**A green text on a black background

Description automatically generatedThe NFTMO bulletin for members**

#### **Members Update**

**After a brief hiatus in March welcome back to the April Members update. Lots to report this month as we see the introduction of the new Regulatory regime for social housing, move into the new tax year and we continue preparations for the Annual Conference.**

**We really want to recognise the wealth of good practice that TMOs provide so see the next page for details of this year’s NFTMO Awards and nomination forms can be found on the** [**website**](https://nftmo.com/tmo-awards-2024/)**.**

***Pictures Wanted***

*Do you have photos of your TMO in action (Fun Days, Events etc) that we can use for our Annual Report?*

**The NFTMO Needs You!**

**Last month we asked if you had considered becoming a Director of the NFTMO? Well, since then, we’ve been made aware of at least two Directors who will be stepping down from the Executive Committee. Andrew Slater (Dovecotes) is stepping down for health reasons and Simon Oelman (Roupell Park) is retiring. Whilst we wish them well and thank them for their services, it does mean that we really do need others to step forward to replace them.**

**The Executive meets 6 times per year over zoom – usually on a Tuesday at 11.30. We hold a residential weekend once a year (Friday and Saturday) where we’re able to look at issues such as Business Planning in greater depth. At present our Articles require us to seek members from the North, Midlands and South regions. Whilst tenants are always in the majority, TMO Managers can also become a Director.**

**If your TMO would like to nominate someone to become a Director of NFTMO then please complete and return the nomination form which can be found on our website** [**here**](https://nftmo.com/the-nftmo-needs-you/)**.**

**Membership Update**

**We’re pleased to announce that membership numbers are up this year with almost 90 TMOs having paid their annual subscription. Thank you to those have renewed and welcome to new members and those rejoining after an absence.**

**The NFTMO Executive has agreed to make this update available to all TMOs for the coming year and your TMO can apply for membership at anytime.**

**Housing Ombudsman**

The [**Complaint Handling Code**](https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/complaint-handling-code-2024/) has now come into force so make sure that your TMO is compliant.

The Housing Ombudsman service reports that it will be doubling the number of decisions it makes this year and casework continues to rise as tenants rightly refuse to accept poor services.

Just published is the follow-up report to the ***“***[***Time to be Heard***](https://www.housing-ombudsman.org.uk/2024/04/16/changes-following-ombudsmans-spotlight-report-on-noise/)***”*** investigation into the treatment of noise complaints. This considers a number of case studies and is worth reading alongside ***“***[***Learning from Severe Maladministration***](https://www.housing-ombudsman.org.uk/reports/learning-from-severe-maladministration-reports/april-2024/)***”***which sets out the key points from the increased levels of maladministration findings.

***A red and white text on a black background

Description automatically generated***A red and white text on a black background

Description automatically generated******

***Gala Dinner***

**You’ll notice a bit of a change for the Gala Dinner as, this year, there are options for meal choices. All those who have booked places will have received an email asking for the names of the delegates and their food choices for the meal. Please can you return these to us asap. In order for the hotel to cope with this *we can not accept any changes after 31st May.* Past this date anyone who has not responded will be offered the default menu as set out in the email.**

***Annual Conference***

***It’ll come as no surprise that we have sold-out places on the Early Bird bookings. We’ll be placing future applications on a waiting list.***

***We’ll be kicking things off on Friday afternoon again and running through to Sunday lunchtime.***

A red and yellow background with white text

Description automatically generated

CTR Triangle are hiring!

[**TMO Co-Ordinator**](https://london.jobsgopublic.com/vacancies/450087?ga_client_id=97b925a1-5dde-474c-a78b-9ddecb2db3b9&search=10b833b5b840a55885a7e85e1a504e2e90aa44a58a62a9a0953c840498fec15f) - £34,216 - £37,995

Closing Date 6th May 2024

Located in the LB Newham the estate is a 10-minute walk from Canning Town Station

Chalk Farm Housing Group are hiring!

[**Estate Manager**](https://jobs.insidehousing.co.uk/job/4665029/estate-manager) - £50,000 - £53,000

Closing date 28th April 2024

Located in in LB Camden

[***NFTMO Awards***](https://nftmo.com/tmo-awards-2024/)

***You should have received details of this year’s awards categories and we’ll be announcing the winners at the Gala Dinner at the NFTMO Conference in June.***

***Even if you can’t be there, please do take the time to submit your entry as we seek to promote the range of excellent work undertaken by TMOs.***

***We’ve increased the number of categories this year to recognise as much of the good work being undertaken as we can.***

***We would also like to announce the entries that are unsuccessful as well as the winners so please do let everyone know of the work you’ve been doing.***

***As they say, “A picture paints a thousand words….” So let us have photos as well as the written entry.***

***We’re notoriously bad as a sector in putting ourselves forward and to recognise that the standards we have become used to would be seen as exceptional by tenants who don’t benefit from tenant management – so let’s change that!***

WATMOS are hiring!

[**Head of Asset Management**](https://watmos.current-vacancies.com/Jobs/Advert/3435195?cid=1722&t=Head-of-Asset-Management)- £64,835

Closing date 16th June 2024

Based either in Walsall or LB Lambeth.

***Consultation Responses***

*The NFTMO has submitted responses on the introduction of Awaab’s Law and the development of a competency and conduct standard. This follows consultation undertaken by the Department of Levelling Up, Housing and Communities (DLUHC) which we hosted an event on.*

*The responses can be found on our* [***website***](https://nftmo.com/nftmo-consultation-responses/)*and, broadly, supports the introduction of both although we have called for more details around TMOs as we believe that, as it stands, the draft proposals do not adequately reflect the roles of TMOs. We believe they are aimed at senior staff within ALMOs and other large organisations and that as TMOs are generally far smaller any legislation should reflect this.*

**A person with a beard and glasses

Description automatically generated*See you soon!***

**Lee Page**

**NFTMO Co-Ordinator**

[**Contact@NFTMO.com**](mailto:Contact@NFTMO.com)

**0121 296 7695**

**07301 277160**