

Anti-social behaviour (ASB) health check

Customer safety and satisfaction is at the heart of the White Paper – signalling increased regulatory requirements and a boost in transparency and accountability in performance reporting. The Housemark ASB health check helps you know where you stand now, with tangible recommendations to ensure you're ready for regulation and taking your commitment to customers and communities seriously.



We saw the Housemark ASB health check as a great opportunity to take stock of where we were and identify areas for improvement as we align our processes and procedures post-merger

Key benefits:

- High-level assessment to provide the evidence for change or improvement.
- Expert advice and tangible recommendations from a partner you can trust.
- Support continuous improvement with a regular health check on newly implemented processes and approaches.
- Evidence your commitment to your customers with an independent assessment of performance.

What is the Housemark ASB health check?

Our ASB health check is an independent assessment of your overall approach to your ASB service. Focusing on seven key commitments (taken from the accreditation), the health check provides the perfect first step to understanding how your approach compares to sector best practice.

Who is this health check for?

Any social landlord in England that wants to know more about their current processes and practices in the context of best practice. Ideal for those at the beginning of a transformation project, or those who instinctively know things could be better, but want the independent evidence to build a case for change.

How does the health check process work?

The process is designed to offer an independent assessment of seven main areas.

Through self assessment, document review and interviews, we provide a high-level assessment of where you are now.

What will we receive at the end of the process?

You'll receive a summary report with an assessment of current performance. This will show you what is working well, and where you can improve with tangible recommendations. You may choose to upgrade to the accreditation to gain a more in-depth view of performance and work towards the quality mark that is valid for three years.

Price:

From £3,750+VAT for Housemark members.

Upon completing the health check, you can upgrade to the accreditation at a reduced fee of £6,000+VAT for Housemark members.

Get in touch:

info@housemark.co.uk
housemark.co.uk

