

1st July 2021

Eddie Hughes, MP
House of Commons
London
SW1A 0AA

Dear Eddie Hughes,

We were very pleased to meet with you in May, together with the LGA and ARCH, and thought it was a very useful and productive meeting. I wanted to follow up with some further information on what members of the National Federation of ALMOs are doing to try to ensure that residents receive the best possible service and that the homes they manage are safe, secure and in a good state of repair.

Since the tragic fire at Grenfell Tower back in 2017 we have been working closely with our members and our sister organisation, the Councils with ALMOs Group (CWAG) to raise the issues coming out of the Grenfell Tower Inquiry as well as the Government's Social Housing Green Paper and the recent White Paper, The Charter for Social Housing Residents. We have worked with members and others across the sector to identify and spread good practice and provide information and briefings to help improve services and assure our tenants and parent councils that ALMOs remain as focused as ever on providing excellent housing management and maintenance services to their residents. ALMOs themselves have reviewed fire and building safety frameworks, compliance to the regulatory standards of the Regulator of Social Housing as well as looked at their own housing management, repairs and complaints services to see if anything needed improving or changing.

The National Federation of ALMOs has published a number of good practice reports since 2018 to support the sector including [Every Voice Counts](#), a good practice briefing on resident engagement and our more recent [Managing to make a Difference, Housing Management in the ALMO sector](#). We have also provided regular written briefings and events for members to learn from the Regulator of Social Housing and the Housing Ombudsman and leaders within the housing sector as well as set up officer level networking groups for complaints officers, housing managers and asset managers to discuss issues and share good practice.

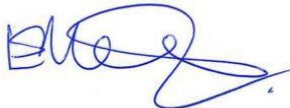
We are currently working on a project with our partners at CWAG reviewing current ALMO-Council relationships and looking at how things need to change to both meet the new regulatory requirements but critically to continue to provide good quality services and outcomes to tenants in ALMO managed homes. The work will cover

performance and compliance issues around fire and building safety, decent homes, complaints, tenant engagement and consumer regulation. We hope it will be a useful working document for everyone within our sector but also provide some good practice examples and guiding principles for everyone involved in providing social housing in England. We will send you a copy once it is published which we expect to be later in the autumn.

I hope to have provided you with the assurance that everyone in the ALMO sector is committed to providing good services to residents and is working hard to review practices and maintain a clear focus on good outcomes for tenants. We think the ALMO model provides a great framework for delivering services to council tenants and that as the sector body representing these unique organisations, we believe we have a particular insight to provide on ensuring that the reforms outlined in the Social Housing White paper deliver 'transformational change for social housing residents'.

If you would like any further information about how the model works and how we engage tenants from the bottom to the top of our organisations, please do not hesitate to contact me by email or phone at eamon.mcgoldrick@almos.org.uk 07526171032.

Yours sincerely,



Eamon McGoldrick
Managing Director, National Federation of ALMOs