



NFA Membership and Services 2025

The National Federation of ALMOs is the trade body representing all housing arms-length management organisations (ALMOs). The NFA represents the interests of ALMOs at a national level, giving ALMOs a voice in discussion with civil servants, MPs, and Ministers. In addition to lobbying and negotiating with central government on behalf of ALMOs, the NFA runs a website, organises webinars, events, and regional meetings for its members, as well as providing bespoke advice, support and briefings.

For the annual subscription the NFA core service for 2025 will provide the following:

- Free attendance for chief officer or deputy at online meetings (three times a year) for networking, discussion, and policy briefings.
- Free attendance for communications officers at NFA communication officer online meetings (three times a year) for networking, discussion, policy briefings and external speakers/training.
- Representation for your engaged tenants on an NFA Tenant Advisory Panel which will both brief tenants on key policy issues and ask for their engagement with NFA policy work.
- Access to the member-chaired meetings for the Housing Management group, Finance Directors group, Asset Management group, Repairs group, Data Managers group, Governance group, Tenant Engagement Officers group and Complaints Officer Group up to three times a year.
- Access to a dedicated website, and groups for Chief Officers, Housing Management leads, Press & Communications Officers, Governance Managers, Complaints Officers, Asset Managers, Repairs Managers, Data Management Officers and Tenant Engagement Officers.
- Monthly policy updates and specific policy briefings and parliamentary updates by email as and when appropriate, to ensure that member organisations are aware of national policy developments.
- Briefings on issues pertinent to ALMOs, Council Housing Companies and tenants.
- An Annual Report providing a review of policy and membership work throughout the year and incorporating a summary of the findings of the ALMO Annual Survey.
- A bespoke webinar/events programme to ensure that member organisations are aware of new initiatives and matters affecting the membership and can share best practice and learn from others including Board member events, CEO events and additional policy focused ones.

- The opportunity to showcase achievements through our good practice reports, social media channels and MP briefings.
- Opportunities to author blogs on topics of interest to ALMOs to promote through our website and the housing and council press.
- The opportunity to get concerns or issues raised through the NFA in civil service and/or ministerial meetings, as well as with the Regulator of Social Housing and the Housing Ombudsman. Opportunities to contribute to NFA responses to government consultation to further the agenda for ALMOs at a national level and ensure the ALMO/Council Housing Company voice is heard.
- Lobbying of MPs and other organisations that exercise influence over policy at a national level.
- Access to our bespoke advice and information service - this can vary from answering questions, assisting with sharing good practice, to facilitating networking within the sector, or assistance in council reviews.

The NFA has a seat on various stakeholder groups and members get feedback in a variety of ways from:

- The Regulator of Social Housing
- Ministry for Housing, Communities and Local Government (MHCLG)
- Housing Ombudsman
- Building Safety Regulator Residents Panel
- Department of Work and Pensions
- NHF Knowing Our Homes working group
- CIH Rethinking Repairs steering group
- Housing First working group with Homeless Link, NHF and the CIH.

We work in partnership with the Local Government Association (LGA), Association of Retained Council Housing (ARCH), Councils with ALMOs Group (CWAG) and Chartered Institute of Housing (CIH) among other stakeholders to ensure a shared voice across the local government sector. We also work with the National Housing Federation where our work and asks are aligned.

Our policy priorities for 2025 are:

- **To continue to support ALMOs to prepare for inspection and meet the new Consumer Standards**
 - As members strive to meet the new consumer standards and continuously improve, and prepare for regulatory inspections, we will continue to make this a focus of officer networking groups, with sharing of best practice and discussion of common issues.
 - We will continue to support members to raise standards across the social rented sector, and the quality of delivery of their services.

- We will also support members through briefings and webinars, and continued close working with the RSH and the Housing Ombudsman.
- **Promoting the ALMO model**
 - The NFA will proactively promote the ALMO model to councils, the Regulator of Social Housing, and national government, as a positive choice to help improve services and the quality of homes for tenants in council homes, building on the work we have been developing through 2023 and 2024.
- **Investment in council housing**
 - We will continue to work with members and stakeholder partners to evidence the case for increased investment in Housing Revenue Accounts to enable local authorities to meet their obligations on existing homes, and build new ones.
 - We will work with the Government on the decency programme -including around the revised Decent Homes Standard, the implementation of Awaab's Law, Minimum Energy Efficiency Standards, and the Competence and Conduct Standard; to make sure member views are heard and to shape the development of policy.
 - We will work with members to support them to implement the policy changes, share good practice, and raise issues with each other and to government.
 - We will continue to lobby for changes that reduce the presence and impact of claims harvesters in the sector, using data and evidence from our local authority survey.
 - We will continue to work with the NHF on its Knowing our Homes project; and the CIH on its Rethinking Repairs project to ensure the local authority voice is heard, and ALMOs have the opportunity to share case studies and good practice.
- **Tenant Engagement and Scrutiny**
 - We will continue to support the NFA Tenant Advisory Panel and ensure tenants have a voice through NFA policy work, providing opportunities for tenants to present at the annual conference, online webinars and give their say in consultations. We will also continue to support ALMO tenant engagement officers to help share best practice and learning.
- **Equality, Diversity and Inclusion**
 - We are committed to ensuring that all our policy and communications work is reviewed through an EDI lens. We will review event programmes to make sure, as far as we are able to, that we hear from diverse voices.
 - The new Consumer Standards have a focus on landlords knowing their tenants, treating tenants with fairness and respect, and taking action to deliver fair and equitable outcomes for tenants. We will continue to discuss this in officer groups so we can share best practice in meeting the standards.