

The Successful Neighbourhood Network

| SUNnet

HQN is the leading and largest provider of information, training and consultancy for housing organisations in the UK, offering high-quality and accessible services at outstanding value and competitive rates.

SUNnet is the must-join network for people in neighbourhood, estate management and community regeneration roles. Your residents aspire to long-lasting and sustainable communities – let SUNnet and HQN be the enablers of that change and transformation.

Membership fees

Join now and get ahead of the game. Further details of SUNnet membership fees, for 12 months' subscription, can be found in the enclosed joining form.

Discounts are available for organisations that are already members of two or more of HQN's other specialist networks.

Please email sunnet@hqnetwork.co.uk or call or call us on **0845 4747 004** if you would like further details.

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From average to dynamic

The Successful Neighbourhood Network – making a difference at all levels of neighbourhood development

Are you responsible for tenancy and estates management or community regeneration? For facilitating change with your residents to create places where people enjoy being part of a thriving community? Looking at ways to put your organisation in pole position ahead of your competitors? Then SUNnet is for you.

What is SUNnet?

SUNnet is a unique specialist network for people who work with tenants and residents in exciting, but often challenging, situations. By regularly providing cutting-edge information, it will help you to support your tenants and make your estates better places to live. SUNnet provides everything you need to introduce, or develop, more effective neighbourhood working, and brings you key information and best practice to meet the aspirations of YOUR residents.

"Extremely well-organised and thorough event. Very enjoyable day."
**Joanne Robertson, Wrekin Housing Trust,
after attending a SUNnet event**

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How will SUNnet help my organisation?

SUNnet offers solutions designed to promote successful neighbourhoods. Through its expert input and detailed database, it identifies trends and is pro-active in its research methods, regularly commissioning bespoke briefings covering a broad range of emerging policy areas including:

- **Safer estates/ASB/neighbourhood management**
- **Tenant involvement/engagement/participation**
- **Worklessness**
- **Voids/re-lets**
- **Community cohesion/age equality (non-segregation)**
- **Estate services**
- **Community regeneration**
- **Rewards and incentives**
- **Tenancy sustainment.**

SUNnet leads organisations from reactive to pro-active ways of working, by seamlessly making the links between policy, strategy and grass-roots needs. It is keenly aware that housing association staff operate in a complex world of audit, regulation and legal requirements. Translating policy into practice is not easy, but you can rely on SUNnet to demystify the processes, using experts to translate complicated data into plain English. SUNnet provides an archive of user-friendly information, which can be used to build tangible/sustainable results at all levels of housing management. It researches and prioritises key information so you can get on with the job of transforming challenging neighbourhoods. Sign up now and let SUNnet do the hard work for you.

The SUNnet package

- **Publication alerts** – the latest information and research at your fingertips
- **News updates** – regular frequency updates to ensure you're aware of the changing context
- **Positive practice updates** – monthly updates showing the latest positive practice examples, with links to the full Audit Commission reports
- **Best practice briefing papers** – written by experts in their field, and focusing on the latest developments and initiatives nationwide
- **A self-assessment guide and toolkit to promote effective neighbourhood and estate working** – the first of its kind, continuously updated to include positive practice examples
- **A financial inclusion toolkit**
- **A 'how-to' guide for rewards and incentives schemes**
- **Discounts at SUNnet events, including at least one series of regional workshops and an annual conference**
- **Email support service** – to solve queries or find out how others are tackling similar issues
- **Advice from experts** – from other member organisations and HQN's team of Associates
- **Summaries of responses to queries** – with HQN commentary
- **Database of initiatives** – covering the UK, the EU and other service providers
- **A dedicated website** – your first point of call for up-to-date best practice and policy development.

You can nominate as many contacts in your organisation as you wish to receive our publications direct to their desktops, ensuring everyone who needs it gets this vital information.

Additional support

We also offer SUNnet members discounted consultancy which can be tailored to meet your specific requirements. Examples include:

- **Advice and support to help you move towards a three-star/excellent estate management service**
- **Bespoke in-house or inter-agency partnership workshops**
- **Healthchecks on existing initiatives**
- **Assistance with the development and implementation of rewards schemes.**

Our consultancy work is tailored to meet your specific needs. SUNnet members receive discounts against our standard rates on any sustainable neighbourhoods work.

The SUNnet team

John Wheeldon
HQN Associate

John has a background in local authority and housing association housing management, housing association regulation and inspection, and is an Affiliate Housing Inspector with the Audit Commission. He specialises in service improvement, resident involvement, tenancy management and inspection assignments, as well as mentoring and training staff and board members to prepare for inspection.

Robert Brewer
HQN Associate

Robert is an expert on performance management. He set up the monitoring arrangements for the first outsourced housing management contracts in Hackney, devised the pay and performance mechanisms for the Islington PFI, and has worked with HQN on a joint exercise to assess the quality of estates management across a group of London housing associations. He is an Affiliate Inspector with the Audit Commission.

Alan Hodgkinson
HQN Associate

Alan's background is in operational and performance management in the transport and logistics sector: he was Managing Director of Stirland (TDGPLC), as well as holding senior management roles with TDG Harris, Securicor Omega Logistics and Eddie Stobart Ltd. He has been involved with our work on rewards since its inception and will continue to promote the benefits of recognition, reward and incentives in the broader context of 'Respect' and sustainable communities through SUNnet.

Tim Horsley
HQN Associate

Tim spent over 20 years in local government housing management in central London and the West Midlands. He is experienced in writing strategies, policies and procedures, mock inspections, service reviews and health checks. Specialist areas include anti-social behaviour management, ASB in a community safety setting, homelessness services, hostel management, temporary accommodation and leasing schemes, and allocations and lettings. Tim has also written briefings and toolkits on managing ASB, homelessness, neighbourhoods management and the practical aspects of housing law as well as developing and delivering training on ASB policies and procedures.

Networks administration – our Networks team administers the service, processing all subscription enquiries and handling all day-to-day contact with members.

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Name	
Job title	
Organisation	
Address	
	Postcode
Telephone no.	
Email address	

How did you hear about the network?

SUNnet membership – 12 months' subscription is £820 plus VAT and I understand that I will be invoiced for this amount upon receipt of my joining form.

Signature

SUNnet is one of a range of specialist networks run by HQN, a leading provider of consultancy and training, designed to help you to achieve real and lasting improvements in your services.

Discounts are available for organisations that are already members of other HQN networks. If you would like further details, please email sunnet@hqnetwork.co.uk or call us on 0845 4747 004.

Please return to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

Please note that network membership is for individual organisations (or groups) and the staff employed by those organisations (or groups). Tenants and board members/councillors linked to the organisation/group that holds network membership can also access all member benefits, including the website password and published briefings. 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 and your enquiry will be forwarded to the relevant network manager.