

Anti-social behaviour (ASB) accreditation

Creating places where people want to live is an important role for social landlords across the sector. Managing and mitigating anti-social behaviour (ASB) is essential to ensuring communities feel like positive places for people to live. With more emphasis to be placed on monitoring landlord performance in relation to ASB, Housemark's ASB accreditation provides transparency of performance and demonstrates your commitment to communities.



It's important for us that we deliver on what we say we will do. The accreditation provides a fantastic framework to make sure this happens, with everybody clear on what we are trying to achieve

Key benefits:

- Stimulate continuous improvement, with a ready-made roadmap to take you from good to great.
- Gain confidence in your approach in the context of best practice – with the recognition that comes with a three-year accreditation.
- Provide boards and colleagues with the independent assurance you are ready for emerging regulation in light of the White Paper.
- Demonstrate accountability and commitment to your customers.

What is the Housemark ASB accreditation?

Our anti-social behaviour (ASB) accreditation is an independent assessment of your ASB service against the seven commitments and 44 building blocks that make up the Chartered Institute of Housing's (CIH) Respect: ASB charter for housing.

Who is this accreditation for?

Any social landlord in England that wants to recognise excellent services and highlight where you can go from good to great. This a robust and in-depth process that will see successful participants awarded an accreditation for three years.

How does the accreditation process work?

The process is designed to offer an independent challenge to landlords' self-assessments as well as organisations' complaints services. There is a self-assessment as well as colleague and customer interviews, document reviews, and case management reviews. Trained and experienced assessors deliver the assessment with support from the wider project team to ensure the process is outcome focussed.

What will we receive at the end of the process?

You'll receive a full report with an assessment of current performance against each of the criteria. This will show you what is working well, and where you can improve, with tangible recommendations. We'll confirm if you have been successful in achieving the standard for the three-year accreditation.

Price:

From £7,995+VAT for Housemark members.

Get in touch:

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