

NFTMO / WATMOS TMO Benchmarking Club

About the TMO

Profile information	
Name Of TMO	
Number of Years TMO has been Operating	
Name of Landlord	
Name of Contact for Benchmarking and position	
Contact Telephone Number	
Contact E-Mail Address	
Total number of general needs properties managed by your TMO	
Total Number of Sheltered / supported properties managed by your TMO	
Type of Properties (delete where applicable)	<ul style="list-style-type: none">• Houses & Bungalows• Mixed Property Types• High & Medium Rise Flats
Total number of leaseholders managed by your TMO	
Full Time Equivalent of Number of Management Staff in TMO	
Total Staff Pay Costs for Management Staff (including caretakers, cleaners and contracted out services)	
Annual Management and Maintenance Allowance	
Rent collected as % of rent owed	
Current tenant arrears as a % of annual rent debit	
% of rent written off as proportion of rent roll	

Total number of lettings	
Average re-let time (calendar days)	
% of tenancy offers accepted first time	
% of rent lost through properties becoming vacant	
Average energy efficiency rating of properties (SAP rating)	
% of homes failing to meet the Decent Homes Standard	
% of emergency repairs completed within target time	
% of urgent repairs completed with target time	
% of routine repairs completed within target time	
appointments kept as a % of appointments made	
% of repairs completed right first time	
Total number of repairs reported	
% of gas servicing carried out within 12 months of the previous service	
Total number of ASB cases first reported	
% of satisfaction with Out of Hours repairs service	
% of satisfaction with emergency repairs service	
% of satisfaction with routine repairs service	
% of satisfaction with major works	
% of satisfaction with how your complaint was dealt with	
% of satisfaction with the way ASB was dealt with	

% of overall satisfaction with TMO services	
% of satisfaction with your views being taken into account	
% of satisfied with opportunities for participation	
Number of social activities undertaken	
Number of open days held	
% of residents actively involved in your TMO	
% of resident committee members as a % of the Committee	
% of tenants profiled	
Number of estate inspections completed	
Number of newsletters produced	
Number of committee members	
% of quorate committee meetings on first call	
Number of properties containing a shareholder	
% of employee appraisals completed	
% of committee appraisals completed	
% of residents actively involved in governance	
Total training hours received by management committee	
Total spend on training for TMO members in period	

Average number of days lost through sickness	
% of Complaints responded to within target	