The Housing Quality Network
What's in it for you?

"The Network's briefing notes are timely and independent summaries of key topical issues – very useful for us in reviewing policy."

Stuart Bishop, Head of Group Policy, Paradigm Housing Group

"Wolverhampton Homes is a long-standing member of the Housing Quality Network . We value its expert briefings and topical seminars which help us keep up to date and well-informed – increasingly important in the ever-changing world of social housing."

Margaret Wright, Director of Performance and Customer Services, Wolverhampton Homes

"We find the regular briefing papers on a variety of topics very useful and we have used HQN to carry out a mock inspection for us which was very thorough and comprehensive and gave us some really good pointers about where we needed to improve. We would certainly recommend the Housing Quality Network to others as they have a wealth of information and experience at their fingertips."

Carole Hodson, Director of Policy and Corporate Sales, Solihull Community Housing

"The Housing Quality Network provides an indispensable range of services to its members which in today's environment and ever-increasing pace are invaluable. The briefings are timely and extremely useful, training sessions and seminars are never dull and very informative and the website is first class."

Nicola Licence, Group Company Secretary, Shropshire Housing Group

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For further information, please contact:

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The Housing Quality Network
What's in it for you?

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Join the family

The Housing Quality Network is the core of HQN, a company which comprises many different areas of excellence including five specialist networks, a sheltered benchmarking service, consultancy services, interim and project management (The Pool) and training and development services.

The Housing Quality Network (The Network) is a membership organisation, currently with around 650 housing members.

Responding to the latest policy issues from efficiency to inspection, from supported housing to tenancy issues, The Network is the cost effective way to ensure your organisation is ahead of the game.

Stay on top of the issues

Our briefing papers, specially commissioned to reflect the different policy and legal requirements in England, Scotland and Wales, analyse all major government initiatives and consultations affecting housing.

The Network's famous electronic information bank, accessible 24 hours a day, is constantly updated with policy information, inspection results, and events details. It also includes a members' exchange facility where members can post queries and share good practice and our self-assessment toolkits, which are designed to ensure you are well prepared for inspection and performance improvement.

Network seminars and events use a wide range of highly experienced and knowledgeable speakers, from all areas of housing, keeping members abreast of all the latest developments in the housing world.

www.hqnetwork.co.uk

Satisfaction guaranteed

Our annual satisfaction survey shows that overall satisfaction levels with Network services remain high.

Of those members who responded:

Briefings – no less than 100% of respondents said that our briefings were good or excellent, relevant or very relevant, pitched at the right level and suitably detailed.

Website – 98% of members find the website content relevant or very relevant; 96% say it's fairly or very easy to use; and nearly 90 per cent find the website useful, or very useful, with the briefings and what's new sections proving most popular.

Events – 98% said their organisation and presentation was good or excellent, and 82% regularly take up their free places.

An advisory group drawn from among our members helps ensure our services respond to your needs (a list of current members can be found on our website: www.hqnetwork.co.uk).

Membership

There are different levels of Housing Quality Network membership, including Associate and Standard for single housing organisations, and discounts for group housing association or group ALMO membership. There is also a Corporate level for non-landlord organisations.

Benefits for all levels of Network membership include:

- Policy tracking
- Fast, high-quality, topical briefings
- Email copies of briefings to as many additional contacts as required within the organisation
- Discount on the National Federation of ALMOs membership fee
- Website with 'members-only' areas and 24-hours-a-day access, and a password which can be shared amongst an unlimited number of users within each member organisation
- An unrivalled web-based information bank
- Access to a superb knowledge base of associates for questions and answers
- Free jobs advertising service
- PI handbooks
- Self-assessment toolkits
- Separate board members' and tenants' section of the website
- Organisations with between one and 750 homes can claim a discount of £200 off the membership fee
- One year's free membership for organisations jumping two stars or more between inspections.

Additional Standard and Group membership benefits include:

- £30 discount at specialist networks and company seminars
- One free place at each Housing Quality Network regional seminar series
- One free place at the Housing Quality Network annual conference.

The Network generally runs three regional seminar series each year and also hosts an annual conference, with free delegate places for Standard and Group level membership (contact the HQN office on 0845 4747 004 to check whether your organisation is entitled to free places). The events offer another valuable way to keep up with best practice and policy initiatives.

Regional seminars and our annual conference feature top speakers from high-performing organisations plus government departments and agencies including Communities and Local Government (CLG), the Audit Commission, Housing Corporation and Communities Scotland.

Alistair McIntosh
Chief Executive, HQN

Alistair set up the Housing Quality Network in 1997 to help social housing organisations perform better. HQN is the largest stand-alone social housing consultancy.

From conducting the first-ever independent inspection of housing services for Liverpool City Council in 1999, HQN has become the leading organisation at supporting those facing inspection. Our three-star clients include West Kent HA and the ALMOs at Kensington and Chelsea and Derby, Hounslow, Ashfield and Westminster. We are pleased to be associated with the journeys Stockport ALMO, South Liverpool HG and Chester and District HA have made from zero stars.

Alistair has led major research projects into the performance of landlords for the government and inspected MoD stock overseas for the National Audit Office. He previously worked for councils and housing associations as well as a Big Four accountancy firm.

He has led the National Federation of ALMOs since its inception and sits on the Housing Inspectorate sounding board.

Alistair is a corporate member of the CIH and writes a regular column for *Inside Housing* magazine.

Claire Turner
Network Manager

Claire has been manager of the Housing Quality Network since February 2006, developing new services for members and managing HQN's largest and fastest-growing network, providing a cutting edge look at the world of housing specifically tailored to meet members' requirements.

She has worked in housing since 1985, mainly at Sheffield City Council as a Housing Benefits manager and for Sheffield Homes ALMO as the Assistant Rent Recovery Manager, having responsibility for improving the rents management service and the strategic development of former tenant arrears recovery. Following this, she worked for one year creating and managing Sheffield Homes business development section.

Claire is also a consultant for RIEN (HQN's Rent Income Excellence Network), writing briefings, conducting FTA health-checks, running a best practice group and contributing to the quarterly mailings.

Claire holds a postgraduate diploma in housing policy and practice, and is currently studying for an MA in housing policy and practice.

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