

CALLING 1000 COMMUNITIES



Spreading the
word about
tenant control..

...ABOUT BETTER SERVICES

**...ABOUT STRONGER
COMMUNITY**

...ABOUT LOCAL DECISIONS

...ABOUT YOUR RIGHTS

**...ABOUT YOUR
OPPORTUNITIES...**

SPREADING THE WORD ABOUT TENANT CONTROL

TENANT CONTROL takes involvement beyond the point where landlords ask for tenants' views and then decide what will happen.

TENANT CONTROL means that the final decision will rest with the local tenants. Tenants can take control of a specific service, like estate cleaning, or a wider range of landlord services including repairs, caretaking and tenancy management. Local tenants need to form an organisation and they have a legal agreement with the landlord and get a budget to cover the costs of the services they take on.

TENANT CONTROL can take many forms but a common name that is applied to tenants' bodies that take on responsibility in this way is a Tenant Management Organisation – or TMO for short.



SPREADING THE WORD ABOUT TENANT CONTROL...



Like the inner city TMO in the Midlands that manages a Council estate of 650 homes including houses and 5 tower blocks.

The TMO has been running successfully for over 20 years and employs 35 staff including their own caretakers and repairs workers. They helped to set up other local services like the credit union and a community sports centre.



Like the Co-op in Yorkshire that manages 150 ex-council homes that are now owned by a housing association.

The Co-op has been operating for 25 years, and employs a manager and a handyman. The Co-op's responsibilities include repairs and care of the paths, grassed areas and shrubs on the estate. The Co-op is proud of the high standard of cleanliness and security enjoyed by tenants on the estate.

WHAT IS A TMO?

A TMO is the way for council or housing association tenants and leaseholders to come together to take on responsibility for managing their homes. The resident members of the TMO create an independent legal body and usually elect a tenant led management committee to run the organisation. The TMO can then enter into a legal contract, the management agreement, with their landlord. The TMO takes over the annual budget that pays for the management and repair duties that they take on.

HOW MANY HOMES AND SERVICES DO THEY MANAGE?

TMOs take different forms and sizes. Some TMOs manage a handful of homes while others manage large estates of a thousand homes or more. Very small TMOs may rely mainly on voluntary effort but most employ staff such as housing managers, caretakers and repair workers. The services managed by TMOs may include day-to-day repairs, allocations and lettings, tenancy management, cleaning and caretaking, and rent collection. Some TMOs provide wider community benefits such as youth centres, credit unions and social clubs.

IS A TMO THE SAME AS A CO OP?

Many TMOs call themselves Co-ops. Although others may have different labels, such as estate management boards, they all have similar aims and co-operative values.

DOES A TMO AFFECT TENANCY RIGHTS?

No. For example, council tenants managed by a TMO still have the council as their landlord and retain all their rights as a council tenant.

WHAT MAKES TENANT CONTROL SUCCESSFUL?

Tenant control has the advantage of local knowledge and small scale. Many councils and housing associations have to look after large numbers of homes spread across a wide geographical area. By contrast the staff and tenant board members of TMOs know the people and homes in their neighbourhood well and are on the spot to monitor services and respond to problems.

DO TENANTS HAVE A RIGHT TO TENANT CONTROL?

Council tenants have a legal Right to Manage that entitles a tenants' group to set up a TMO and take on housing management functions on behalf of their landlord. To exercise this right a tenants' group must follow a set procedure and show that they have the support of tenants (through a ballot) and that they are competent to manage services properly.

The Government is streamlining the Right to Manage so that it is a less bureaucratic and quicker process. Housing association tenants don't have a legal Right to Manage, so the process of setting up a TMO needs support from landlords. The new regulatory framework for social housing providers says that housing associations should help tenants to be involved in housing management and maintenance, and share in cost savings made by local control of repairs. TMOs are a tried and tested way for landlords and residents to work together to get these benefits.



IS IT POSSIBLE FOR COMMUNITIES TO OWN THEIR HOUSING AS WELL?

In some circumstances, it may be possible for communities to own their housing as well as manage it. Many housing co-ops have democratically and successfully owned their homes for many years and there are other models available, such as community land trusts and cohousing schemes. Community owned housing tends to work in similar ways to tenant managed housing, but communities that own their homes have some added security as well as added responsibilities.

Setting up community owned housing is not easy. There are Government grants that enable council tenants to consider transfer of ownership to the community (some TMOs have gone on to transfer ownership to themselves) and to develop new community-led housing.

For further information, contact the CCH – the representative body for co-operative housing www.cch.coop or <http://mutualhousinggroup.coop/>



Like the Resident Management Organisation that manages 500 council flats and houses in a deprived area of inner London.

The resident board employs a team of staff including caretakers and repairs operatives and deals with the full range of housing services including tenancy management and anti-social behaviour. The RMO has worked in partnership with the local youth centre to help provide education and activities for young people on the estate.



Like the Estate Management Board in Merseyside that manages 800 housing association homes on the edge of the city boundaries.

The management committee of tenants and home owners employs a team of housing staff based in an office on the estate. They transformed the area and now achieve remarkably quick response times on repairs and relet times for empty properties. The Board have worked with other agencies to provide financial advice to local residents on low incomes.

INTERESTED ? WANT TO FIND OUT MORE?

A TMO is one of many ways in which tenants can influence their housing. It is not right for every community. Success is more likely where there is a committed tenants group with a clear sense of what they want to do and strong links with the community they represent. It is important to try to get the co-operation of the landlord.

GETTING STARTED

To get started you need to be an experienced tenant group with some track record of making a difference in your community. You are ambitious to take the next step – running things like caretaking, repairs or housing management using the budget now spent by your landlord. You have, or expect to win, the support of your local community. You will need extra training and information, evidence of your skills and help with negotiating an agreement and proving local support.

Go to the 1000 Communities website and register your interest and you will be able to access more information and advice about tenant control. Much more information is also available on the NFTMO and ATIC websites. Government grants are available to help tenants explore and develop tenant control options and you will also need to make best use of local sources of information and support. The 1000 communities campaign will help your group to find out if it meets grant conditions and to get started with your application.

If you want to see how it works for real by visiting a community that is already running their own housing service then this can easily be arranged. Details of the 'Guide TMO Network' can be found at www.nftmo.com



1000 COMMUNITIES
SPREADING THE WORD ABOUT TENANT CONTROL

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ATIC

ATIC is the national network of Agencies and Trainers for Involved Communities. ATIC brings together providers of professional services which enable local communities to manage and control housing and neighbourhood services.

WWW.ATIC.ORG.UK



NFTMO

The National Federation of Tenant Management Organisations (NFTMO) is a national voluntary membership organisation. Their main purpose is to facilitate networking and support for TMOs in England and to promote community control as an option within regeneration initiatives and in areas of greatest need. The NFTMO was founded in 1992 and now has nearly 150 TMOs in membership.

WWW.NFTMO.COM



NFTMO
The National Federation of
Tenant Management Organisations

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