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September 2025

MEMBERS UPDATE

The NFTMO bulletin for members

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

Competency & Conduct Standard (Professionalisation)

As we were finalising this Update we received notification from the Ministry of Housing, Communities and Local Government (MHCLG) that they have issued an instruction to the Regulator of Social Housing (RSH) to develop a Competency and Conduct Standard for social housing.

Commonly known as the Professionalisation Agenda' MHCLG have announced that they have instructed RSH to draft a standard to meet the aims of the government. The RSH will undertake consultation in due course on the shape of the Standard but there will be a standard delivered.

The aims of the eventual standard will be to:

- *Adopt or develop an appropriate code of conduct, and have written policies setting out their approach to learning and development, appraising staff, and managing poor performance. These must be made accessible to tenants, and tenants must be given meaningful opportunities to influence and scrutinise the development of the policy, and decisions relating to the code of conduct.*
- *Take steps to secure that their services providers' staff also have the necessary skills, knowledge and experience to deliver a good quality service to tenants.*

Ensure senior housing managers and senior housing executives of registered providers and relevant services providers

NFTMO AGM

A final reminder that the NFTMO AGM is taking place next week on 8th October 2025. It's being held online and all Member TMOs have received an invite so, if you want to attend check with your TMO Office for the invite or get in touch directly.

Each Member TMO is entitled to one vote so, if more than one person wants to attend we'll just need clarification as to who the nominated person is for any votes that take place.

hold a housing management qualification. This must:

- * *be a level 4 for senior housing managers, and a level 5 or a foundation degree for senior housing executives (or an equivalent or higher level qualification).*
- * *cover certain course content, which are outlined in the Competence and Conduct Policy Statement.*

The government have also published their response to the consultation that was undertaken on the standard.

It is proposed that the final standard will come into force in October 2026 with organisations having a 3 or 4 year transition period.

Meet the Exec

Meet David Wray, a committee member from Holly Rise Co-op in Birmingham. David joined the NFTMO Executive in 2021.

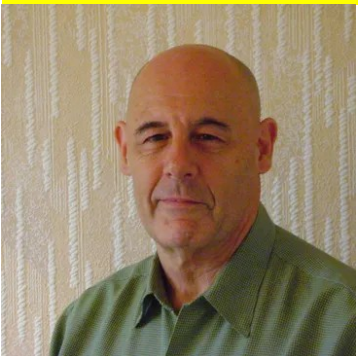
"When I joined the NFTMO Executive Committee. I saw that our TMO had similar problems that other TMOs had. That we were not alone.

When I joined, I also found that I learned a lot from fellow executives and I was able to take this knowledge back to my own TMO. It opened other possibilities for us to improve or do

things in a more productive manner. We became a better organisation.

Being on the executive committee I had the support of fellow people who are both dedicated to the TMO movement and very keen to tell people what a great job we do for our tenant community.

Yes, there is a small amount of work to do, but the reward far outweighs what I do. We need more people to join us, for their enthusiasm and their contribution in moving forward."



Housing Ombudsman

The latest Learning from Severe Maladministration report from the Housing Ombudsman Service (HOS) looks at what they term 'silent' issues.

This term covers three less well reported areas that lead to poor service.

- poor communication made situations worse for residents
- delays and weak coordination caused additional harm
- inadequate record-keeping repeatedly let residents down

As always, it's worth a read to ensure that our services are better than this.

As Awaab's Law is coming into effect later this month there is a useful resource site from HOS which you can check out [here](#). Alternatively you can look at the new Awaab's Law hub on the website of Anthony Collins Solicitors.

Finally HOS has also published its Annual Complaints Review with signs that whilst complaints numbers are rising, landlords are performing better.

Regulator of Social Housing (RSH)

Published this month is the first annual review of the regulatory casework of the RSH.

You'll be unsurprised to learn that they believe that good governance is at the heart of good performance. This includes managing risks appropriately and having robust information on the condition of residents homes.

They also emphasise the need to embed residents views in decision making, something which is at the core of tenant management.

Good financial management and Value For Money figures high in the results of over 100 inspections undertaken to date.

Have You Verified?

Is your TMO a Company limited by Share or Guarantee? Do you know?

If you don't know, then you really should find out because of the need for Directors of the company to undertake a verification process with Companies House.

Most TMOs are Registered Societies (so this doesn't apply) but a significant minority are companies and are regulated through Companies House. For new Directors of these TMOs **verification of your identity will become compulsory from 18th November 2025**. You should only need to do this once and for existing Directors you will need to do it when the next confirmation statement is filed.

Member News 1

We were pleased to see that **Pembroke EMB** were profiled recently by TPAS.

It's always great to see tenant management portrayed positively in other resident forums!

Member News 2

We're saddened to learn that one of our long-standing members, **Alpha TMC**, have decided to close their doors on **13th November 2025**.

A TMO for 35 years this is loss both to the tenant management sector and for the residents of Hyde Park in Sheffield.

Regional Events

We will shortly be announcing dates for the next round of Regional Events.

We'll be hitting the road again to meet with NFTMO Members at Regional membership forums. Look out for dates and venues which will be announced on our website shortly.

Due to difficulties in numbers the Northern event will likely take place online.

Members Area

Our Members Area has now been developed and we're busy populating it with templates etc.

If you have a contractor that you would recommend let us know and we'll give them some publicity!

New Board Members?

As we enter the season of AGMs, news of free training for new Directors from the Institute of Directors.

Entitled 'Boardroom Foundations' and accessible from their website, the training offers bite sized learning over 5 weeks for those new to the role.

On the subject of the Board Room, the Financial Conduct Authority (FCA), is currently undertaking consultation on removing the need for a range of statutory declarations from organisations wishing to amend Rules etc.

Closes 15th October 2025



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