



# The Housing Quality Network

## Comments we receive

*"One of the main things I am looking for from a network group is timely, accurate, clear and concise briefings on developments in policy and practice. Kate Murray's recent 12-page briefing on the 140-page TSA new regulatory framework for social housing meets the high standard set by previous HQN briefings, providing an excellent overview and allowing me to focus in on any points of detail."*

**John Hocking, Executive Director, Joseph Rowntree Housing Trust**

*"The Housing Quality Network is a valuable resource to us and its many members. At BHA we have found the briefing notes useful to keep us abreast of latest developments in the sector. This is also true of the many and varied seminars organised by The Network, and the variety of guest speakers, who are especially knowledgeable in their field. The range and breadth of the issues covered is a testament to the organisation and its staff."*

*"We used HQN to undertake a mock inspection for us last year and this has helped us develop a service improvement plan to shape our future development as an organisation."*

**John Giesen, Chief Executive, Broxbourne Housing Association**

*"The practical advice included in the various briefings and seminars is extremely well received by our employees, and the in-house training and support provided have been instrumental in our drive to excellence."*

**Bill Fullen, Chief Executive, The Gateshead Housing Group**

*"The Housing Quality Network provides a very practical and concise understanding of key topics in our constantly changing social housing sector. It is often our first port of call when trying to get to grips with some of our more complex strategic and operational challenges. The depth and range of information and experience provided is very much welcomed."*

**Mohammed Adil, Continuous Business Improvement Manager, Midland Heart**

*"Waveney DC has been a member of The Housing Quality Network for many years and I believe it gives fantastic value for money. We get regular updates and I have found the Audit Commission inspection summaries in relation to the KLOEs immensely helpful in focussing our Best Value work."*

**David Howson, Principal Services Manager (Housing), Waveney District Council**

## For further information, please contact:

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# The Housing Quality Network

## Join the family

The Housing Quality Network is the core of HQN, a company comprising many different areas of excellence including specialist networks, consultancy services, interim and project management (The Pool), training and development services and our executive recruitment service (The Source).

The Housing Quality Network (The Network) is a membership organisation with, currently, over 750 housing members. The Network responds to the latest policy issues from efficiency to inspection, from supported housing to tenancy issues. It's 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 event 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.

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## Satisfaction guaranteed

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

Of those members who responded:

- **Briefings** – almost 99% of respondents said that our briefings were mostly or very useful and 85% of respondents were happy with the frequency with which briefings are received
- **Website** – 95% of respondents found the website content relevant or very relevant, almost 97% said it's fairly or very easy to use, and almost 92% found it useful or very useful, with the 'Network briefings' and 'what's new' sections proving most popular
- **Events** – 92% of respondents who have attended Network events found them to be useful or very useful in terms of key aspects of policy and practice; 85% also found the subject matter to be relevant or very relevant.

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](http://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

- 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
- 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, and feature top speakers from high-performing organisations, and government departments and agencies, including Communities and Local Government (CLG), the Audit Commission, the Tenant Services Authority (TSA) and the Scottish Housing Regulator.

### Alistair McIntosh

Chief Executive, HQN

Alistair joined HQN in 1997 and established our subscription service, The Housing Quality Network, to help social housing organisations improve their performance.

From conducting the first-ever independent inspection of housing services for Liverpool City Council in 1999, HQN has become the leading organisation supporting those facing inspection. As well as assisting many organisations to raise their inspection scores from zero or one star, HQN has helped others to achieve three stars, including Your Homes Newcastle, West Kent HA, Solihull Community Housing and Evesham and Pershore HA. The company is also now the largest stand-alone social housing consultancy in the UK.

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 regularly attends meetings with the Audit Commission and CLG on the future of inspection. He has recently developed a groundbreaking governance toolkit to assess how well boards work and to identify what needs to be improved.

Alistair is a corporate member of the CIH and has led the National Federation of ALMOs since its inception. Before joining HQN he worked for a number of councils and housing associations as well as a Big Four accountancy firm.

### Claire Turner

Head of Network Services

Claire supports HQN's specialist networks and has managed 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. She is a regular speaker at conferences, and runs Housing Benefit training for social landlords. Claire holds an MA in Housing Policy and Practice.