

Knowes Housing Association Customer Service Excellence Reaccreditation

Knowes Housing Association is delighted to announce that following their Customer Service Excellence assessment on 9th March 2026, they have once again achieved reaccreditation, including Compliance Plus in nine elements of the standard.

During the assessment, the assessor met with tenants, staff, and a range of community partners. They were pleased to report that the overall feedback was extremely positive. Knowes will now take forward the suggestions made by both tenants and the assessor as part of their continued commitment to improvement and delivering exceptional customer service.

The assessor shared the following comments:

"Congratulations on achieving the Customer Service Excellence standard once again. This accomplishment reflects your continued commitment to delivering outstanding service, maintaining high standards, and consistently putting customers at the heart of everything you do. Your dedication, teamwork, and focus on improvement are truly commendable, and this recognition is a well-deserved testament to your hard work. Keep up the excellent work and momentum moving forward."

**CUSTOMER
SERVICE
EXCELLENCE**

