

In this issue:

- Job Vacancies
- Manchester TMOs
- Housing Ombudsman
- Convent Co-op
- Lessons from Inspections

December 2024

MEMBERS UPDATE

NFTMO
The National Federation of
Tenant Management Organisations

The NFTMO bulletin for members

Have you checked out our website for all the News on tenant management?



TMO Vacancies

Chalk Farm Housing Group (LB Camden). A TMO managing approximately 250 homes and located 5 minutes from Kennington underground station, is looking to recruit an Estate Manager to oversee the delivery of services to their 273 homes. Offering a salary of £50,000 p.a. full details of the post can be found [here](#).

Closing date **6th January 2025**.

Wrayburn Community Organisation (LB Southwark). WCO is a small TMO (72 homes) based in Bermondsey, London and they're looking to appoint a part-time TMO Manager. Offering a salary of £40,000 (pro-rata for 17.5 hours per week) full details can be found [here](#).

Closing date is **17th January 2025**

Leathermarket JMB (LB Southwark). Also based in Southwark although managing over 1600 homes, the JMB are looking to appoint a Repairs Scheduler within their repairs team. Full details can be found [here](#)

Closing date **29th December 2024**.

Congratulations to Convent Co-op

We're delighted to bring you news of yet another successful result in the 5 year continuation ballot. This time it's Convent Co-op who manage 128 homes for the LB Wandsworth.

On a 62% turnout over 97% of residents voted in favour of the Co-op.



Calling all Manchester TMOs

Following a successful regional event in October, New Barracks TMO, is looking to establish a regular forum where TMOs from across the Manchester Region can come together to catch-up and offer mutual support and information.

New Barracks will be in touch with members in the region in the near future to set-up a date for the first of what is hope to be quarterly meetings.

If you'd like to arrange something similar in your area get in touch

Housing Ombudsman

The Housing Ombudsman's Service (HOS) has published a new **Learning from Maladministration** report focussing on hazards that it sees in its casework. This is in advance of the introduction of Awaab's Law which will impact on TMOs and how they respond to reports from residents.

The HOS highlights what it sees as complacency in dealing with reported hazards and cites a number of very disturbing examples of tenants left at risk by the failures of a range of social housing managers.

Have you had a look at the HOS **Centre for Learning** yet? You'll need to register the first time you want to use it but there is a lot of very useful training and information material available to users.



Learning from Inspections

Inside Housing have recently run a three part piece about the current inspection regime of which the second piece looked at the key themes in the eyes of the regulator. Five key areas were identified—Stock Condition, Data on tenants, Understanding residents, Tenant engagement and Health & safety.

Whilst few TMOs have the capability to undertake full **physical inspections of homes** every 5 years working with landlords to gain access is possible. Most TMOs now undertake tenancy checks so should have access to the **data collected** and should be using that to inform how services are delivered. Similarly TMOs are well placed to **understand the concerns of residents** and need to ensure that this is fed back to landlords in an appropriate manner. **Tenant engagement** is about learning from the feedback whilst **health & safety** looks at ensuring the appropriate checks (fire, water etc.) have been completed.



NFTMO
The National Federation of
Tenant Management Organisations

Merry Christmas!

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

