

What is a TMO?

A Tenant Management Organisation (TMO) is a means by which council tenants and leaseholders can collectively take on responsibility for managing the homes they live in.

There are 116 TMOs in London. There are also several Housing Association Management Coops which were established prior to stock transfers taking place. Housing Association tenants do not have the same right as council tenants to take over management of their homes.

TMOs are non-profit membership organisations, run by an elected tenant led management committee. TMOs enter into a management contract with the landlord to carry out specified duties, such as caretaking, lettings, tenancy management and rent collection.

Some TMOs manage small estates or neighbourhoods while others manage large estates of two or three thousand properties. Small TMOs may rely on voluntary effort but most employ staff.

According to independent research:

- ◇ TMOs' management performance matches the top 25% of local councils in England...
- ◇ ... and this covers repairs, re-lets, rent collection, and tenant satisfaction.
- ◇ TMOs tend to act sooner and more effectively when dealing with tenants' issues.
- ◇ Most tenants say the TMO increases community spirit and improves quality of life.

Case Study: Roupell Park RMO



Roupell Park Resident Management Organisation (RMO), established in 1996, manages 571 properties. It has 15 staff and 11 board members. There are 15 blocks of flats centred around a well-maintained green, ball park and children's play areas.

The RMO prides itself on its community events and activities. These include:

- Computer skills lessons (in partnership with Morley College)
- Summer holiday activities for children
- Boxing sessions (in partnership with Fulham Football Club Foundation, Afewee Training Centre and Rathbone)
- One to one energy saving advice
- Free English as a Second Language classes
- Coffee mornings for senior citizens

What is co-operative or mutual housing?

According to the Confederation for Cooperative Housing, "a co-operative or mutual housing scheme has a community membership where:

"those who live in homes are required or are encouraged to become members"

AND

"that community membership is able to democratically control the housing organisation in some way through general meetings of the organisation"

Types of community controlled housing organisations include:

- ◇ Tenant Management Organisations (TMOs) and Housing Association Management Coops (HAMCs), whose function is to manage properties owned by a council or housing association
- ◇ Short-life housing co-operatives; which hold short term leases on homes which are then let to their members
- ◇ Ownership and Long Lease Co-ops; co-operative landlords whose tenants are members
- ◇ Community Land Trusts (CLTs) and community-owned housing associations

Organisations might take the legal form of a Community Benefit Society, a Company Limited by Guarantee or a Co-operative Society. Their co-operative principles will be spelt out in their Articles of Association or in a similar document.

Housing co-operatives in London

The London Federation of Housing Co-ops (LFHC) has 267 co-ops on its database. These vary greatly in size, function and geographical reach.

Some are management co-ops or TMOs, which provide tenancy management services on behalf of a council or housing association, whilst others are co-operative landlords, controlled by their tenants.

Housing Co-ops provide a sustainable business model for communities to survive and grow, building on the strengths of individuals in those communities. They are a form of community-controlled housing.

This document was produced by London Tenants Federation (LTF) with the assistance of the National Federation of TMOs and the London Federation of Housing Co-ops.

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