



Is your income management service fit and healthy? Why not have a check-up?

RIEN's income management and tenancy sustainment health check is the ideal way to find out quickly and economically whether your service is fit for purpose.

Every review is tailored to the organisation's specific requirements. We take a diagnostic look at policies, procedures and practices, identify strengths and weaknesses and provide you with a prioritised targeted action plan to improve performance and service delivery.

We assess your service against challenging standards. We carry out:

- A comprehensive review of your key documents
- On-site interviews and focus groups
- Quality case management assessments, alongside your own officers.

We hold a feedback and discovery session, presenting strengths, areas for improvement and practical solutions.

We give you prioritised recommendations for improvement planning and ongoing support.

RIEN lead associate, **Tony Newman**, designs and carries out our health checks. Tony developed HQN's income management toolkits and the accreditation programme. He brings an unrivalled wealth of experience, clear understanding and in-depth knowledge of income management.

RIEN's income management and tenancy sustainment health check – can you afford to miss out? Contact Anna Pattison now to find out more on anna.pattison@hqnetwork.co.uk or 01904 557197.

About RIEN

Rent Income Excellence Network (RIEN) is HQN's specialist network for income management. The network promotes and shares best practice from housing providers and partner agencies across the UK. It covers all aspects of housing income as well as tenancy sustainment and inclusion.