

# NFA CALLS FOR TENANTS TO BE AT THE HEART OF SOCIAL HOUSING POLICY

The National Federation of ALMOs responds to Government consultation paper on housing

## Press release

**Date: 19 September 2007**

Tenants must be at the heart of decision making in the provision of social housing, the National Federation of ALMOs (NFA) the organisation that manages over one million council homes in England, said today.

The call from the NFA, comes as part of its response to the government consultation document entitled: 'Delivering Housing and Regeneration: Communities England and the future of social housing regulation.' The document outlines the role of the newly created housing and regeneration agency Communities England.

Dennis Rees, NFA Chair said:

"The NFA supports the co-location of the main housing and regeneration investment functions within one agency, but the views of tenants and their welfare must be central to the new body."

Although the NFA has welcomed the new agency and the proposals outlined in the consultation paper, the Federation has raised several issues in its official response to the document. These include concerns over the housing subsidy system and the need for a stronger requirement for the new homes agency to involve tenants directly.

The NFA has also called for the creation of a statutory mechanism to enable tenants to be able to change their housing management agency if there is a failure to deliver an adequate level of service.

"The consultation paper is an encouraging document that also sets out a proposed structure for a new housing regulator. The NFA supports the concept of an independent regulator that will apply common standards across the whole of the social housing domain whose primary purpose should include promoting tenant empowerment and excellent standards in service provision to make life better for residents in social housing."

“The NFA believes the new regulator should have more powers to incentivise excellent service delivery and to support organisations rather than to focus solely on controls and penalties for organisations that under perform. As an organisation the NFA strongly opposes rent capping as an intervention mechanism as outlined in the consultation paper as this leads to cuts in the services for tenants.”

The National Federation of ALMOs promotes the ALMO option in council house management and provides housing management and housing services to more than one million council properties across 66 live and 4 aspirant ALMOs nationwide.

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