

A first for the South West

Accreditation for income management

Tony Newman (HQN), Jim Bruckel (Incomes Manager), Richie Horton (Assistant Director of Finance), Sonia Murphy (tenant representative who has been involved in developing the service), Gary Orr (Chief Executive) and Caroline Moore (Executive Director of Finance).

Yarlington Housing Group has become the first association in the South West to achieve income management accreditation, impressing the panel with their exceptionally high quality service to customers.

"The process of gaining the accreditation has been a great opportunity to recognise what fantastic work our organisation is doing, and has also helped identify areas we can further develop. We couldn't have achieved this without our partnering successes and involvement with our residents in developing our services. This is the icing on the cake for staff and something we are very proud of."

Jim Bruckel, Incomes Manager



To find out more call Anna Pattison on 01904 557197 or email: anna.pattison@hqnetwork.co.uk

To see all our accreditation options, please visit the accreditation page on our website: www.hqnetwork.org.uk

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