

# VARIETY AND CHANGE IN THE WEST MIDLANDS TMOS

Ruth Miller, BCHS Tenant Participation Manager takes stock of TMOs in the heart of England

Tenant Management is alive and well in the West Midlands and the region can boast to be home to some of the oldest and the most innovative TMO's in the country.

There is also a network of TMO's in the West Midlands which provides a wealth of support and expertise to new groups. Every year, BCHS hosts an away weekend where up to 100 members of TMO's and Co-ops in the West Midlands come together to share ideas, experiences and enthusiasms on the 'best kept secret'- co-operative and resident controlled housing!! Learning from each other is the main purpose of the week end but there are plenty of social activities with the annual competition for the famed 'Len Duckhouse Trophy' for indoor bowls. This year the stranglehold of Twin Crescents TMC in Pelsall and Redditch Co-op Homes was finally broken by Helima Zindani of 20-20 Co-op in Balsall Heath, Birmingham.



" Going to the away weekend is great opportunity to get together with other TMO's and Co-ops; it's like a breath of fresh air to meet other tenants and volunteers who understand the 'trials and tribulations' of being involved in the volunteers housing movement" (H.Zindani, 20-20 Co-op)

The Borough of Walsall is well known as the hub of Tenant management activity in the region and the home of 8 TMO's who between them manage 1800 properties and who have joined to form WATMOS , the first tenant led stock transfer in the country. And unlike many other stock transfers, WATMOS is already embarking on its major improvement programme.

Since the stock transfer of the rest of the Walsall stock to the Walsall Housing Group, however, the future for new TMO's in the region is less positive and developing TMO's are struggling for survival in the Housing Association sector despite apparent support in the regulation around stock transfer designed to protect their position.

## And What about Birmingham??

Following tenants' resounding rejection of stock transfer, an Independent Commission was set up in May 2002 to look at the future of Birmingham's council housing. The Commission, headed up by Anne Power, produced it's report 'One size doesn't fit all' in December 2002 which proposed that around 35 community-based housing organisations or CBHO's should be set up over the next four years, covering about 2500 properties. CBHO's can be any sort of housing organisation, so long as it is 'local', and Birmingham council has promised that TMO's will be part of the solution to the City's housing problems.

If Birmingham are really serious about devolving control to local neighbourhoods, then it will need to demonstrate far more commitment to the process than it has so far done.

Birmingham Council's support for TMO's to date has been lamentable.

Have you heard the one about the TMO that has managed it's properties for the past 16 years with demonstrable success- but has only just received 'official' status as a bona fide TMO?

Bloomsbury TMO in the Nechells area of Birmingham also suffered a similarly frustrating experience but again had seen the fruits of their labour in an improved housing management service and persevered. The group are now going from strength to strength and are engaged in the development of a Resident Services Organisation to provide employment and training opportunities for their residents.



Let's hope that the 'new broom' at Birmingham sweeps away the old paternalistic culture and embraces one of enabling and supporting tenants to control their own neighbourhoods. And let's hope that too, they appreciate that 'local' doesn't necessarily mean 2500 properties!

There are a number of well established TMO's elsewhere in the WM region (4 in Wolverhampton, others in Sandwell , Dudley, Newcastle under Lyme and Stoke ) but it might be interesting for readers to hear about what's happening in Redditch in terms of resident controlled housing. Redditch Co-op Homes (RCH) was established in 1998 as a joint venture partnership between Redditch Borough Council, Accord Housing Association, BCHS and the co-operators (tenants) to develop new build housing designed and managed by its residents. The project is the largest of its kind in the UK, with 6 neighbourhood co-operatives, 150 homes completed and another 500 planned for the future. Housing inspectors from the Audit Commission recently commented that:

"The pioneering structure of Redditch Co-operative Homes is a model for the large scale provision of neighbourhood co-operative housing"

No longer the 'best kept secret', residents in the West Midlands want to tell the world about the benefits of resident controlled housing so that everyone has the opportunity to get involved.

# The TMO Magazine

## STOCK OPTIONS BRING MIXED FORTUNES FOR TMOS



Research for the National Federation of Tenant Management Organisations has revealed the mixed experiences of TMOs involved in the Stock Options Appraisal process in council housing. The research has looked at how TMOs are faring in stock transfers, Arms Length Management Organisations (ALMOS ) and Private Finance Initiative schemes.

Where good practice and government guidance is followed it is clear that established TMOs can not only survive but can also prosper after a stock transfer. With that in mind the NFTMO will shortly be publishing detailed Stock Options guidance and good practice for TMOs, based on the research.

Several TMOs around the country are using the Stock Options process to examine the potential for their TMO to take ownership of its properties through some form of community based stock transfer. Government Tenant Empowerment Grant will now be

available to help TMOs consider that option. Of concern to the tenant management movement is that the research suggests that few, if any, new TMOs are developing after a stock transfer is complete. It is welcome news then that the Housing Corporation is currently developing good practice guidance to help Registered Social Landlords nurture and support community control in its different forms.

ALMOS are a recent innovation but the early signs are that their relationship with TMOs has not been properly thought through by the councils involved. Confusions about roles and responsibilities have been common and often to the detriment of the TMO.

Partners in Change, on behalf of the Federation, have carried out the research. The Guidance will be published in February and will be available free to TMOs, councils and RSLs. The research and publication are being funded by an ODPM Tenant Participation Grant.



## NATIONAL TMO CONFERENCE MAY 2004

In May Tenant Management Co-ops, EMBs and other TMOs from around the country will be getting together to share ideas and experience. The NFTMO National Conference will take place in the lovely setting of Stoke Rochford Hall, near Grantham, over the weekend of May 21st to 23rd. It is a chance for TMOs to celebrate our success as well as dealing with problems and topical issues.

Workshop topics will include TMOs and Stock Transfer, ALMOS and TMOs, Anti-social behaviour, Allocations and lettings, Managing TMO staff and supporting isolated TMO workers.

TMO members and their staff are welcome. The delegate rate is £150 for Federation members and £170 for non-members. Booking forms can be obtained at [www.tmonatfed.com](http://www.tmonatfed.com) or by ringing 01704 227053.



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VISIT THE NFTMO WEBSITE AT [WWW.TMONATFED.COM](http://WWW.TMONATFED.COM)

The NFTMO works on behalf of EMBs, Tenant Management Co-ops and all forms of TMO

In the next issue of the TMOs Magazine

- Life in a larger TMO • TMOs in the Housing Association Sector (held over from this issue) •
  - TMOs in East London • • Allocations and Lettings - Are TMOs Losing Control? •
- If you have a contribution to make to a future issue please contact [magazine@tmonatfed.com](mailto:magazine@tmonatfed.com) or ring 01704 227053. Deadline for the next issue is mid-March 2004.

**Time to Join the Federation!**  
If your TMO is not yet a member of the National Federation of TMOs then it is worth joining soon. The Membership fee is 10 pence per dwelling managed per year. The Federation provides free magazines, publications, regional events and regular briefing notes. In future access to these services will be increasingly focussed on Federation members. So don't miss out, join now.  
You can get a membership application form at [www.tmonatfed.com](http://www.tmonatfed.com) or by ringing 01704 227053.

# TAKE CARE TO AVOID LIABILITY

## Solicitor Naomi Goode explains the legal duties and potential liabilities of TMO Committee Members

As everyone reading this magazine knows, forming and then running a successful TMO is extremely hard work. It can leave little time and head space for considering the legal liabilities of being on the TMO's management committee and no one wants to appear negative or defensive by worrying about their potential legal liability.

There are, however, good reasons for committee members to understand the legal implications of their committee membership. Members should be able to avoid liability if they have a proper understanding of their role and if the committee adopts proper processes. An understanding of legal responsibilities will help good governance and decision making.

So what are the legal responsibilities that come with committee membership? We will start with the bad news and end with the good news.

### The duty of skill and care

Committee members must act with skill and care. The standard is that required of the "ordinary prudent business man or woman acting in the management of their own affairs". This is an objective standard. It is no good a committee member saying they did not understand something if the ordinary person would have.

There is also a subjective test based on the qualities of the individual committee member. Committee members who have a particular expertise may be

under a higher duty of care in relation to matters within their professional knowledge. For example a committee member with accounting experience would be expected to act with greater skill in relation to accounting matters than, say, someone with experience of community matters.

If a TMO suffers financial loss because committee members fail to exercise due skill and care, the TMO can take legal action against the relevant committee members to recover the sums lost.

### Duty of trust

Committee members must act in the best interests of the TMO. They must not put themselves in a position where their personal interests may conflict with those of the association. They must ensure that the assets of the association are applied solely for the purposes set out in the TMO's constitution. TMOs must have a conflicts of interest policy to deal with the situation where a person finds there is a conflict between how they would act as a committee member of a TMO and how they would act in another capacity, such as a participant in other activities involving the Council.

### Governance responsibilities

The committee must act within the scope of its authority. Decisions must be made properly at quorate meetings in accordance with the constitution and any standing orders. A TMO can take action against individual committee members if they are responsible for losses caused by acts which are outside the TMO's powers.

### The good news

All is not gloom and doom. The Courts can excuse anyone if they have acted honestly and reasonably and ought fairly to be excused from the breach. Committee members should also have the benefit of insurance that covers them in the event that they act negligently or in error (but not dishonestly).

Committee members must also:

- act honestly and prudently (which includes sensible risk taking)
- give proper consideration as to whether proposed activities are properly authorised
- keep accurate minutes that demonstrate that members gave careful consideration to a decision, so that even if it turns out to have been the wrong decision, it was nonetheless reasonable and not "imprudent"
- obtain the information they need to make a reasonable decision, including if necessary, advice from appropriate professionals

If committee members follow this advice, they should succeed in discharging their duties effectively and without fear of legal challenge or liability.

Naomi Goode, of Jenkins and Hand Solicitors, has wide experience advising TMOs and will be exploring other legal matters in future issues of this magazine



## COULD YOU ADVISE OTHER TMOs?

The Federation Executive wants to provide more help to member TMOs through:-

- 1) a database of experience and expertise that TMOs are willing to share with others.
- 2) free support visits where such a visit may help a TMO to resolve a particularly difficult problem.
- 3) The temporary placement of an experienced person to serve on the committee of a TMO in trouble. This might possibly be for a period of 3-6 months.

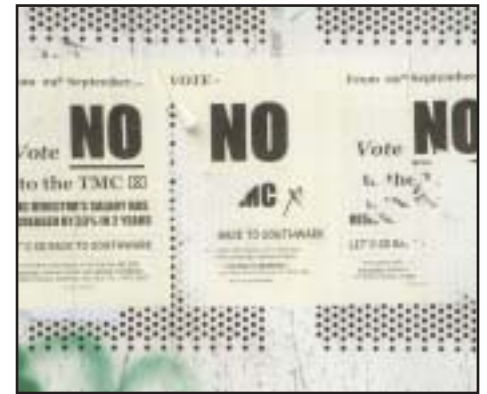
Before we can launch this service we need to identify a network of suitably experienced TMO members who are willing to use that experience to help other TMOs in one of the ways described. Are YOU one of those people? If so please contact the NFTMO on 01704 227053.

## TABARD GARDENS YES VOTE IN SPITE OF NO CAMPAIGN

Tabard Gardens TMC in the London Borough of Southwark had a turbulent end to 2003. The estate had been the subject of a proposed transfer that would have made it a community led RSL within the Peabody Group. Tenants had voted No to that proposal in 2002.

The Co-op's Management Agreement requires a continuation ballot every seven years but this had been deferred whilst the stock transfer was a possibility. The ballot of nearly 1500 tenants and leaseholders was finally organised in October 2003. The end result was a 70% turnout, with 62% of tenants and 65% of leaseholders voting yes to continue.

Given the context this was viewed locally as a very good result. Not only were residents



unsettled by the failed stock transfer, but two of the Management Committee had mounted an active 'No' campaign and fly posting had proliferated. The ballot was organised by PPCR.

## TMOs AND THE DECENT HOMES STANDARD

PEP Consultant Chris brown explains why the Decent Home Standard is impacting on all TMOs



In 2000 the government set a target to 'Ensure that all social housing meets standards of decency by 2010'. The vast majority of TMOs will be affected in one way or another. So what is the decent homes standard and what does the governments target mean for tenant management organisations?

The decent homes standard is a minimum property standard, which applies to housing association and local authority owned properties, including those managed by TMOs. All council and housing association homes will be required to meet the standard by 2010.

In 2001 38% of social sector dwellings did not meet the standard. For many local authorities reaching the decency standard is difficult with the resources available to them. Councils must consider options such as

Housing Stock Transfer (LSVT) and the setting up of Arms Length Management Organisations (ALMOs) as a means of attracting extra investment. By April 2005 the Government Offices for each region are required to sign off stock option appraisals for all Councils that own social housing and must be reassured the Council will meet the standard.

The NFTMO will shortly publish good practice guidance for TMOs involved in these stock options. Even if the Council is not yet talking with tenants about stock investment needs its not too early for TMOs to thinking about the stock they manage and the options that may be available.

A decent home has been defined as one that:-

1. Meets the current statutory minimum standard for housing (for example; is structurally stable, free from dampness prejudicial to health, have adequate provision for lighting, heating and ventilation)
2. Is in a reasonable state of repair (key building components are not old nor do they need replacing or major repair for example roofs, chimneys, external wall finishes)
3. Has reasonably modern facilities and services (for example a kitchen with adequate space and layout, a bathroom

which is 30 years old or less or a kitchen which is 20 years old or less).  
4. Provides a reasonable degree of thermal comfort (reasonable standards of insulation, effective heating)

Some landlords in consultation with tenants have set a local higher standard of decency.

The implications for TMOs of the decent homes standard include:

- Local authorities must consider the investment needs of the properties they own but the TMO manages
- Opportunities for TMOs to benefit from housing investment programmes within their neighbourhoods
- TMOs with Major works responsibilities need to liaise with their landlord to agree how the scale of any proposed works will be managed
- Opportunities for TMOs to request stock condition information from their landlord and consider the needs of local home
- Greater potential for stock reduction (demolition) in low demand areas where few people are waiting for accommodation

A copy of HouseMark's easy guide to the decent homes standards will be available on the NFTMO website at [www.tmonatfed.com](http://www.tmonatfed.com)

## New Federation Publications for the New Year

### BEST VALUE – HOW TO MAKE IT WORK FOR TMOs

This guide explains how TMO's can use Best Value Techniques to improve the work we do and take an active role in the review of Council services in our neighbourhoods. The guide was written by Stephen Barran of PEP Ltd and funded by an ODPM Tenant Participation Grant.

### A GUIDE TO TMO BENCHMARKING

This guide has been developed by the NFTMO in partnership with HouseMark. Benchmarking is an excellent practical way in which TMOs can compare what we do, and how we do it, with other TMOs. Written by John Frankis the guide will be particularly useful for TMOs who are interested in being part of a benchmarking club with other TMOs. ( See page 7 ) The research and publication were funded by an Innovation into Action Grant.

### TMO GUIDANCE ON TRANSFERS AND OTHER STOCK OPTIONS

The NFTMO has commissioned Partners in Change to research and write guidance for TMOs involved in stock options appraisals, transfers, Arms Length Management Organisations and PFI schemes. This publication will be available in late February and will be sent free to TMOs . Two regional seminars for TMOs, to explore the issues and good practice highlighted in the Guidance, are being arranged in March.



# Innovation, Action and TMOs!

The first issue of the TMO Magazine included information about grants that are available from the Innovation into Action programme. The grants are aimed at projects that take new approaches to tenant involvement or that use existing approaches in a different way. The grants are administered for the Government by the Chartered Institute of Housing.

Several Innovation into Action grants have been made to projects that are intended to help Tenant Management Organisations by developing a new approach, technique or service. Here are details of those projects along with contact details if you want more information about any or all of them. You can find out more about grant availability by ringing Ashraf Ahmed on 024 7685 1700.

## TMOonline – An Information Website for TMOs

Consultants PPCR have been funded to set up an independent online support centre to meet the needs of TMOs. Initially focussed on TMOs in London the website was featured in issue one of this magazine

**Contact:** Ron Houston, PPCR, 1 The Grainstores, 72 Weston Street, London, SE1 3QH. Tel: 020 7407 7452

## TMO Training - Introduction to Management

The project involved developing a TMO related management training module capable of delivery to tenants by any community college in the country, minimising the need to negotiate content locally. The developed course is 30 hours long and can be delivered over time in two or three hour sessions with up to 12 participants on each course. This course is currently being adapted in discussion with the Institute of Leadership and Management. **Contact:** Steve Osbourne, SNU, 16 Winchester Walk, London, SE1 9AG. Tel: 020 7403 6050

## Help with Consulting TMO Tenants

Most TMO Management Agreements require them to regularly consult with residents and to carry out annual satisfaction surveys. Standard Council survey formats are often too broad to accurately reflect on the localised nature of the TMO service delivery. TMO information



Surveys - keeping in touch with TMO tenants

could be gathered much more effectively and with more comprehensive results. The aim of the project is to work with a range of local authorities and TMOs in London to develop a comprehensive package of consultation/research methods and techniques and a toolkit for deploying it.

**Contact:** Eifion Hughes, PPCR, 1 The Grainstores, 72 Weston Street, London, SE1 3QH. Tel: 020 7407 7452

## Personal Development for New and Potential Board Members.

This PEP project will develop a Personal Development Plan (PDP) approach to support individual tenants who wish to become Arms Length Management Organisation (ALMO) or TMO board members. This approach will offer support to potential tenant board members to make them better able to challenge for a place on the board through the agreed election or selection process.

**Contact:** Chris Brown, PEP, 3rd Floor, City Point, 701 Chester Road, Manchester, M32 0RW. Tel: 01924 489 393.

## Local Management Agreements

Featured in issue one of the TMO Magazine this project aimed to devise and subsequently widely publicise, a fast track secretary of state approved option, with simple published guidance notes for delegating control of housing management functions to residents groups. These are currently known as Local Management Agreements. It will build on the experience and methodology developed to date by the City of Westminster working with many of its Residents' Association in delegating the control of individual management services.

**Contact:** Mal McGirr, City West Homes, 21 Grosvenor Place, London, SW1X 7EA. Email: mmcgirr@westminster.gov.uk

## Board Member Training in K and C

The aim of the project is to provide prospective and established board members with an appropriate and effective training and support provision that will support the skills and development requirements of the board members role. Pass achievement of the course will be upon successful completion of the course with an additional; option to undertake the CIH Higher Certificate in Governance (HCG cert.) attainment. Participants explore the wider disciplines of directorship more commonly associated with the private and business sector, addressing motivation and effectiveness through personal development.

**Contact:** Eileen Evans, The Kensington and Chelsea TMO, Town Hall, Hornton Street, London, W8 7NX. Tel: 020 7361 1887.

## Benchmarking – TMO Style

This project has been run by the NFTMO in partnership with HouseMark. A model for benchmarking by TMOs has been developed (see Issue Two of TMO Magazine) and tested in a series of pilot projects. Free regional seminars are now taking place to involve more TMOs in local and regional benchmarking networks.

A copy of the Benchmarking Guide is available on the NFTMO Website at [www.tmonatfed.com](http://www.tmonatfed.com) **Contact:** Trevor Bell, NFTMO, 01704 227053.



## CCH Conference Date

The Confederation of Co-operative Housing Annual Conference is being held at Stoke Rochford near Grantham over the weekend of March 19th - 21st. Topics will include an update on the Community Gateway Model, Housing Corporation Tenant Involvement Policy and the Decent Homes pilot project. Contact [sarah@cch.coop](mailto:sarah@cch.coop) for further details

## Resident Services Organisations Network

The PEP Trust facilitates a Resident Services Organisation (RSO) network. This includes an E-Mailed RSO Network newsletter. If you want to be sent a regular RSO newsletter by E Mail then contact Liz Clifton of the Trust at [liz.c@pep.org.uk](mailto:liz.c@pep.org.uk)

# TMOs ARE NOT JUST HOUSING MANAGERS

Most TMOs have an excellent track record as housing managers. Perhaps just as important, but more difficult to measure, is the wider contribution TMOs often make to their communities. TMOs create or help to set up a huge variety of community projects including play and youth schemes, credit unions, advice centres, food co-ops, employment schemes, pensioners' clubs, festivals and other social events. Here are a few examples, we would like to hear about your own TMO's work 'beyond housing'.

## TMOs Creating Jobs & Training Opportunities



Leathermarket Joint Management Board (JMB) is a TMO managing 1500 council homes in the South London borough of Southwark. In the last two years Leathermarket has set up a Resident Services Organisation (RSO) to create local jobs and training opportunities whilst providing good quality neighbourhood services. The RSO is a subsidiary company of the TMO with its own board of directors and is a not-for-profit community business.

The Leathermarket RSO currently employs six people and has a base in the JMB office. The RSO has the grounds maintenance

contract for the Leathermarket estate and for another local TMO. The RSO also provides plumbing and handy person services to tenants and leaseholders. The plumbing work for tenants concentrates on jobs that are not covered by the tenancy agreement.

The RSO also lends its support to special projects like the community planting work shown in the photograph. In the future the RSO plans to provide more work and training places for local unemployed people as a stepping-stone into permanent jobs with other employers.

## EMB Festivals to fight Racism and Gun Culture



In July last year Bloomsbury EMB in Birmingham organised a very successful fun day that concentrated on race crime issues in the neighbourhood. The theme slogan was "Racism Stops Here!" Encouraged by their success and working with police representatives and other local organisations they are holding a similar event this year with a theme of "Stop Gun Crime in our Community." Planned for July 3rd the day will feature stage entertainment and fair rides.

## Free Community Led Estate Regeneration Handbook & Site Visits



Recognising the value of TMO's and Community Leadership is the theme of this Regeneration Handbook. It features stories of hope, where residents have transformed their Estates and communities, and will welcome other residents to visit them, and hear first hand how it was done. At the time of writing FREE visitors travel is available to these live visual aids.

This inspiring, easy to read and simple to follow handbook is an essential practical guide for residents, professionals and all those involved in Estate Regeneration. It features 5 success stories of Estate Regeneration in Plymouth, London, Liverpool, Walsall and Bradford, written by resident leaders with first hand experience of transforming their Estate.

There is also simple to follow guidance by experienced professional and voluntary experts on key issues e.g. legal, design, funding, management, New Deal for Communities, partnerships, crime, drugs, jobs, family and faith. There is also a useful basic information and contact short list.

To order a free handbook, arrange a free visit or contact the REGENERATE help line, please contact, with your address:- Regenerate Co-ordinator Keith Proctor, 1 Seymour Terrace, Bridgetown, Totnes, Devon. TQ9 5AQ. Tel: 01803 863 363 Fax: 01803 866 388 E-mail: [keithproctor@regenerate-uk.org](mailto:keithproctor@regenerate-uk.org)

# CAN YOU HELP?

Does your group have experience that could help the TMOs who, in this regular feature, share a problem. If you can help you can contact the groups direct or via the NFTMO. If your TMO has a problem it wants to share in our next issue please contact the editor.

## COULD TMO'S MANAGE FOR ABSENT LANDLORDS?

Dear TMO Magazine,

I am a Resident Support Officer at the London Borough of Wandsworth and would be interested to hear from any TMO's or co-ops involved in offering a letting and/or management service to absent landlords.

The idea has come from a Wandsworth Co-op who have a large number (80% of the estate stock is leasehold) of absent landlords with sub-let tenants in occupation. Leaseholders are under no legal obligation to inform the Co-op or Council that they have sub let their properties or provide a contact address. Sub tenants come and go frequently so it is difficult to keep tabs on properties. When problems arise it can be difficult to resolve or make contact with the landlord or managing agent.

The Co-op committee believe they could offer services to benefit all parties. The Co-op would have a direct contact point and possible mandate from the landlord

allowing management of the property. The landlords and tenants would receive a first class service from the Co-op. This compares to many managing agents who offer a poor service.

A letting/management fee would be charged and ploughed back into the Co-op. Any thoughts/experiences would be appreciated

Nick Grason  
Tel: 020 8871 7901

## GET IN TOUCH IF YOU ARE CONSIDERING A COMMUNITY BASED TRANSFER

Dear TMO Magazine,

We would like to build links with TMOs who are actively considering or involved in a community based stock transfer. Friday Hill TMO manages 1000 units in Chingford, East London. Our local authority has opted to set up an ALMO but the TMO believes the better option for

us may be a local stock transfer. That might be in partnership with an existing Registered Social Landlord or by setting up our own stand alone RSL.

We look forward to hearing from you.

Jeremy Carson  
Tel: 020 8523 9433  
E-Mail: [Jeremy@fridayhilltmo.demon.co.uk](mailto:Jeremy@fridayhilltmo.demon.co.uk)

## TMOs and Tax Briefing Note Now Available

In response to questions raised by some TMOs, the Federation has arranged for a briefing note on the question of TMOs and Tax liability. The note has been written by Paul Bater, a chartered accountant, and explains how and where a tax liability may arise. Essential reading for TMOs that have not yet discussed this issues with their accountants, the note is available on the NFTMO Website

## WEB WONDERS! More recommended Web Sites for TMOs.

If your TMO wants to recommend or review a site please E Mail us at [magazine@tmonatfed.com](mailto:magazine@tmonatfed.com)

### One stop shop for government grants ?

This new site is an online 'portal' to grants for the voluntary and community sector from the following funders:

- Department for Education and Skills
- Department of Health
- Home Office
- Office of the Deputy Prime Minister

You can use the site to find suitable grants for your organisation and download application forms and guidelines. The site promises the facility for online grant applications from this spring. Try it out at [www.governmentfunding.org.uk](http://www.governmentfunding.org.uk)

### Crime Reduction Online

TMOs may want to visit the Crime Reduction Website which is aimed at practitioners to help them achieve and sustain reductions in crime and

disorder.

The site includes toolkits that adopt a problem-solving approach for use by police, local authorities, health, voluntary and private sectors, and others involved in helping to reduce crime and disorder locally. The website is designed to be a working tool. Pages are fast to download and print clearly on a variety of hardware.

The Crime Reduction Centre manages the website on behalf of the wider crime reduction community. The active participation of Home Office policy units, other government departments, the police, local authorities and other groups (such as Secured by Design) is a major feature in ensuring that the site remains relevant to the needs of its users.

Visit the site at [www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)

### Community Networking

The Quest Network has been around for 10 years developing ways in which communities can keep in touch and share ideas. They say " Our objective

is to offer tenants, residents and staff a range of interlocking ways to find the information they need and to network with other people to share ideas and experiences. Our role is not to provide all of the answers but to help you find the ones that suit your situation." The QuestNet website includes bags of information, news, links and help if you want to build contacts with other groups around the country.

Go to [www.quest-net.org](http://www.quest-net.org).

## Now it is NFTMO Ltd

The NFTMO is now registered as a not-for-profit company limited by guarantee. The Registration number is 4973782 and the registered office is at the Management Centre, Burrowes Street, Walsall WS2 8NN

## BLENHEIM GARDENS ARE LAMBETH'S TMO OF THE YEAR



Lambeth's Deputy Executive Member for Housing, Jeremy Clyne presents Blenheim Gardens RMO with the "Lambeth TMO of the Year" award. Pictured accepting the award are Sarah Chapman ( left ) the RMO Manager and Sue Aldiss who is the Chair.

The presentation was made at Lambeth's TMO Conference in October. The Annual event was attended by residents from all 16 TMOs and the keynote speaker on the day was Tony Bird, a TPAS Associate.

## FREE TMO BENCHMARKING WORKSHOPS NOW!

The NFTMO and HouseMark have planned a series of free regional training workshops which will allow the development of TMO benchmarking clubs around the country. Two workshops have just been held in London.

The remaining dates are:  
Walsall - 25th February  
Skelmersdale - 31st March  
Leeds - 1st April

All workshops run from 10am to 3pm.  
For details and to book your TMO's place ring the NFTMO on 01704 227053.

## Training Diary : February to March 2004

Don't neglect the training needs of your TMO members. Here is just a sample of opportunities that are available over the next few weeks. If you want to advertise an event in the April issue of this Magazine then please E Mail details to [magazine@tmonatfed.com](mailto:magazine@tmonatfed.com).

COURSE / EVENT	DATE	VENUE	CONTACT
Getting your Message Across	4 February	Birmingham	TPAS
Enterprising Communities	6- 8 February	Rotherham	PEP
Selecting and Managing a Consultant	10- 11 February	London	TPAS
Fundraising Strategy	11- 13 February	Chester	Trafford Hall
Preparing for Board Membership	13- 15 February	Chester	PEP
Charing skills – one step further	18 February	Norwich	TPAS
Caring for the Environment of Estates	20-22 February	Bournemouth	PEP
Tackling Anti Social Behaviour	27-29 February	Birmingham	PEP
Getting the Most from the Web	27 February	Bristol	TPAS
Increasing diversity and building cohesion – are the doors really open?	1- 3 March	Chester	Trafford Hall
Consulting the Community	2 March	Exeter	TPAS
Resolving Conflict	3- 4 March	Milton Keynes	TPAS
Sharing Experience	5- 7 March	Bath	PEP
Making Meetings Work	11-12 March	Birmingham	TPAS
Producing Newsletters and Publicity	12- 14 March	Leicester	PEP
Project Cycle Management – a practical introduction	19-21 March	Rotherham	PEP
The Law and Anti-Social Behaviour	20 March	Plymouth	PEP
Newsletters and Publicity	23- 24 March	London	TPAS
Techniques for Assessing Options for Social Housing	26-28 March	Chester	PEP

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## FORUM FOR LONDON TMOs TO MEET AND SHARE EXPERIENCE

TMOs in London and the South East will be pleased to know that the Federation has arranged an opportunity for you to meet and share experience. The event will take place at a venue in Central London on SATURDAY FEBRUARY 28th at 10.30am. A buffet lunch will be provided. The event is free to Federation members and £9.50 per person to non-members. The NFTMO Stock Options Guidance ( see front page ) will be launched in the morning with a presentation by Ed Isaacs of Partners in Change. Further details from the NFTMO. BOOK NOW!