

Respect – ASB Charter for Housing Frequently Asked Questions

How do we sign up to the Charter?

Signing up to the charter is by self-assessment and is easy. Just complete all the details on the [online form](#) and submit it to us electronically. We will send you an email confirmation immediately on receipt of the form. We will follow this up with your certificate which you will receive by email within 5 working days.

What do we get?

We will issue you with a certificate which you can copy and display around your organisation. We will also send you an electronic version of the new Respect - ASB Charter for Housing logo.

How can we use the logo?

That is up to you. For example, you may want to include it on your letterheads, website, newsletters etc to demonstrate your ongoing commitment to tackle ASB.

Do we need to meet all of the Charter's Commitments and Building Blocks?

No, the Charter is intended to be a framework for you to use and adapt to your local circumstances and priorities. We recognise that there will be a wide range of diverse organisations who will want to sign up to the Charter and, as such, not all of the Commitments and Building Blocks will be appropriate. The aim is for you to work with your tenants to understand what issues are important to them, and work towards ultimately achieving this.

Do we need to re-sign up if we are already signed up to the former Respect Standard for Housing Management?

Yes. Although you will recognise quite a lot of the old Respect Standard for Housing Management in the new Charter, there are a lot of different things in here too - including two completely new commitments. Also, the focus has completely changed from the old Standard - the Charter is now owned by you rather than delivered to you by government. By [re-signing](#) you are reaffirming your commitment to your tenants to put tackling ASB at the heart of what you

do - re-signing provides a good opportunity to promote the great things you are already doing too.

Can we sign up in partnership with other organisations?

Yes, it is entirely up to you whether you sign up individually or with partners. Just make it clear how you want us to present this information on your certificate.

Can we get external accreditation of our sign-up to the Charter?

Yes - the HouseMark and SLCNG ASB Accreditation service does exactly that - it provides an external, critical challenge of your self-assessment against the Charter, and verifies independently whether you are meeting the Commitments and Building Blocks. Support can also be provided to help get you there. More than 25 organisations have already achieved ASB Accreditation.

[HouseMark and SLCNG ASB Accreditation service](#)

How long is our sign-up to the Charter valid for?

The Charter will be valid on an on-going basis unless there is a fundamental need to change it significantly. We aim to work with you to ensure that the Charter remains up-to-date, outcome focused and relevant so we may tweak it from time to time. However, there will be no requirement to re-sign again following minor changes.