

# Congratulations to New Charter Homes

## Accredited for estate services!

It's a pleasure to find an organisation such as New Charter Homes. They're really focused on delivering improvements for residents and adding value to everything they do. Getting estate services right is no easy thing. We're thrilled that **New Charter** has achieved HQN accreditation in estate management services.

"After tough scrutiny, we're absolutely thrilled that our performance has been independently recognised at a national level. It's reassurance that we're delivering a high standard of service while focusing on the right things for our customers and communities. I'm so pleased that the neighbourhood teams received such glowing feedback for their incredible dedication. To be awarded accreditation without conditions or any recommendations is a dream result and a true testament to my teams."

Emma Marsh, Director of Communities

### Are you up for the challenge?

HQN's accreditation tests your services and demonstrates that they are best in class – giving you, your staff, your investors and, most importantly, your customers confidence in your service.

To find out more, please contact Anna Pattison on 01904 557197, or email [anna.pattison@hqnetwork.co.uk](mailto:anna.pattison@hqnetwork.co.uk)

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

Telephone | 0845 4747 004  
Fax | 0845 4747 006

Internet | [www.hqnetwork.co.uk](http://www.hqnetwork.co.uk)  
Email | [support@hqnetwork.co.uk](mailto:support@hqnetwork.co.uk)

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Damian Roche,  
HQN's Operations  
Director and accreditation  
assessor presents the trophy  
to Emma Marsh, Director of  
Communities, cheered on  
by residents and the  
neighbourhood  
teams



# hqnetwork

support services