



It's an ace for Nottingham City Homes!

"We're delighted and extremely proud to be the first ALMO in the country to receive HQN Accredit: Income Management"

HQN Accredit: Income Management

Congratulations to Nottingham City Homes

HQN recognised the sustained performance and improvements made over the past few years. The Panel was particularly impressed with NCH's focus on balancing efficient income management with support for customers, especially those feeling the effects of the current economic downturn.

"The accreditation reflects the work that's gone into transforming our income management service. It's been made possible by all the hard work the team has done both with local partner agencies and with our own tenants to ensure their views are reflected in our policies and practices.

"The accreditation process was objective, rigorous and challenging with a particular focus on positive outcomes for customers. It demonstrates that the work we're doing really is creating homes and places where people want to live."

Richard Holland – Assistant Director of Housing Operations

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

The NCH team, including front row, second from left, Nick Murphy (Chief Executive), second from right, Janet Storar MBE (chair of the board and tenant), third from right, Victoria Chilvers (Rent Account Manager); back row, fourth from left, Ben Chilvers (Rent Operations Manager), third from right, Tim Millns (Rents and Leaseholder Manager)



hqn

accredit:income
management

Rockingham House | St Maurice's Road
York | YO31 7JA

Telephone | 0845 4747 004
Fax | 0845 4747 006

Internet | www.hqnetwork.co.uk
Email | hqn@hqnetwork.co.uk

HQN Limited Registered in England Reg No. 3087930

