

# TENANTS IN CONTROL

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(BITMO)**



# Ready for the expedition?

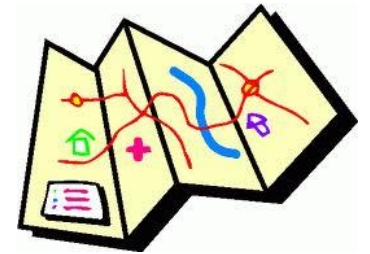
- The Destination – Tenant Control



- The Vehicle – The TMO



- The Route Map – Right to Manage



# The destination - Tenant Control



*“sometimes local people may actually want to take more control and start making decisions for themselves...having legal responsibility for decisions, setting priorities and managing budgets.”*

DCLG - Residents' choice (2008)

# The vehicle - The Tenant Management Organisation (TMO)

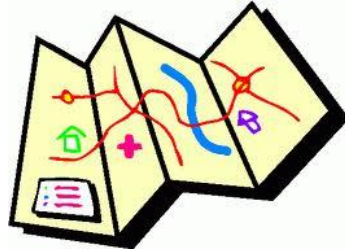


*“A TMO is a means by which council or housing association tenants and leaseholders can collectively take on responsibility for managing the homes they live in.”*

National Federation of Tenant Management Organisations (NFTMO)

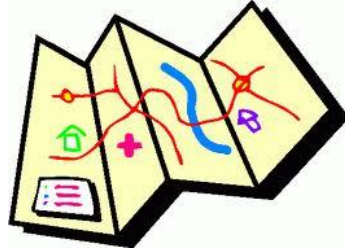


# The route map – ‘Right to Manage’



- Tenants have a **statutory right** to take over the management of local housing services
- The Housing (*Right to Manage*) (*England*) *Regulations 2008*, together with statutory guidance, sets out **procedures** to be followed

# The route map continued..



- Support, advice and funding
- Service of formal notice on landlord
- Skills and competence are assessed
- Negotiate Modular Management Agreement (MMA) with Authority
- Develop aims and Business Plan
- Ballot of opinion...go live!!

# How big a leap would it be for tenants to manage?

- Depends of the group and the authority
- The first step is commitment, from both parties
- Training and confidence building is the key – for both parties
- A long terms project - needs long term planning and commitment

# BITMO a 25 year expedition?

- 25 years of resident led service delivery in Belle Isle Leeds
- Began as active tenants
- Developed into Estate Management Board on part of estate in 1990s
- Grew to take on whole of estate in 2004





# BITMO – where are we now?

- An **Industrial and Provident Society** owned by local tenants
- **1,985 council homes** on behalf of Leeds CC
- Board of management with **tenant chair & majority**
- **34 staff** with a **£2.7 million** turnover
- **Rent** collection, **Tenancy** management, **Lettings**, **Repairs** and **Capital** Programme, **Caretaking** Service, **Grounds Maintenance** & **Forestry** work, **Sheltered**, **Supported** housing



# BITMO – how are we doing?

- Two overwhelming tenant **YES** votes
- 75% overall tenant satisfaction (+ 5% in 2 years)
- 97.5% decency achieved
- 3% rent arrears
- Average 38 days to relet a home
- Average 8 days per year absence for staff members



# Promoting the Right to Manage?

- Not everyone's cup of tea – must be part of wider range of options
- Tenants must decide
- N.F.T.M.O and movement a key resource

# Three key findings from “Evaluation of TMOs in England”

- TMOs often manage their housing more effectively - their performance matches the top 25% of local councils in England.
- TMOs, being ‘on the spot’ and with local knowledge tend to act sooner and more effectively when dealing with tenancy management problems.
- The majority of TMO tenants say the TMO helps to increase community spirit and improve the quality of life.

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# Any Questions?

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