Chartered Institute of Housing: Certificate of Recognition – Income Management





GWHA is pleased to advise we have been recognised by the Chartered Institute of Housing in respect of our ongoing work in income management. Our clear detailed approach to income management has been endorsed by a member of the Consumer Panel and has been presented to our Management Committee in September 2016. This work has also been validated by our Systems Auditor, as well as Information and Consultation opportunities provided at our Annual Tenants Conference in January 2017. Please read below for some background on the Income Management Charter.

There has never been a more challenging time to be a social landlord; the roll out of universal credit, welfare reforms and the need to keep rents as low as possible puts financial pressure on landlords and tenants alike. More than ever, GWHA needs to ensure our core services - especially income management - are efficient, effective and fit for purpose.

The CIH income management charter is a flexible framework that helps develop an excellent approach to managing internal income collection. It helps identify what outcomes a good quality income management service can deliver. It is intended to be used as a self-assessment tool and to support internal challenge and service improvement - through tenant scrutiny, peer or independent review.

The charter focuses on income management – to include rental income, service charges and sundry debts. By signing up to the CIH income management charter, GWHA is making a public commitment to deliver a high quality approach to income management, which balances the needs of the business against outcomes for tenants.

If you would like more information on this charter please contact us on 0141 331 6650 or <u>click here to</u> contact us.