

In this issue:

- NFTMO Conference
- NFTMO Awards
- Regional Events
- Freedom of Information
- Holly Rise
- Housing Ombudsman
- Regulator of Social Housing

March 2025

MEMBERS UPDATE

The NFTMO bulletin for members

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

Annual Conference 2025

Wow, it seems like we've only just sent out the booking forms for this year's conference and we're already having to put up the **SOLD OUT** signs!

Despite taking on an additional 40 rooms at the neighbouring Alveston Manor Hotel we've had to set up a waiting list for those which have just missed out.

But don't lose hope just yet! We often experience a bit of "churn" over the next month as life intervenes and members find that they can no longer attend. Where this happens we're happy to refund the monies paid if we can pass the booking onto someone on the waiting list. If we're unable to do this then the refund policy will apply.

2025 looks like being a great conference and we're looking forward to seeing everyone again!

NFTMO Awards 2025



Once again we are looking to recognise and reward examples of excellence within the tenant management sector.

This year we have seven categories for consideration and we really want you to put yourselves forward in as many categories as you can.

Too often in our experience examples of excellence go unrecognised as "it's just what we do". We know that tenant management benefits communities by shaping services to the needs of the residents. We also know that the high levels of satisfaction achieved by our members contributes to higher levels of satisfaction for the landlord in their returns to the Regulator.

So, don't be shy, let us know what you do and we'll share the news! Details of the categories and how to enter are shown here and can also be found on our [website](#).

Regional Events

But why wait until conference to learn what's happening?. We're delighted to announce a series of regional events to keep everyone up to date on developments in social housing that will affect TMOs/ Co-ops.

We also want to hear your views on our draft business plan and it's a chance to meet like minded residents who are committed to delivering the best services. Full details of the day to appear on our website.

- 23rd April Midland Region (Birmingham)
- 1st May North Region (Salford)
- 7th May London/South East (Brixton)

We proudly celebrate our 12th year of awards as we invite nominations for the **NFTMO Awards for Achievement in the TMO Sector**

Nominations must be in by **31 May 2025** and the Awards will be presented to the winners during a Gala dinner at the **NFTMO Annual Conference 27-29 June 2025**.

TMOs can nominate themselves as long as the nomination is endorsed by a third party. Landlord organisations can also nominate TMOs who manage their homes. Nominations can be made in any of the following categories:

Community Champion

Awarded to a TMO member who has represented or undertaken work on behalf of their local community. Nominations should set out how the work has benefited the local community and the changes it has achieved.

Board Member of the Year

Awarded to a TMO Board member who has gone 'above and beyond' in their work for the TMO. They may have represented the TMO in meetings with external agencies or contractors or provided high levels of support for their TMO.

Manager of the Year

Awarded to a TMO Manager who has demonstrated exceptional levels of involvement and work for their TMO.

Project of the Year

Nominees will be expected to demonstrate how their project has enhanced or supported the lives of their residents. The project may be a 'one-off' or a continuous scheme. It may affect the lives of the whole community or one section but it must have been initiated by the TMO even if it is delivered in partnership with others.

For Impressive Support to TMOs

Nominated by a TMO, nominees will be expected to demonstrate that they offer positive support to TMOs. This may be a local policing team, fire service, an advisor, trainer or key partner to the nominating TMO.

A TMO may also nominate the landlord who manages their housing stock.

Outstanding Contribution to a TMO by a Young Person aged under 25 years

Awarded to a Young Person(s) who has made a significant contribution to the work of their local TMO, whether as a board member, an active volunteer in the area or by mentoring other young people.

Nominations should set out the contribution of the Young Person and the impact their positive involvement with the TMO has made on the work of the TMO and the wider

Lifetime Achievement Award to the TMO Sector

This Award is presented by the Executive Committee to someone working in the TMO sector who, in the opinion of the Executive has made an outstanding contribution to the sector in general as an advisor, supporter or advocate of tenant management, or an individual living within the community who has been outstanding in their voluntary efforts supporting neighbours and other residents.

Nominations for consideration are welcomed.



Freedom of Information Act to be extended to cover TMOs

In their response to the Phase 2 report into the Grenfell Tower Inquiry, the government announced their intention to extend the provisions of the Freedom of Information Act (FOI) so that will apply to TMOs. No other details have been announced at this time so it remains unclear whether this will apply to all TMOs or just those managing on behalf of Councils. Neither do we have any details yet as to when this is likely to take place.



It has long been held that TMOs fall outside the remit of FOI and the NFTMO remains opposed to the extension as this will place an unnecessary administrative burden on TMOs the average size of which manages under 300 homes and operates on a vastly different scale to the now defunct RBKC TMO (which in our view was neither a TMO nor an ALMO). In a meeting with civil servants before this was announced the NFTMO was told that the Social Tenant Access to Information Requirements (STAIRs) would not apply to TMOs due to the extension of the FOI. The NFTMO argued strongly against the

extension of FOI for the same reason we oppose STAIRs applying directly to TMOs. This is due to the excessive administrative burden it is likely to place on small organisations and our belief, borne of experience, that landlords will seek to devolve the responsibility in its entirety to TMOs.

We will update you when we know more.

Congratulations to Holly Rise Co-op!

Holly Rise Co-op have won the Community Group award from Birmingham City Council for making Birmingham's housing & communities a better place to live. Holly Rise are a small TMO (58 homes) but have introduced a range of initiatives including monthly and seasonal newsletters, donated book swaps/sales, table top sales, design a Christmas Card competition, go on an Easter Hunt Trail (*all answers were non-religious*), Beautiful Balcony competition, re-use and recycle initiatives, non-monetary charitable donations - glasses, contact lens packaging, used stamps, broken/unwanted jewellery, used/unwanted bras, etc. - an impressive list!

They plan to go further by making sure they continue these and developing more schemes.

RSH says Councils should support TMOs

This may sound like stating the obvious but it was made clear in a report on a landlords performance by the Regulator of Social Housing (RSH).

In a report published last November the RSH stated that *"The inspection found weaknesses in Southwark Council's approach to supporting tenants to exercise housing management functions through Tenant Management Organisations (TMOs). This has contributed to breaches in the management agreements for three TMOs, resulting in poor outcomes for tenants. We saw evidence that Southwark Council is implementing a revised approach to engagement with its TMOs and it is imperative that it continues to work with its TMOs to ensure that outcomes are delivered and tenants' voices are heard."*

Southwark received a C3 rating and it's clear that the Regulator, rightly, expects landlords to support TMOs managing their homes and that this improves outcomes for tenants.

We agree.



Housing Ombudsman

The Centre for Learning has a series of webinars and Online Workshops coming up as they look to share the learning from their reports.

Webinar

22nd April—Learning from Complaints (10.30-11.30)

Spotlight Workshops

10th April—Attitudes, respect & rights (14.00-16.30)

29th April—Noise Complaints (10.00-12.00)

HQN

We'll be promoting tenant management and discussing the model at a forthcoming HQN conference to support a project they are undertaking with Australian housing groups on 29th April 2025.

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NFTMO
The National Federation of
Tenant Management Organisations

