

Leanne Lea
Tenant Regulatory & Involvement Manager
Tamworth Borough Council
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17 December 2021

By email: leanne-lea@tamworth.gov.uk

Dear Leanne

Notification of panel decision – HQN Accredit: MIST awarded

I am really pleased to be able to confirm that the panel took the decision to award MIST accreditation to Tamworth Borough Council – congratulations! It is clear from your submission, and Tony's assessment, that you and the team are really committed to delivering a high quality service for your customers.

Your accreditation is valid for a period of three years and is subject to any conditions set out in our assessment report. We will maintain contact with you during this period and arrange for an interim assessment after 18 months to ensure that standards are maintained. We'll also use this visit to talk to you about progress made against recommendations, and other service developments and improvements.

I have enclosed your certificate and we will also organise a trophy for you. I really appreciate all the hard work that you have put into this. I hope you and everyone else who was involved feel justly rewarded and proud to achieve this accreditation. In the meantime should you have any queries please do not hesitate to contact us.

Yours sincerely



Gill Stead
Chair of Accreditation Panel

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