



HQN Accredited: MIST – Maximising Income; Sustaining Tenancies

HQN Accredited: MIST is the UK's only accreditation system specifically designed to assess how well a landlord manages its rent income streams. The scheme itself reflects the broad range of activities that social landlords deliver beyond rent collection itself, such as supporting new and existing customers to build and maintain successful tenancies, providing money advice and help with benefits, training and skills development and income maximisation work – to name but a few!

Applying an objective, rigorous and challenging scrutiny process, which focuses on the things that really matter, HQN Accredited: MIST has been designed to recognise and reward those organisations which maximise their own and their customers' income.

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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

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