

NFTMO ONLINE BENCHMARKING



STEP-BY-STEP GUIDE

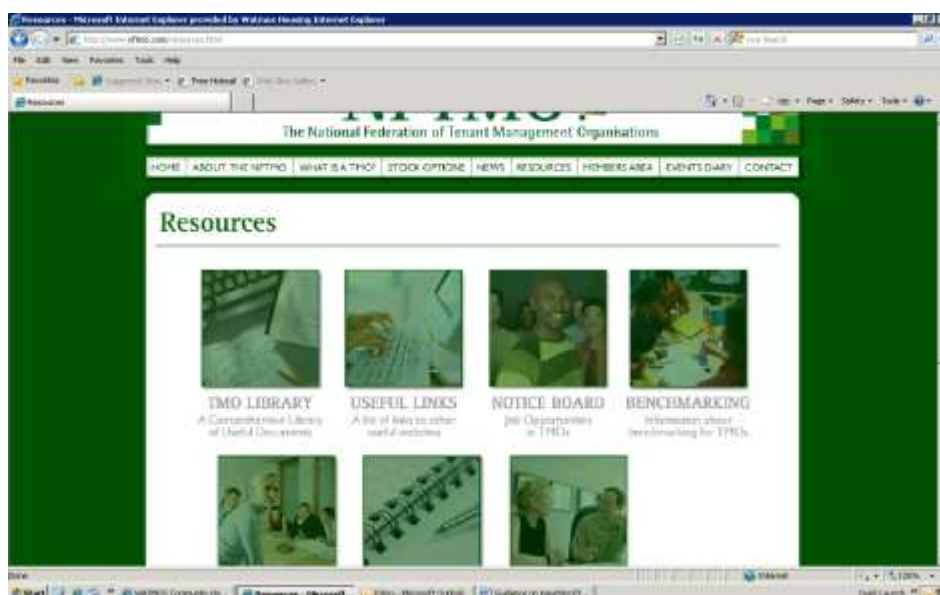
INPUTTING YOUR PI FIGURES

Go to the NFTMO website www.nftmo.com

Click on Resources as shown below

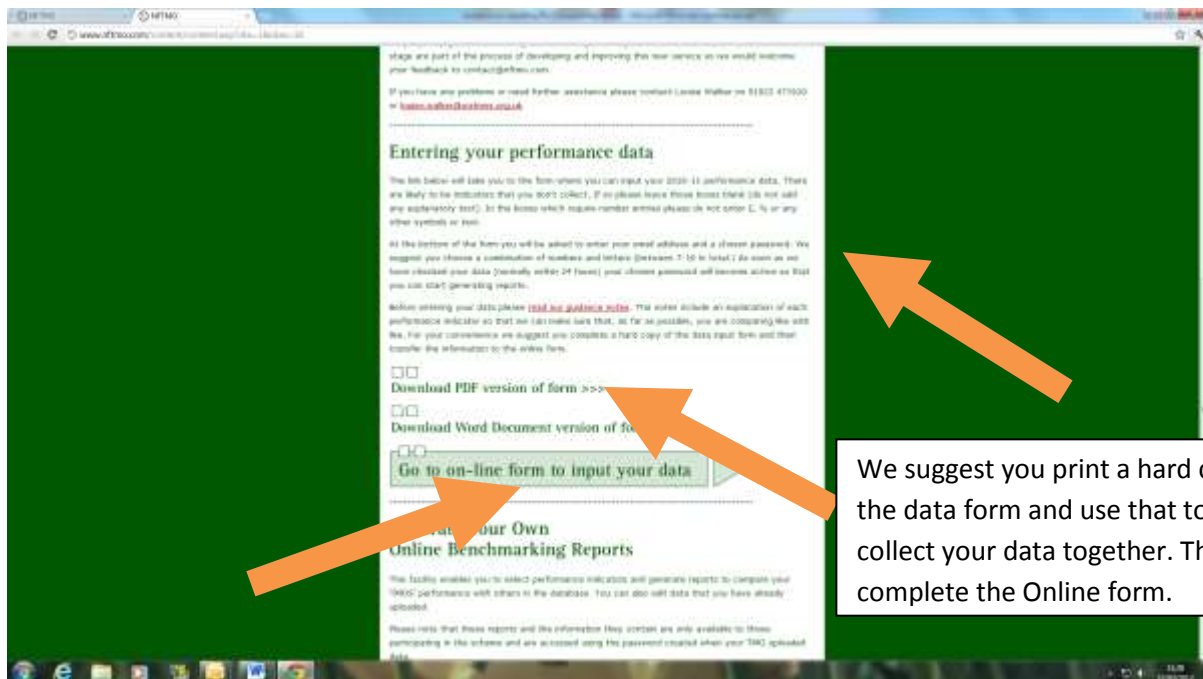


Click on Benchmarking as shown below



Before entering data check that the method you are using to collect data is the same as other TMOs you will be comparing with (See Page 10)

Scroll about half way down the page until you come to the **Entering your Performance Data** and click on 'Go to the on – line form' as shown below

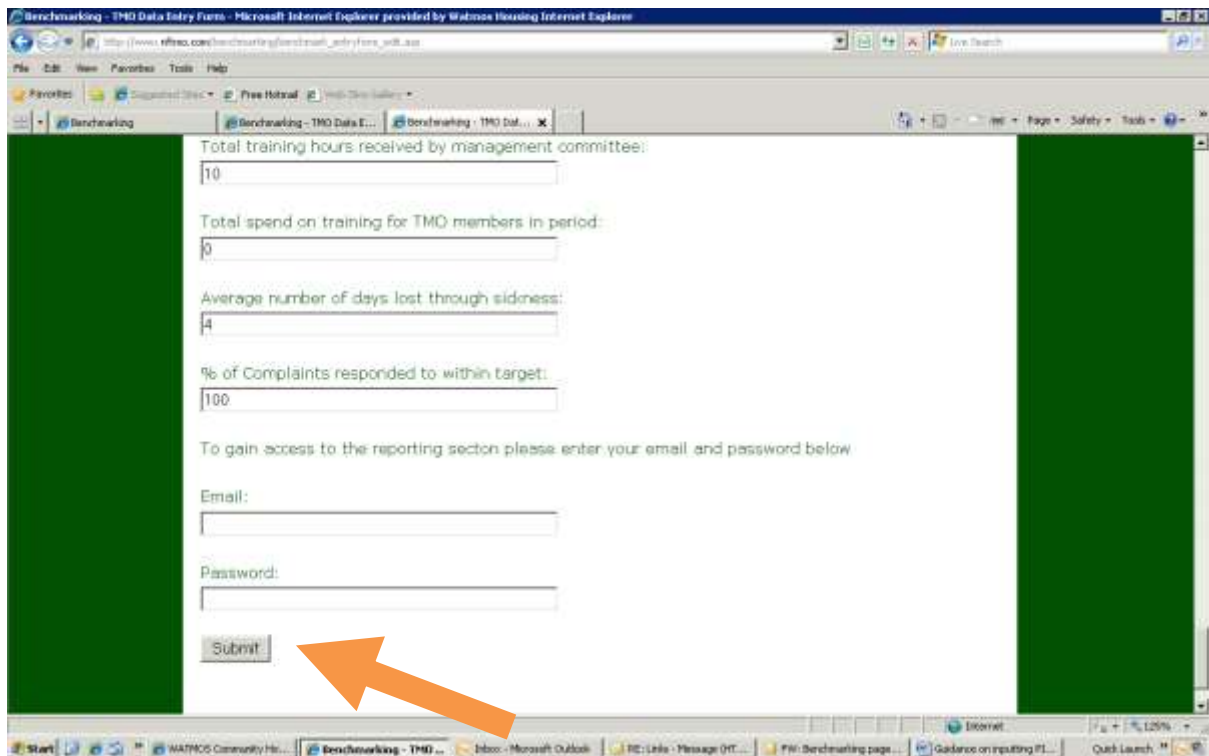


Complete the on-line input form. When entering numbers do not enter any symbols (like £ or %) or commas, full stops etc. (for example, £300,500 would be entered as 300500). Do not add any explanatory text to the numbers. **If you do not have data for a particular PI just leave it blank – do not insert any text.**



Once you have entered all the data you have available you will then need to enter your email address and create your own password. We recommend a combination of numbers and letters totalling 7-10 characters. Remember your password – you will need it to access the reporting functions on the site.

Then click on submit as shown below



The screenshot shows a web browser window with the following form fields and text:

- 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:
- To gain access to the reporting section please enter your email and password below
- Email:
- Password:
- Submit button (highlighted with an orange arrow)

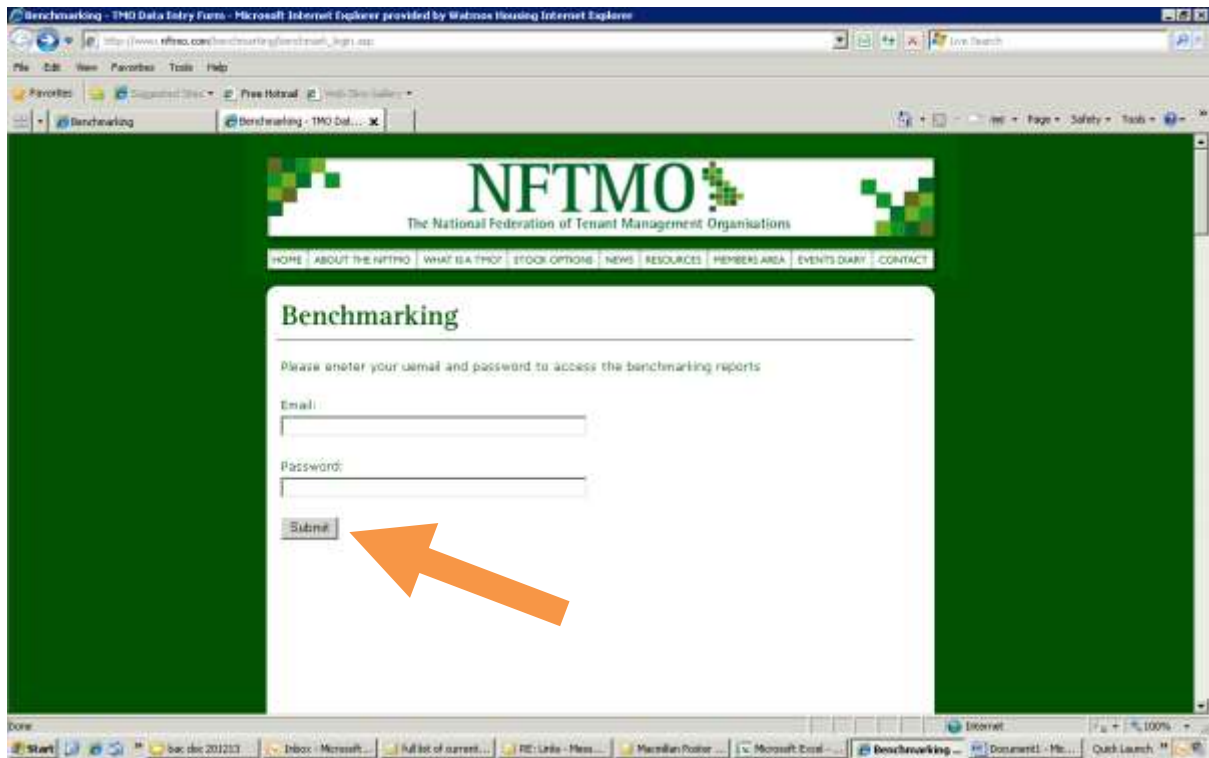
If you have any problems inputting your details, please contact louise.walker@watmos.org.uk or phone 01922471910

You should allow 24 hours for us to check your data before your password is activated allowing access to the reporting function.

USING THE REPORTING FUNCTION

To run reports you need to need to log on with your email address and password

First members of the Benchmarking Club will have been provided with a password by NFTMO. More recent members will have created your own password when submitting data. Click on submit as shown below.



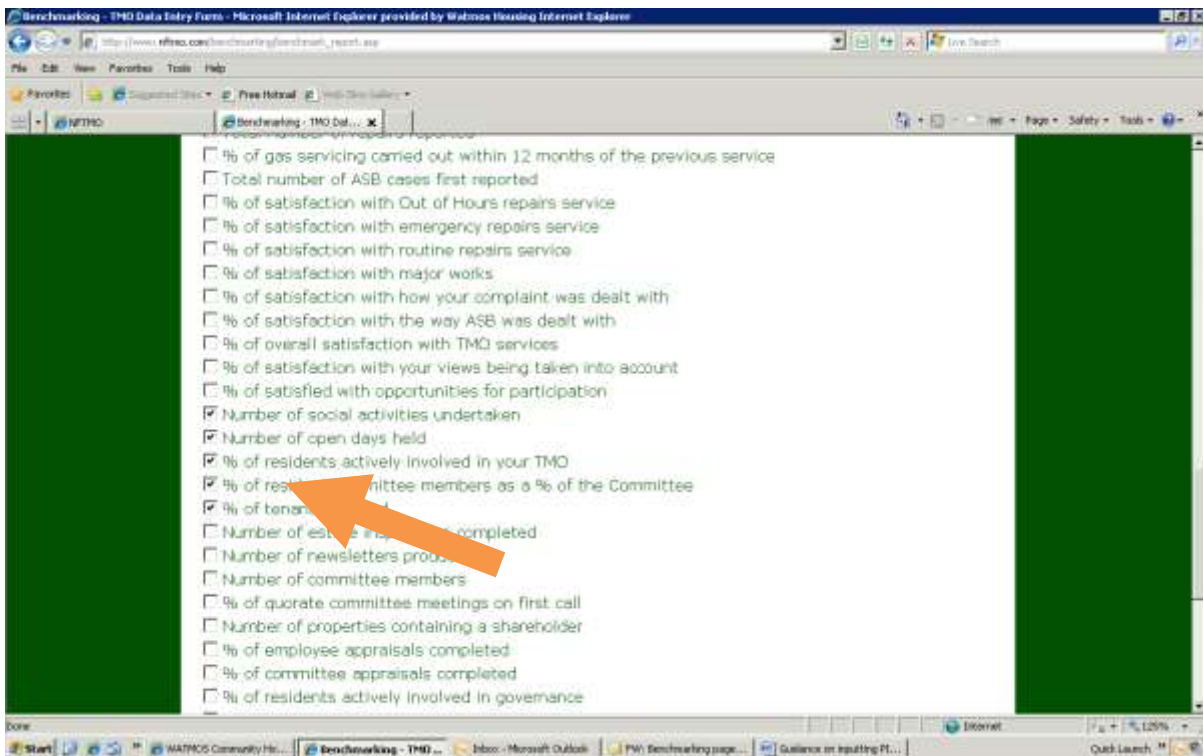
If you want to edit the data you have submitted before running your report can do so by clicking on the link as shown below.



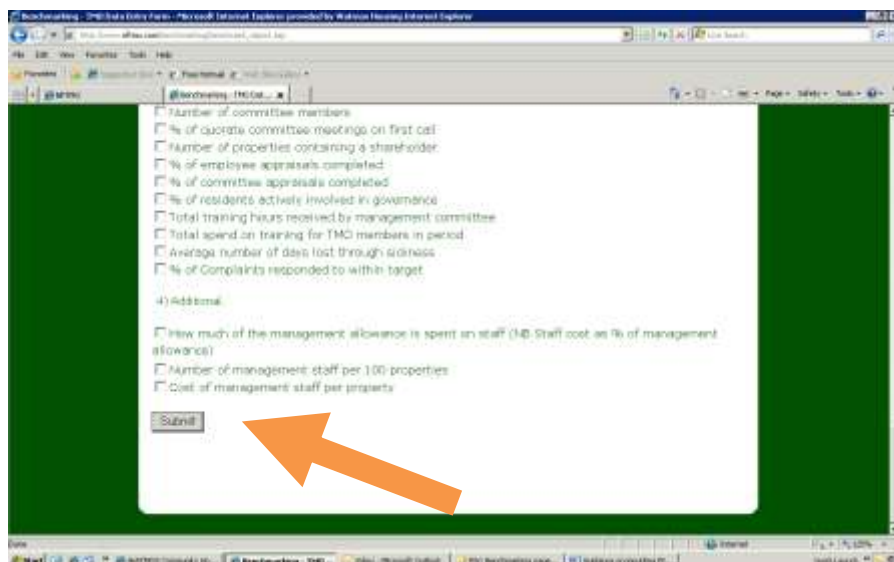
In order to create a report you will need to choose which TMOs to include in the report (by type and/or by size) and then which indicator (s) you want to report on.



You may select up to 6 indicators as shown below.



Then click submit as shown below.



The PIs that you selected will be shown in the format below. The red and green arrows allow you to put performance in order of highest or lowest. The Top Quartile figure (25% of best performing Housing Organisations) is also shown

The screenshot shows the 'Benchmarking - Results' page. It includes instructions for using the results and a table of performance data. The table is as follows:

Name	Total Property	Rent collected as % of rent owed	Current tenant arrears as a % of annual rent debit
Best Performing Landlords			
Arenues	121	102	3.91
Blenheim Gardens Resident Management Organisation	440	98.2	100.2
Bloxworth EMI	665	98.67	
Burrows Street TMO	326	99	0
Buckley Hill EMI	849	101	1.3
Chidwell Valley EMI	591	96.37	3.63
Chuckery TMO	349	99.23	4.81
Cottrells Farm Housing Mgt Co-ops	281		
Delves East TMO	130	99.13	3.89
Delves West TMO	278	99.12	3.86
Endaz Hill TMO	956	99.6	3.96

You may create additional reports by clicking on the “back to search form” and selecting the additional PIs you wish to report, as shown below.

TMO Name	Score	Score
Chuckery TMO	349	99.25
Cottonfields Farm Housing Mgt Co-opp	281	
Delvies East TMO	130	99.13
Delvies West TMO	278	99.12
Friday Hill TMO	665	99.6
Leathers TMO	271	99.02
Leathers TMO	271	99.02
Loughborough Estate Management Board	1251	89.1
Orbans Walk RSL Ltd	102	
Penguin TMO	504	47
Roussel Park RM Co-opp	574	94
Sandbank TMO	253	100
Sevens TMO	316	98.99
Twin Crossways TMO	84	98
Walham Estate Resident Management Organisation	238	91.7
Wentons TMO	119	

<Back to search form

The contact details of any TMO are available by clicking on the TMO as shown below.

Benchmarking - Results

- Click on the up and down arrows to the right of the column headings to rank TMOs by that indicator, either high to low or low to high.
- Click on TMO names for contact details
- 'Best Performing Landlords' refers to national top quartile performing landlords (source HouseMark)
- Use 'Back to Search Form' to run a new report

Results: All

Name	Total Property	Rent collected as % of rent owed
Best Performing Landlords		10.25
Grestyes	121	102
Blenheim Gardens Management Organisation	440	98.8
Bromsley EMB	665	98.67
Burrows Street TMO	326	99
Bushbury Hill EMB	849	101
Childwall Valley EMB	591	96.37
Chuckery TMO	349	99.25
Cottonfields Farm Housing Mgt Co-opp	281	

A contact details box will pop up with the chosen TMO details, as shown below.

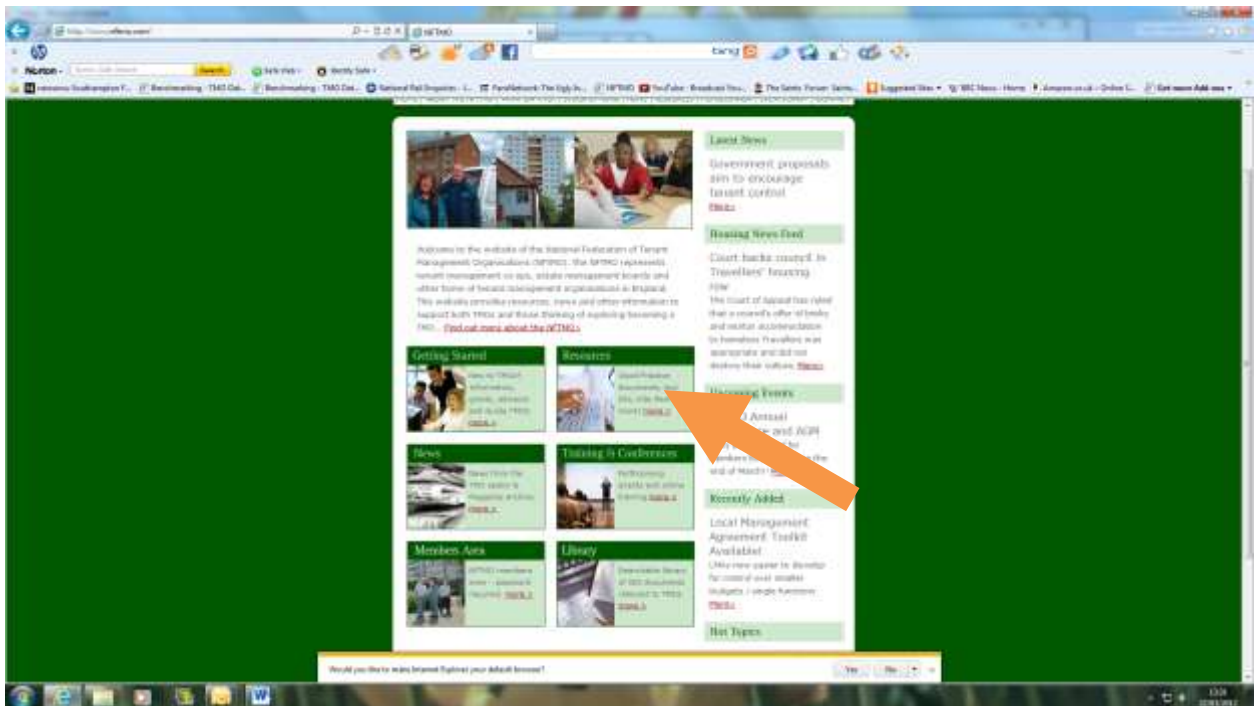


You can **print** your report by clicking on the 'Print' link at the bottom right hand corner of the screen

If you have any problems please contact louise.walker@watmos.org.uk or phone 01922471910

TO CHECK METHODOLOGIES

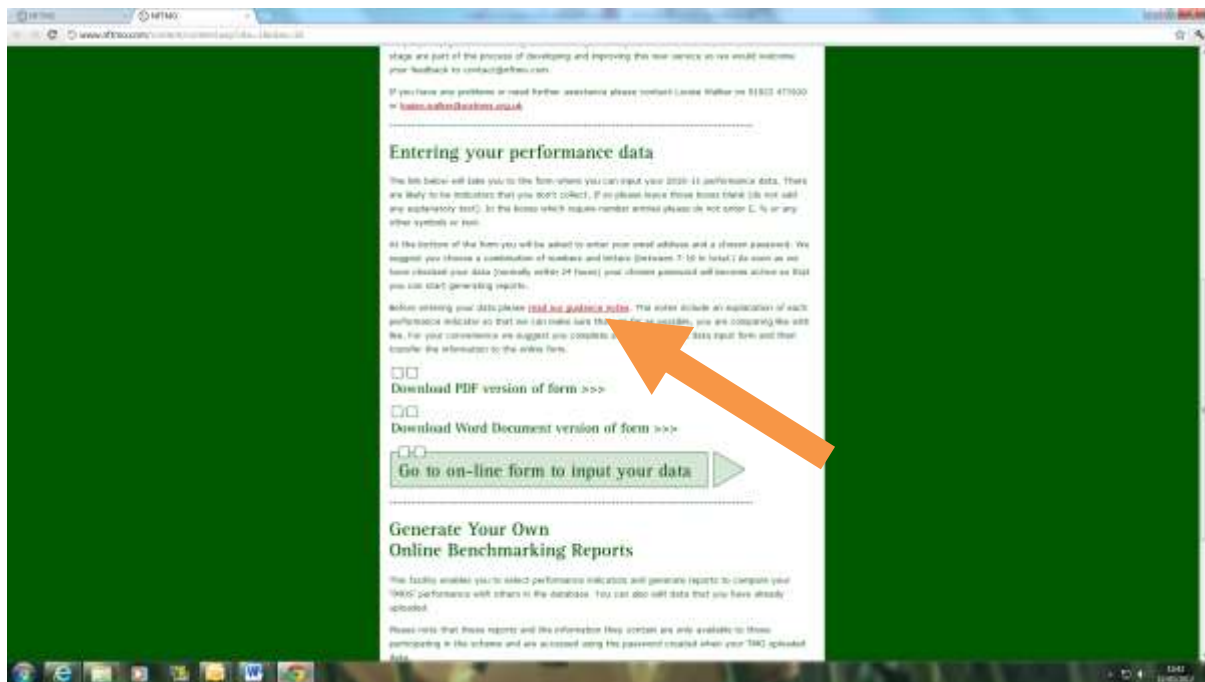
Click on Resources as shown below



Click on Benchmarking as shown below



Click on Guidance Notes as shown below.



This will open a PDF word document of all methodologies. Look at the contents page, and click on the PI you need, and it will take you directly to that specific PI methodology.

If you need any further guidance or help please do not hesitate to contact me at Louise.walker@watmos.org.uk or 01922 471910.