

HQN Accredit: Lettings

HQN Accredit: Lettings is the UK's only accreditation system specifically designed to assess how well a landlord manages its lettings service. The scheme itself reflects the broad range of activities that social landlords deliver beyond allocations, such as supporting new customers to build and maintain successful tenancies, helping to establish sustainable neighbourhoods and thriving communities and effective void management – to name but a few!

Applying an objective, rigorous and challenging scrutiny process, which focuses on the things that really matter while involving your customers in the process, HQN Accredit: Lettings has been designed to recognise and reward those organisations which let their homes efficiently and effectively, helping those most in need and making sure new tenancies really get off on the right foot!



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Accreditation provides:

- Assurance for your board/councillors, stakeholders and partners that your approach reflects best practice
- Recognition that your service operates efficiently, effectively, economically and delivers excellent service to residents
- An enhanced professional reputation for the organisation, managers and staff
- An independent validation of your achievements
- Technical guidance and support from HQN's specialist consultants, helping to ensure that you are well prepared for current and future challenges
- National promotion of your success.



To find out how to get an
HQN accreditation visit
www.hqnetwork.co.uk/accreditation

To find out more, contact Anna Pattison
on +44 (0)1904 557197 or
email anna.pattison@hqnetwork.co.uk

Rockingham House, St Maurice's Road, York, YO31 7JA
Tel: +44 (0)1904 557150
Email: support@hqnetwork.co.uk
Visit: www.hqnetwork.co.uk
@HQNMedia

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