

Contact the tenant management team

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Tenant management - your right to make a difference

Getting started

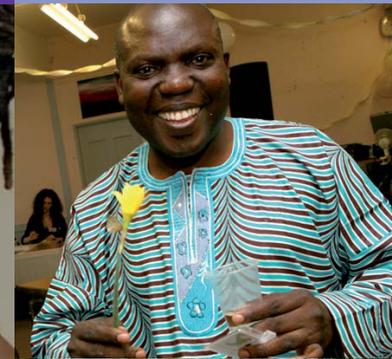
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How tenant management organisations can make a difference?

Independent research commissioned by the government shows that:

- TMOs often manage their housing better. Their performance matches the top 25% of local councils in England.
- TMOs score highly in respect of repairs, relets, rent collection, and tenant satisfaction.
- With their local presence and knowledge TMOs tend to act sooner and more effectively with tenancy management problems.
- Many TMOs are involved in wider community activities and play an important part in neighbourhood regeneration.
- The majority of TMO tenants say the TMO helps to improve community spirit and quality of life.

Source: Tenants Managing, An Evaluation of Tenant Management Organisations in England, ODPM



Did you know? Southwark council tenants have the RIGHT to manage their own estates.

How? By setting up a tenant management organisation (TMO)

What is a TMO?

A TMO is a management organisation set up and run by tenants and leaseholders who are elected by residents on their estate.

What does a TMO do?

The TMO manages the estate on behalf of the council.

What does tenant management mean?

- Democratic control by tenants and leaseholders
- A local office on your estate
- Local management of repairs
- Local management of cleaning, caretaking and other services
- Local people setting standards and priorities
- Money for social events and community activities

Will I still be a council tenant?

Yes, the TMO only manages the services. The council is still your landlord and your rent and all your rights are unaffected.

There are currently 14 TMOs in Southwark with more than 3,500 tenants. Southwark's TMOs have a budget of more than £5.5m per year.



How do we set up a TMO?

The council has a special tenant management team that can help you set up and run a TMO on your estate.

Any democratic group of tenants or leaseholders can start the process of setting up a TMO. The government provides a grant to get you started. You receive independent expert advice and support, as well as free training in running an organisation and managing a business.

Want to know more?

Please contact the tenant management team at tenantmanagement@southwark.gov.uk or visit the Southwark website at www.southwark.gov.uk

Alternatively, give us a call on **020 7525 1251**.

