

Quality Assurance



SGH

St George Housing



Better Together

OUR SERVICES

St George Housing will work collaboratively to implement quality assurance standards to promote the safeguarding and the well-being of residents living in supported living accommodation.

Using our regulatory knowledge and housing management experience we will offer bespoke audit and oversight services that promotes quality assurance and adds real value to operational productivity and residents.

PROPERTY COMPLAINTS

- Landlord health and safety audit
- Repairs management audit
- KPI development reporting
- Decent Home Standard assurance
- Property safety check management
- Statutory compliance support
- HMO Compliance

TENANCY MANAGEMENT

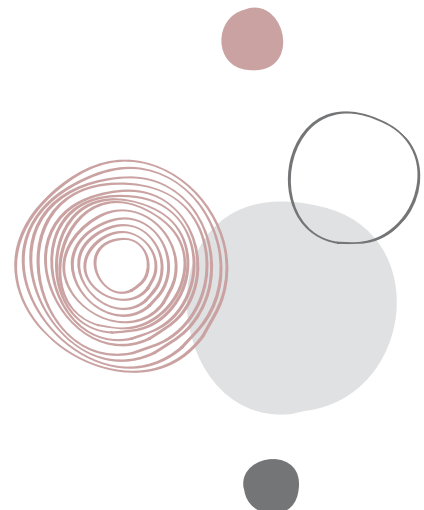
- CRM tenancy management set up
- ASB & Safeguarding
- Allocations and Lettings
- Arrears and void Management
- Income collection
- Resident engagement
- Community involvement
- Data management

GOVERNANCE

- Business assurance
- NHF Code of governance
- Regulatory standards
- Housing ombudsman complaint handling
- Policies and procedures
- National Standards of Expectations
- Resident satisfaction measures
- Risk assessments
- GDPR

BUSINESS ASSURANCE

- Management accounts review
- Insurance compliance
- KPI reporting
- Quarterly audit and reviews
- Due Diligence monitoring
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VALUE FOR MONEY



Additional benefits of collaborative working with SGH and how we add value.

We will embed value for money into all our processes and will create savings to operational costs. Working with a registered provider will also ensure that local authority HB receipts are 100% subsidised by central government.

We will also improve in operational efficiencies with savings on expenditure in areas such as council tax, and property licencing.



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Thank you,
and we look
forward
to working
with you.

