

**Monday, 4 April 2020**

### **Annual Review 2019-2020 from the National Federation of ALMOs**

The NFA's annual review is published today, showcasing 12 months of policy work, publications and events from the body that represents England's 30 council-owned housing management companies.

Featured in the review are members' achievements in creating new homes and photography competition entries from their residents and staff. Guest features include CIH Head of Policy Melanie Rees's thoughts on how resilient modern social housing management will prove to be in the aftermath of the coronavirus crisis; and HouseMark CEO Laurice Ponting discussing her organisation's revamped STAR customer satisfaction monitoring framework, designed to meet the demands of coming legislation that will address building safety, and oblige landlords to listen to tenants and act on their concerns.

NFA Managing Director Eamon McGoldrick looks ahead to what the post-coronavirus housing management world is likely to look like, concluding that 'we will all have to do more with less – but ALMOs have always done exactly that, and they are brilliant at it'.

The review is published at 2pm today on the NFA website [www.almos.org.uk](http://www.almos.org.uk) when we will also send out digital copies to members' CEOs, comms teams and our partners in the wider sector.

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Note to editors: The National Federation of ALMOs Ltd (NFA) represents England's 31 arms-length management organisations (ALMOs). ALMOs are not-for-profit council-owned housing companies that **manage nearly 420,000 council homes across 34 local authorities.**

First established in 2002 as part of the Government's Decent Homes programme, ALMO companies now work with their parent councils to deliver diverse housing services. These range from new-build development to support for residents' employability, financial resilience and health and well-being.

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