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April 2025

MEMBERS UPDATE

The NFTMO bulletin for members

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

MHCLG Call for Evidence



Information is beginning to emerge from the government's 'Call for Evidence' which was run earlier this year. It was aimed at delegated management organisations (TMOs & ALMOs) and our thanks to the 45 TMOs who responded and gave their views. The stated purpose of the review was threefold

- To get a better understanding of the current state of the TMO sector's size and scope, as there is limited available data.
- To understand where there may be gaps or confusion in the governance, finance and information sharing arrangements for both TMOs and ALMOs and their parent councils.
- To collect information that will inform a review of the statutory Right to Manage guidance

Some of the early analysis will come as no major surprise as only 60% of TMOs felt that the current arrangements for accountability, performance monitoring, risk management and information sharing were adequate. Similarly, one in five TMOs felt that the respective roles of the TMO and the parent landlord were unclear in areas such as information sharing, emergency planning, building safety and major works.

Many TMOs reported issues with the calculation of allowances and that they did not sufficiently cover the demand for services and wanted greater transparency around the calculation of the allowance figure.

There was a divide amongst respondents regarding the monitoring of TMO performance with some feeling the landlord was too interfering and some that the landlord was too "hands off". Clearly guidance on the role of the landlord in their oversight of TMOs would be welcomed.

There were many examples of the good work being undertaken by TMOs around engagement with residents, both face to face and digitally but it is concerning to learn that only 52% of TMOs reported that their landlord had any form of conversation with them regarding the new consumer regulatory regime.

Overall, we felt that the early findings were consistent with those which members have told us about but it is useful for the issues to be raised directly with government.

We look forward to further findings being published and for the long promised review of the Right to Manage regulations to finally be undertaken.

What's in a Grading?

One of the interesting statements from the Regulator of Social Housing (RSH) recently concerned the new consumer gradings being given to landlords.

Of the 54 judgements published by the RSH since April 2024 only 17 (less than a third) achieved the C1 standard. Whilst you might feel this is a reasonable number, after all not everyone is excellent, it was pointed out that a C1 grading is not excellence but they are the **BASIC** standards that residents should expect from their landlord!

So, to look at it another way, over two-thirds of landlords are currently failing to achieve the basic standards for residents.

As a reminder the four strands of consumer regulation cover

- Transparency, influence and accountability;
- Safety & Quality;
- Tenancy;
- Neighbourhood & Community

Professionalisation Update

It now looks like this won't be coming into force in 2025.

The reason for this is that the government have yet to issue instructions to the RSH to set the necessary regulation & RSH will need to consult etc.....



Awaab's Law

As you'll be aware Awaab's Law comes into force later this year and covers disrepair around Condensation, Damp & Mould (CDM). This is, however, just the first stage with other areas within the Health Housing and Safety Rating System (HHSRS) coming into force in 2026 and 2027.

If landlords (and by extension TMOs) don't comply with the implied terms introduced in the 2023 Act within tenancy agreements then they can be held to account by tenants. MHCLG are also clear that a failure to comply with Awaab's Law will enable a tenant to escalate complaints through the Housing Ombudsman Service and could take landlords to court.

It's important therefore that you and your landlord are clear as to who is responsible for what type of repair or initial investigation and how matters can be referred to the landlord when the repairing obligation lies with them. Even when a matter has been referred to the landlord it will be important for the TMO to keep communicating with the tenant to ensure that matters aren't forgotten. The MMA also permits TMOs to advocate for tenants when required.

There is an interesting [article](#) in *Inside Housing* written by Suzanne Gregson from Anthony Collins Solicitors which considers things we still don't know about Awaab's Law—such as what is deemed to be an 'emergency hazard' referred to in Awaab's Law. Hopefully, this will be clearer in the coming months. Similarly there is scope for confusion as the current Pre-Action Protocol gives timelines in working days whilst Awaab's Law references calendar days...

We'll see what emerges over the next few months.

Housing Quality Network

It was great to have the opportunity to deliver a short presentation on tenant management to a recent HQN/Community Housing (Australia) online conference. An ongoing project between UK & Australia is looking at [placemaking and improving services, engagement and satisfaction](#)—particularly amongst indigenous communities in Australia.

Hopefully, we were able to impart a sense of how tenant management contributes to these themes and could be a vehicle used more widely.

Our thanks to Members who shared details of the fantastic work they're undertaking in UK



Round Up

- A useful blog on the recent Supreme Court judgement on the term "sex" in the Equality Act and the impact for employers can be found [here](#).
- If your TMO is a Limited Company or CIC registered at Companies House then a quick reminder about the need to [verify the identity](#) of your directors.
- Anthony Collins are holding a webinar on the Employment Rights Bill as it applies to the housing sector on Tuesday 20th May 2025. You can sign up for this [here](#).
- If you want to receive updates on the Employment Rights Bill you can do so [here](#).
- NFTMO Business Plan. If you were unable to attend one of our regional events and want to comment on our draft Business Plan please let me know at the email contact@nftmo.com

Awards

It's not too late to submit an entry into the annual NFTMO Awards. Download the [nomination form](#) from our website and send it in!

Housing Ombudsman Service

Another busy month from HOS with the latest [Learning from Severe Maladministration](#) report focussing on communication with residents. The report identifies four key ingredients for good communication—timely, transparent, tailored and tone.

HOS has also urged landlords to use safety complaints as an "early warning" system to identify systemic failings to the service.

There's a wealth of information on their website for both tenants and landlords—let's use it!

Spotlight Workshops

14th May—Attitudes, Respect & Rights (10.00-12.00)

22nd May—Noise Complaints (14.00-16.00)

17th July—Damp & Mould (10.00-12.00)

Housing
Ombudsman Service

Photos

You may have noticed a lack of photos in this months bulletin which is, in part due to the need for you to send some in that we can use!

Please use the email below to let us have photos of events and/or meetings with your TMO

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NFTMO
The National Federation of
Tenant Management Organisations

