



Championing better homes and communities

Matthew Pennycook MP
Minister of State
Ministry of Housing, Communities and Local Government
2 Marsham Street
London
SW1P 4DF

CC: Emma Payne, Rebecca Perks, Ruhena Ahmed

30 July 2024

Dear Mr Pennycook,

Local authority housing ALMO model ensures high-quality social housing

On behalf of the National Federation of ALMOs (NFA), congratulations on your appointment as Housing Minister.

Our members manage nearly 200,000 local authority-owned homes across England and ALMOs play a vital role in effectively managing high-quality social housing. They place tenant voices at their core by having tenant board-level representation and tenant presence on advisory and scrutiny panels.

Independent research conducted by sector experts Housemark in July 2024 has shown that ALMOs outperform direct council management in terms of service delivery and in all 12 perception-based Tenant Satisfaction Measures (TSMs) in 2023/24.

- On average, ALMOs achieve an **overall satisfaction score** higher than those of the sector-wide and local authority averages on data received to date, with median satisfaction at 74% (versus 64% for local authority direct managed homes).
- ALMO tenant **satisfaction with repairs** is at 75%, which compares with 67% for directly managed council housing.
- ALMOs also respond to **stage one (96%) and stage two (94%) complaints** within the Housing Ombudsman's target timescales, much faster than directly managed council housing (69% and 68%).
- Moreover, ALMOs **compare favourably when looking at the management information** measures focused on service delivery, with an average of less than 1% of ALMO managed homes not meeting the Decent Homes Standard (DHS), compared with 3.6% of directly managed local authority homes.

Value for money analysis undertaken in December 2023 also shows that ALMOs achieve this performance at an **average lower cost per property** than stock-retaining local authorities.

Please find further information attached about how our members are managing high-quality social housing and can play a crucial role in supporting the Government's mission to improve housing

standards, empower tenants, and deliver the biggest increase in social and affordable housebuilding in a generation.

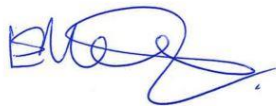
To this end, we are calling on the Government to:

- Consider the role and opportunities for ALMOs to improve local authority housing delivery.
- Implement a long-term rent settlement and review Housing Revenue Accounts to provide financial stability for social landlords.
- Reform the Right to Buy scheme to protect newly built and substantially invested in homes.
- Increase funding for the construction of new social rented homes and invest in the decarbonisation and safety of existing homes.
- Address the rise in claims harvesting by curbing unethical practices and restoring legal aid for housing disrepair cases.
- Support tenants in managing the cost-of-living crisis by making necessary adjustments to Universal Credit and other benefits.

We would welcome an opportunity to meet with you to discuss how the NFA can be an important partner in helping the Government achieve its social housing aims.

For further details or to arrange a meeting, please contact Lisa Birchall, Head of Policy, at lisa.birchall@almos.org.uk.

Yours sincerely,



Eamon McGoldrick
Managing Director
National Federation of ALMOs

Attachments:

- *Briefing on how our members are managing high-quality social housing and can play a crucial role in supporting the Government's mission to improve housing standards, empower tenants, and deliver the biggest increase in social and affordable housebuilding in a generation*