

HouseMark is the leading independent housing performance specialist in the UK.

We provide a range of tools and solutions that use operational and financial data analysis to identify the existing and potential performance of an organisation.

Complementing our unrivalled data insight, we use in-sector best practice, commercial thought-leadership and latest policy direction to deliver your business improvement ambitions.

Our Customer Experience solutions see us add capacity to your team as we work together to deliver results for your organisation.

As an established membership organisation, we pride ourselves on our detailed understanding of our customers, sector-specific data analysis and the wider housing market.

Across our data solutions, networking events and consultancy practice, this knowledge drives the delivery of meaningful insights, inspiration and comparisons that empower you to make data-driven decisions for positive change.

HouseMark
4 Riley Court, Millburn Hill Road, University of
Warwick Science Park, CV4 7HP

info@housemark.co.uk
housemark.co.uk

HouseMark 



Customer Experience solutions

housemark.co.uk

Learn. Share. Connect.

Specialist Club

This Specialist Club provides the perfect platform for professionals from across the housing sector to come together and access best practice, latest thinking and networking opportunities.

- Explore new ideas and share ways of working with our roundtable discussions.
- Learn from in and out-of-sector experts as they deliver presentations to inform and inspire.

Analyse. Compare. Act.

Data Comparison

Take part in a dedicated data comparison and benchmarking module that explores your customer experience from a financial and operational performance perspective.

- Gain a greater understanding of the standard of customer experience across the sector.
- Explore your organisational performance in more detail to inform future service reviews, prioritise action and uncover potential savings and efficiencies.

HouseMark provides
a variety of solutions
that help you improve
your Customer
Services.

Assess. Achieve. Acknowledge.

Complaints Accreditation

An independent assessment of your complaints service against a series of complaints commitments and building blocks, based on the housing sector's best practice and advice from the Housing Ombudsman Service.

- Evidence your performance and accountability by demonstrating your commitment to positively responding to complaints.
- Recognise success and your organisational drive for continuous improvement.

Enable. Engage. Empower.

Tenant-Powered Performance

Re-energise your relationship with tenants through our performance workshops to create two-way conversations that improve understanding of data, benchmarking and wider housing policy context.

- Empower tenants with the tools, skills and information to meaningfully challenge organisational performance.
- Improve tenant scrutiny and tenant feedback to deliver more effective action.

Review. Rethink. Refresh.

Complaints Toolkit

Combining a review of your existing ways of working with support, expertise and guidance to build refreshed processes, policies and documentation, the complaints toolkit accelerates your improvement plans.

- Improve your complaints handling processes with independent expertise and latest in and out-of-sector best practice.
- Get ahead by aligning your organisational approach to latest policy thinking and modernise your approach.