



From a distance...

We know that you are all working hard to keep the front line going in these extraordinary times. And we don't want to get in the way of that. But we can still offer essential consultancy remotely.

Here are some of the services we can offer:

- **Stress testing your business plan for the impact of Covid-19** such as increasing arrears, loss of sales income, fluctuating funding costs, delaying developments and dealing with the repairs backlog after the lockdown plus we can take into account the upsides of agile working
- **Preparing for in-depth assessments – these are paused for now but will come back** – we can review your board papers, governance, internal controls and financial viability remotely then pick up the board observations after the lockdown – the RSH has always generated its agenda from studying your papers remotely, so this is business as usual
- **Getting ready for tighter consumer regulation when the Grenfell White Paper comes out** – the Government is embarrassed about how much time it has taken to respond to the tragedy – so we anticipate that the long awaited new regulatory regime will be released quickly after lockdown – the contents are no secret – we can start to prepare you by:
 - testing your approach to safety by assessing strategies and procedures with targeted file checks across gas, fire, lifts, electrical, asbestos and water
 - starting to design a new approach to engaging residents using our “nothing about us, without us” methodology – we were already engaging widely with residents through social media
 - testing your customer care by reviewing complaints files and studying call centre transcripts and data to check how you spot potential problems and react to these/escalate in the right way.

We are well aware that in any work we do now we must minimise the burden on you. Where we need to speak face to face we can use Zoom and other formats.

The aim of our work is to help you get back on track quickly after the lockdown ends, which it will at some point.

To find out more contact Anna Pattison on 01904 557197, or anna.pattison@hqnetwork.co.uk

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