



The Rent Income Excellence Network

RIEN

And there's more...

As a member of the network you are entitled to discounts on any RIEN event you want to attend.

You also get to 'queue jump' to make sure of a place at a RIEN event or seminar.

We also use RIEN members as our 'sounding board' when developing themed events, so that our events focus on the issues you want to hear about.

Consultancy support and training

We also offer training packages, Accreditation, tailored consultancy support and specialist advice and guidance to all types of social housing providers.

Our vast expertise includes carrying out research to inform strategies, independent service reviews

Want to join?

The joining form for a 12-month membership is enclosed.

Discounts are available for HQN members or organisations belonging to other HQN specialist networks.

For more details, contact us by email at rien@hqnetwork.co.uk or call us on **01904 557150** and we'll be happy to help.

and health checks, developing strategies, arrears collection training, value for money reviews, and performance improvement support.

RIEN members enjoy discounted rates on all add-on services.

The Rent Income Excellence Network

RIEN

Supporting income management and rent collection practitioners in the social housing sector

Keeping the rent flowing in is vital for housing providers. Managing the impact of the welfare reforms, maximising Income collection, reducing arrears and helping customers to manage their money are essential.

The Rent and Income Excellence Network will help you meet these objectives. The network provides good practice support, access to information, and a comprehensive benchmarking and comparative research service.

With a strong national presence, RIEN is the boldest formal best practice network for income teams around.



hqnetwork

rien

What is RIEN?

RIEN is an essential resource for anyone working in social housing income management and financial inclusion who wants to stay ahead of the benefit changes, collect more income, improve services and support residents' financial wellbeing.

Why you should join

RIEN helps all housing providers increase their income collection capabilities by arming them with good practice, vital information on trends in the sector, and insights into the approaches of top performers.

Our members

RIEN has over 200 members across England, Scotland and Wales. We support local authorities, ALMOs, small and large housing groups and associations, housing trusts, and mutuals.

Our support package covers key areas of income management such as:

- Collection performance
- Arrears control
- Welfare reform, Universal Credit and Housing Benefit
- Financial and digital inclusion
- Money management and debt
- Payday lenders and third party agencies
- Changes to legislation and regulations.

Exclusive member benefits

- **Regular weekly news and policy updates:** we take the hard work out of keeping up to date with current issues through at-a-glance summaries of the key announcements and news items
- **Performance benchmarking:** the comprehensive package of regular benchmarking services, covering Current Tenant Arrears, Former Tenant Arrears, and Direct Debit.
- **Income Management Index:** our index of sector trends keeps you informed of the 'state of the nation' within the social housing income management arena
- **Toolkits:** updated exclusive toolkits on key areas such as income management, financial inclusion, and arrears collection
- **Member briefings:** specially commissioned briefings drafted by sector experts explain the latest issues, and how they will impact on your service
- **Website and information store:** access to the network website and store of information
- **"Ask the members":** access to the network of like-minded members for good practice ideas and suggestions on how to solve your problems
- **"Ask the expert":** expert advice and guidance is only a return phone call or email reply away
- **Good practice summaries and case studies:** all the good practice collated and themed in a comprehensive information store
- **Regional Excellence Groups:** our regional best practice workshops are free to all members and are ideal for sharing good practice, discussing key themes, reviewing benchmarking results and creating an effective face-to-face network of members. Workshop topics have included:
 - Maximising sundry debt income such as repair recharges
 - What to do about insolvency and bankruptcy
 - Addressing financial exclusion
 - Performance management and target setting
 - Efficiency and value for money
 - Increasing Direct Debit take-up.

