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October 2024

MEMBERS UPDATE

NFTMO Regional Events

Two very successful Membership events were held earlier this month in **London** and **Bury** where Members were able to hear presentations from both the Housing Ombudsman's Service and the Regulator of Social Housing.

The highlight of both Events however was hearing of the inspiring work being undertaken by **Brunswick Close TMO**, **Wenlock Barn TMO** and **Springs TMC**. We heard about the numerous community initiatives these TMOs are undertaking for the benefit of residents, the partnerships they made and the additional funding they have levered into their areas. No

t only are the housing services they deliver hugely effective but they have been able to deliver them in new and innovative ways. We hope to bring you more details, by way of case studies, in the future.



The days were brought to a conclusion once those attending had looked at a number of issues for the NFTMO to enable us to develop a business plan for the next 5 years.

The questions they provided responses to have now been sent to all Members so please do let us know what are the issues facing your TMO and what you think the role of the NFTMO should be over the next 5 years.



NFTMO & The Housing Ombudsman Service

As part of their ongoing drive to ensure that staff with the Housing Ombudsman Service (HOS) are aware of the full range of social housing providers the NFTMO was pleased to take part in the first of a series of "Fireside Chats".

This is a training tool that the HOS is developing to ensure that their staff are aware of the different housing providers and the differences between them - did you know that of the 1500 member organisations over 900 own less than 1000 homes.

We were delighted to take part in this and to raise awareness that secure tenants have a **Right** to Manage their homes, that TMOs are not landlords and they are not contractors in the normal sense of term.



Training

TMOs and Regulation

On **30th November** the NFTMO will be holding a one day training session to explore the impact of the new regulatory regime on TMOs.

Following the tragedy at Grenfell Tower the government has introduced new legislation which expands the role of both the Regulator of Social Housing and the Housing Ombudsman Service. This has led to new standards being set for social landlords to meet both in terms of performance and with regard to building standards.

However, the relationship is with the landlord not with TMOs so where do we sit in this new landscape?

The training will be held in London and to book a place email us at **Contact@NFTMO.com**



Housing Ombudsman

The latest **Learning from Severe Maladministration** report looks at over 100 cases of Condensation, damp and mould.

One of the major failings highlighted is the lack of good record keeping before action is taken. Cases are being closed before any follow up action to check that the work has been effective (or even completed).

As with other publications from the HOS these cases are highlighted so that lessons can be learnt and procedures tightened up to prevent such mistakes from happening again.

Whilst TMOs are not usually responsible for disrepair claims, they can (and should) be part of the solution when landlords proactively work with them so that tenants' views are heard and acted upon.

Training

It's not too late to book a place on our new training courses!

- Regulation & Tenant Management
- Governance
- TMO Finance

Full details, including dates, venues and prices can be found on the booking form on our **website**



Changes to Company Law

If your TMO operates as a Limited Company (shares/guarantee) then you need to be aware of that the **Economic Crime & Corporate Transparency Act 2023** will impact upon your governance.

Over the period from March 2024 to late 2026 a new range of requirements are being made of organisations regulated through Companies House.

One that will impact on all Directors and those making returns to Companies House is that they will need to verify their identity.

In serious cases of wilful non-compliance Companies House has a range of enforcement methods including disqualification, strike-off or even prosecution.

Employment Update

Did you know that the law on Sexual Harassment changed on 26th October. From this date all employers need to take steps to prevent sexual harassment.

ACAS have produced a **guidance note** on the subject which sets out what this covers and, whilst there are no set actions for employers you must

- Consider the risks
- Consider the steps you can take to reduce those risks
- Consider which ones are reasonable to take, and
- Take those steps

Proposed Changes to Employment Law

On October 10th 2024 the Government published the Employment Rights Bill with a promise of generational change. With 28 provisions it's big and will impact on all employers, including TMOs.

Consultations are not due to start until 2025 and most changes probably won't come into force until some point in 2026. However, TMOs should be aware of what is being proposed as many of the promised rights will be applicable from day 1 of the employment.

Areas where changes are proposed include

- Dismissal
- Outlawing zero-hour contracts
- Flexible working
- Statutory sick pay
- Protection from harassment
- Paternity and parental leave

A fuller briefing from Anthony Collins Solicitors can be found **here**

Down Your Way

If you'd like us to attend your TMO Liaison meetings please just drop us an invitation.

See you soon!

Lee Page
NFTMO Co-Ordinator
Contact@NFTMO.com
0121 296 7695
07301 277160

