

# The Residents' Network

Supporting residents, making co-regulation work, holding landlords to account



## What The Residents' Network gives me:

- ✓ Confidence-boosting information
- ✓ Advice
- ✓ Support

## What areas of co-regulation does the network cover?

- ✓ Scrutiny
- ✓ Inspection
- ✓ Complaints panels
- ✓ Local offers

## What's on offer?

- ✓ Local events and networking opportunities
- ✓ 'How we do it' – stories from members and their contact details
- ✓ Ask the expert – online question and answer forum
- ✓ Up-to-the-minute, jargon-free information in our policy updates
- ✓ Telephone hotline.

## The cost?

£495 + VAT for 12 months. Unlimited access to on line resources. 2 free places at each local event (3 per year).

## To do list

- ✓ Fill in joining form (on reverse)
- ✓ Need more information; contact Jonathon Kenworthy at [Jonathon.kenworthy@hqnetwork.co.uk](mailto:Jonathon.kenworthy@hqnetwork.co.uk) or 01904 557 189
- ✓ Check out website at [www.theresidentsnetwork.co.uk](http://www.theresidentsnetwork.co.uk)
- ✓ Text and tweet to friends and colleagues

## Who's behind the network?

It's shaped by residents. Supported and run by HQN who are specialists in service improvement, training and support within housing and have bags of experience.



**hqn**

the residents' network

# Join now!

The Residents' Network –  
for anyone involved in  
resident-led self-regulation



Name

Job title

Organisation

Address

Telephone no.

Postcode

Mobile no.

Email address

How did you hear about the network?

**The Residents' Network** membership – 12 months' subscription is £495 plus VAT. I understand that I will be invoiced for this amount upon receipt of my joining form. The membership is for the whole organisation, and all staff, residents/tenants, board members/councillors can access the benefits.

Signature

**The Residents' Network** is one of a range of specialist networks run by HQN, a leading provider of support and training, designed to help you to achieve real and lasting improvements in your services.

**The Residents' Network** is managed by Jonathon Kenworthy, who can be contacted at [jonathon.kenworthy@hqnetwork.co.uk](mailto:jonathon.kenworthy@hqnetwork.co.uk), or by phone on 01904 557189 (direct dial) or 0845 4747 004.

Please photocopy and return to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA, or fax to 0845 4747 006.

Please note that network membership is for individual organisations (or groups) and their residents/tenants, staff employed by those organisations (or groups) and board members/councillors. Members must not share any member benefits with other organisations who are not network members, as this devalues the benefits of membership for paying members. This includes sharing the password and the forwarding of emails, briefing papers or other documents to non-member organisations. HQN reserves the right to terminate network membership in cases of a breach of this code. We are, of course, happy for members to refer to network publications at meetings, etc. If further clarification is required, please contact [hqn@hqnetwork.co.uk](mailto:hqn@hqnetwork.co.uk) and your enquiry will be forwarded to the relevant network manager.

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