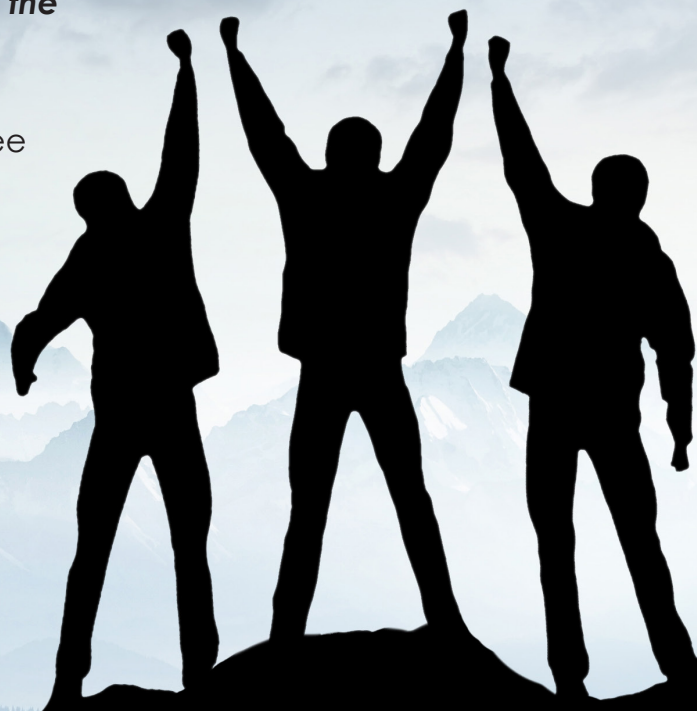
Only the very best landlords will be confident enough to ask them.

The Residents' Challenge throws down the gauntlet to organisations that believe they are engaging meaningfully with their residents. Uniquely, in the Challenge ***it is the residents who assess their landlord.***

With the support of an experienced HQN advisor, a team of residents will assess their landlord in three key engagement areas and produce an evidence-based report. If the landlord has met the Challenge, a trophy and certificates are awarded. If not, the landlord is advised on improvements.

The Challenge is not a standard accreditation product nor a satisfaction survey, it goes further than both. It is not for the faint-hearted!

Is your organisation ready for the Challenge?



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