

**Achieving Excellence through
Tenant Involvement
The MAC, Belfast
Thursday 12th December 2013**

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Northwards Housing

www.northwardshousing.co.uk



**What are Arms Length
Management Organisations?**

ALMOs are:

- Managing rented and leasehold homes
- Companies limited by guarantee
- Wholly owned by the Council
- Employers of staff delivering service
- Operate in specific geographical areas
- Partnership driven

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**What are Arms Length
Management Organisations? (2)**

Tenants whose homes are managed by ALMOs:

- are secure tenants of the Council
- have Right to Buy
- have to be consulted on changes in management of their homes
- have a third of places on ALMO Board

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ALMOs in England

- First ALMOs set up in 2002
- At its height there were 62 ALMOs managing 1 million homes
- There are currently 47 ALMOs in England managing 750,000 homes
- Number of ALMOs have gone back into Council or have gone to Stock Transfer

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ALMOs in England (2)

- Northampton is considering ALMO option
- Super ALMO created in Kent by 4 LAs
- No ALMOs in Wales or Scotland but 1 under consideration in Scotland
- Incentive to create ALMOs was Decent Homes funding - but there are advantages separating landlord and strategic roles

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Northwards Housing

- Set up in December 2005 to manage 12,500 homes
- Staff TUPE'd
- Partial ALMO – other Council stock transferred
- First Inspection in June 2006 - got 2 Star Good rating to release £200m. Decent Homes funding
- Second Inspection in November 2008 – 3 Star rating with Excellent Prospects for Improvement
- Includes 2 Tenant Management Organisations

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Northwards Housing (2)

- August 2011 took on responsibility for Common Housing Register and central rehousing team – working to Manchester Move Board (29 partners) staff TUPE'd
- April 2012 took on 1,110 homes in Collyhurst – failed PFI area – more staff TUPE'd
- Adopted Regulatory Standards including Governance and Value for Money (was TSA now HCA Regulatory Committee)
- April 2013 signed 30 year Management Agreement with 5 year reviews

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Northwards' Vision and Values

Our Vision:

"We will make a difference in north Manchester by helping to make it a place where people choose to live, learn and work. Affordable energy efficient homes and strong community pride will make our neighbourhoods thrive."

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Northwards' Vision and Values (2)

Our 3 Values:

- **Putting People First**

This means you! Tenants and staff were keen that, above all else, Northwards is about people, and excellent customer service remains our priority.

- **Spending Money Wisely**

With our purse strings tightened and our customers also feeling the pinch, we need to continue to keep sound money management at the top of our agenda.

- **Supporting Communities to be Successful**

North Manchester is one of the most diverse communities in the north west. Our customers, employees and people we work with all agreed that Northwards has a responsibility to make sure our communities are welcoming and thriving places to live.

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Our Approach to Resident Involvement



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Opportunities for Resident Involvement

Northwards offers a range of opportunities for tenant & residents to get involved:

- Board
- Sub Committees
- Area Panels
- Tenants View
- 17 Tenants & Residents Associations
- High Rise Living Group
- Annual Report Editorial Group
- LGBT Forum
- Disability Forum
- BME Forum
- Leaseholders Forum
- Contact groups or networks
- "Ask Northwards" on line
- Social Media – Facebook and Twitter
- Estate Walkabouts
- Transactional Analysis - surveys

But engagement is on their terms

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Accountability

- Northwards is accountable to the Council under Management Agreement - which is subject to 5 year review
- Backed by Performance Management Framework
- Council Scrutiny Committees have overview
- Tenants' View is internal scrutiny mechanism
- 3 investigations: Voids, Environmental Maintenance & Heating Repairs
- Housing & Local Government Ombudsman

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• Complaints procedure & Board reporting



Our handy book to getting it right first time

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Benefits of Resident Involvement

- Continuous feedback on service performance
- Tenants can help shape & re-design the service
- Focus on improving VfM
- Adds value to discussion with Council and other partners
- Tenants are the heart of Northwards

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Questions?

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