

# Introducing Tenant Management Organisations (TMO's)



## Nick Reynolds- Chair NFTMO

Ministry of Housing,  
Communities &  
Local Government

A new deal for  
social housing

Cm 9671



# Aims of the NFTMO



- ♦ **Promote community control**
- ♦ **Help TMOs to network**
- ♦ **Promote Good Practice**
- ♦ **Services to members (Advice line, support, Kitemark etc)**
- ♦ **Annual Conference (attracting over 300 delegates from 65+ Organisations)**
- ♦ **THE Biggest tenant conference**

# What is a TMO?



LANDLORD



Management Agreement

TMO

(Receives Allowance based upon services offered-no addition to weekly rent)

Tenant Majority  
Governing Body

Tenants  
are members

Services to tenants



# Tenant Management

Co-op Movement

HA Co-ops

1975 Hsg Rents & Subs  
Act

LA Co-ops

1994 Right to Manage Regulations

TMOs – Right to Manage

2008 Right to Manage Regulations  
2012 Right to Manage Regulations

NFTMO 

Tenant Participation  
“Movement”

1980 Housing Act

Councils obliged  
to consult on Housing Management

1985 Housing Act

Estate Management Boards

NFTMO   
The National Federation of  
Tenant Management Organisations

- Over 200 TMOs in England
- No net increase in recent years (but currently no funding to develop new TMOs)
- Managing 25 to 2,000 homes (Average around 350 homes)
- Urban and rural housing
- Some TMOs carry out full range of landlord functions
- Some TMOs take on limited functions (e.g. caretaking)
- Most TMOs employ staff
- Some small TMOs rely entirely on volunteers



## TMO Constitution



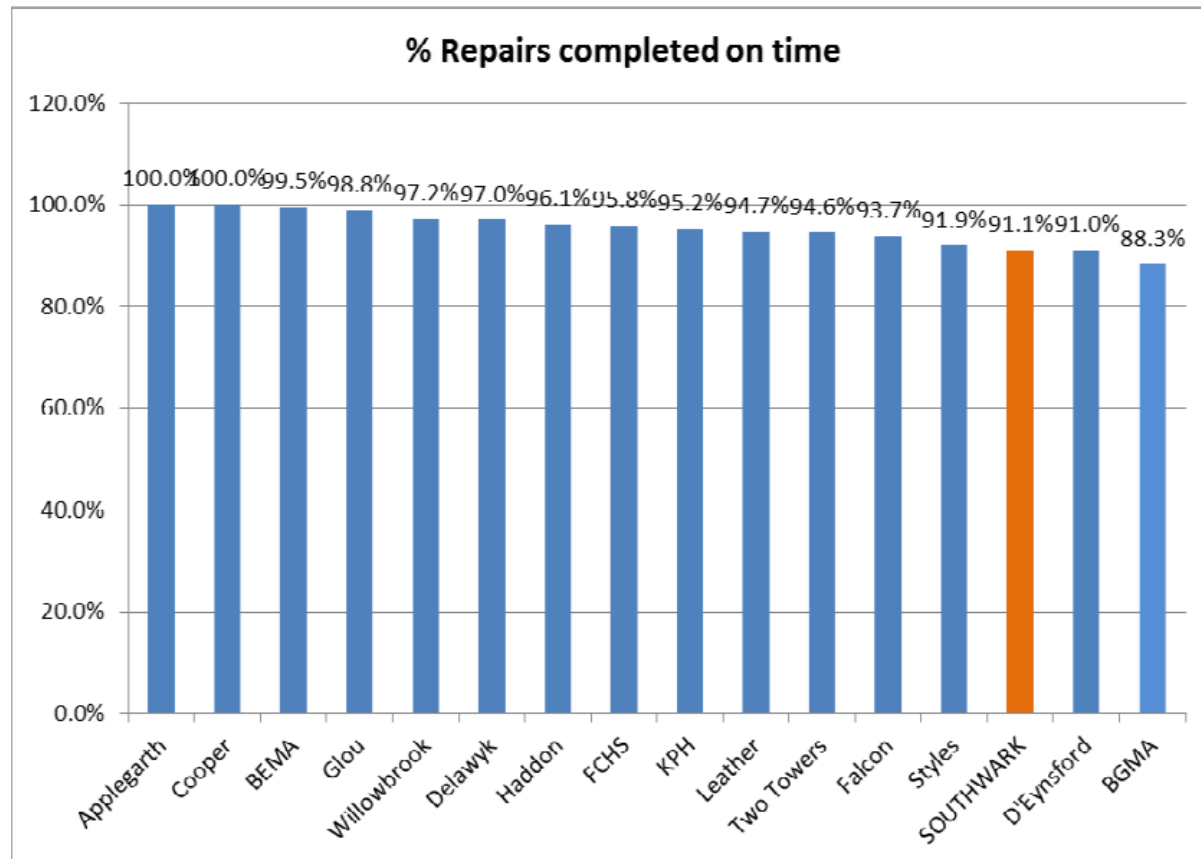
- ◆ Company Ltd by Guarantee, CIC or
- ◆ I and P Society (Co-operative & Community Benefit Societies Act 2014)
- ◆ Not for profit
- ◆ No dividends to shareholders
- ◆ Owned by members

# TMO Achievements



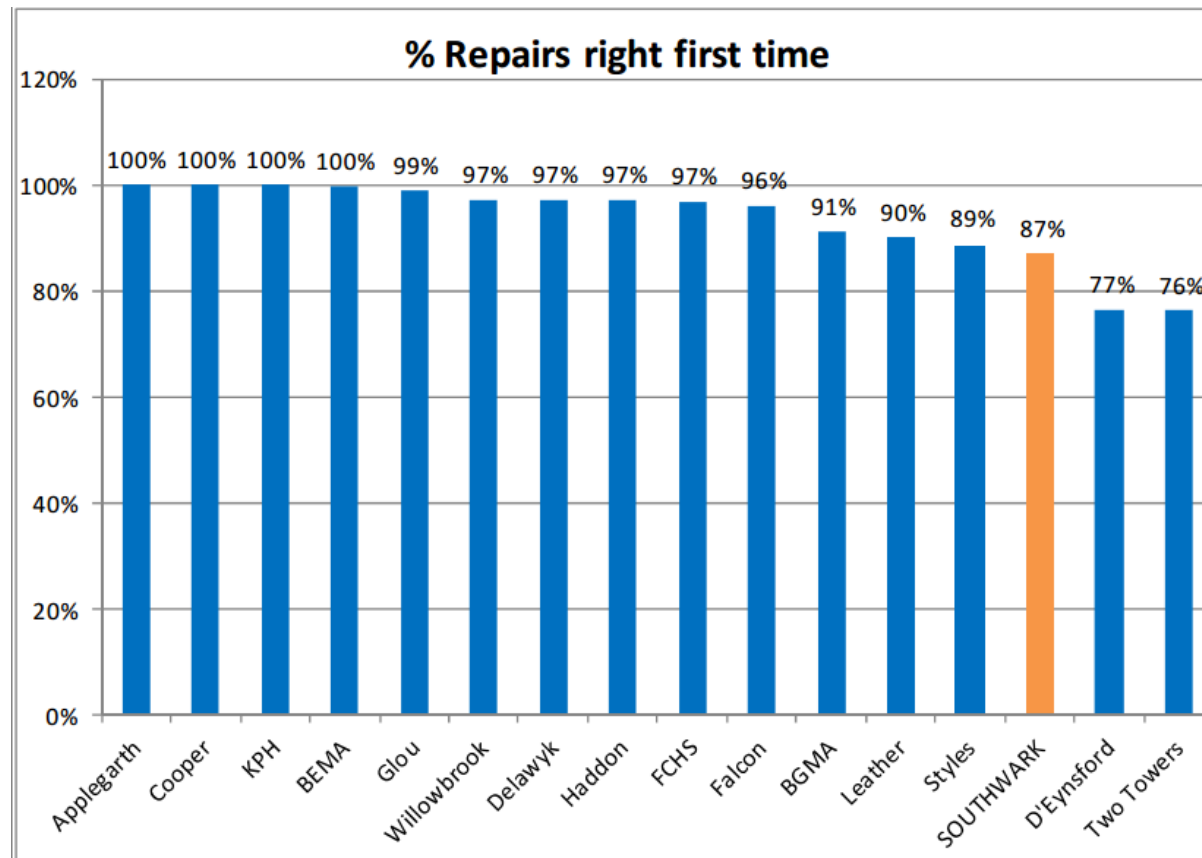
- Research shows TMOs often outperform their landlords
- Many TMOs use budgets more cost effectively
- TMOs provide or promote many enhanced community services beyond housing (Social Enterprise)
- TMOs succeed in areas of multiple deprivation
- TMOs contribute to stable, sustainable communities
- When asked tenants have always voted for TMOs to continue managing their homes

## Examples of TMOs outperforming Landlords





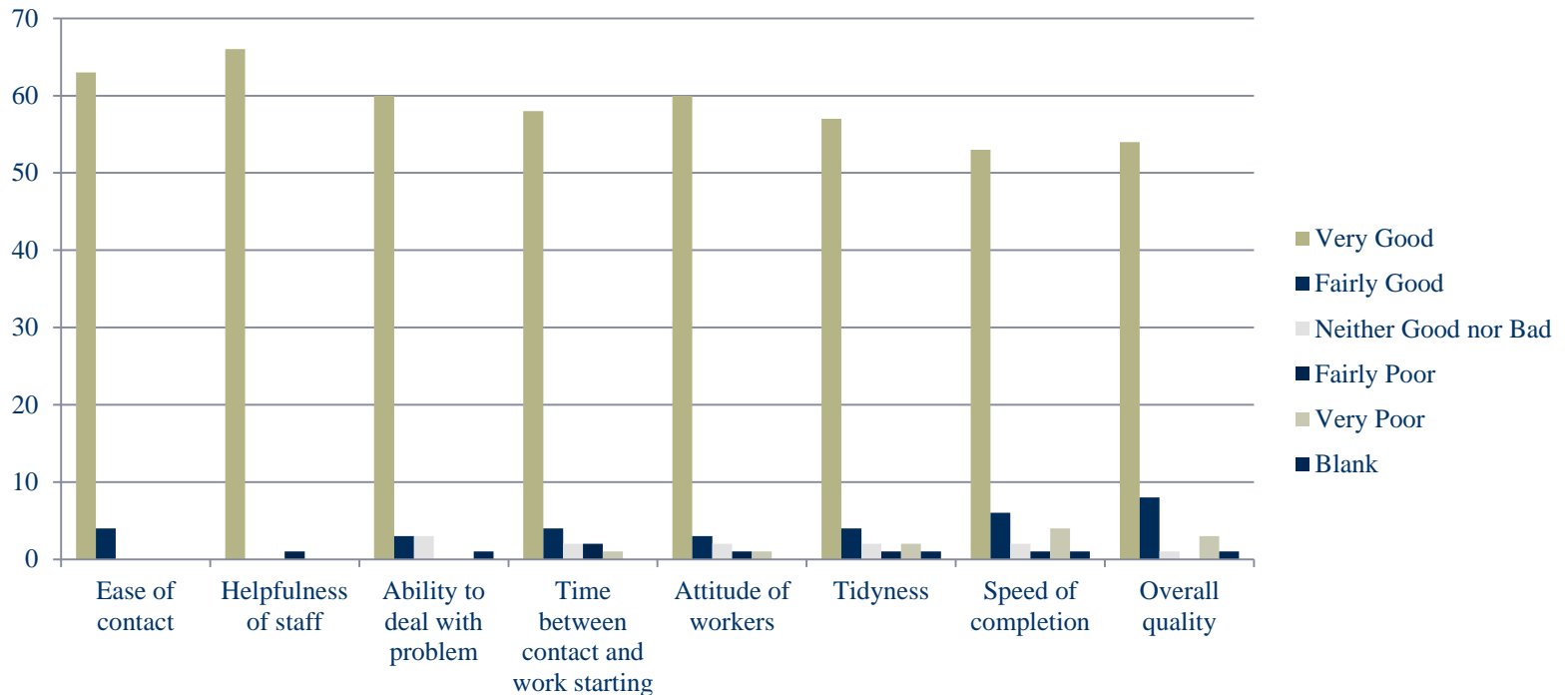
## Examples of TMOs outperforming Landlords



## What do residents say are the benefits of having a TMO?



## Example of TMO in operation



## Estate Improvements

Following concerns about the condition of the estate and in consultation with tenants we were able to:



## **Other improvements:**

We are also about to undertake the following schemes:

- Painting of communal landings and lobby areas of tower blocks
- Deep clean/hot wash communal areas in 23 Low Rise Blocks
- Gutter Clearing programme
- Hanging Basket project
- Planters across the estate
- Annual Christmas wreath making event
- Day trip to seaside



