

Improving services through tenant management





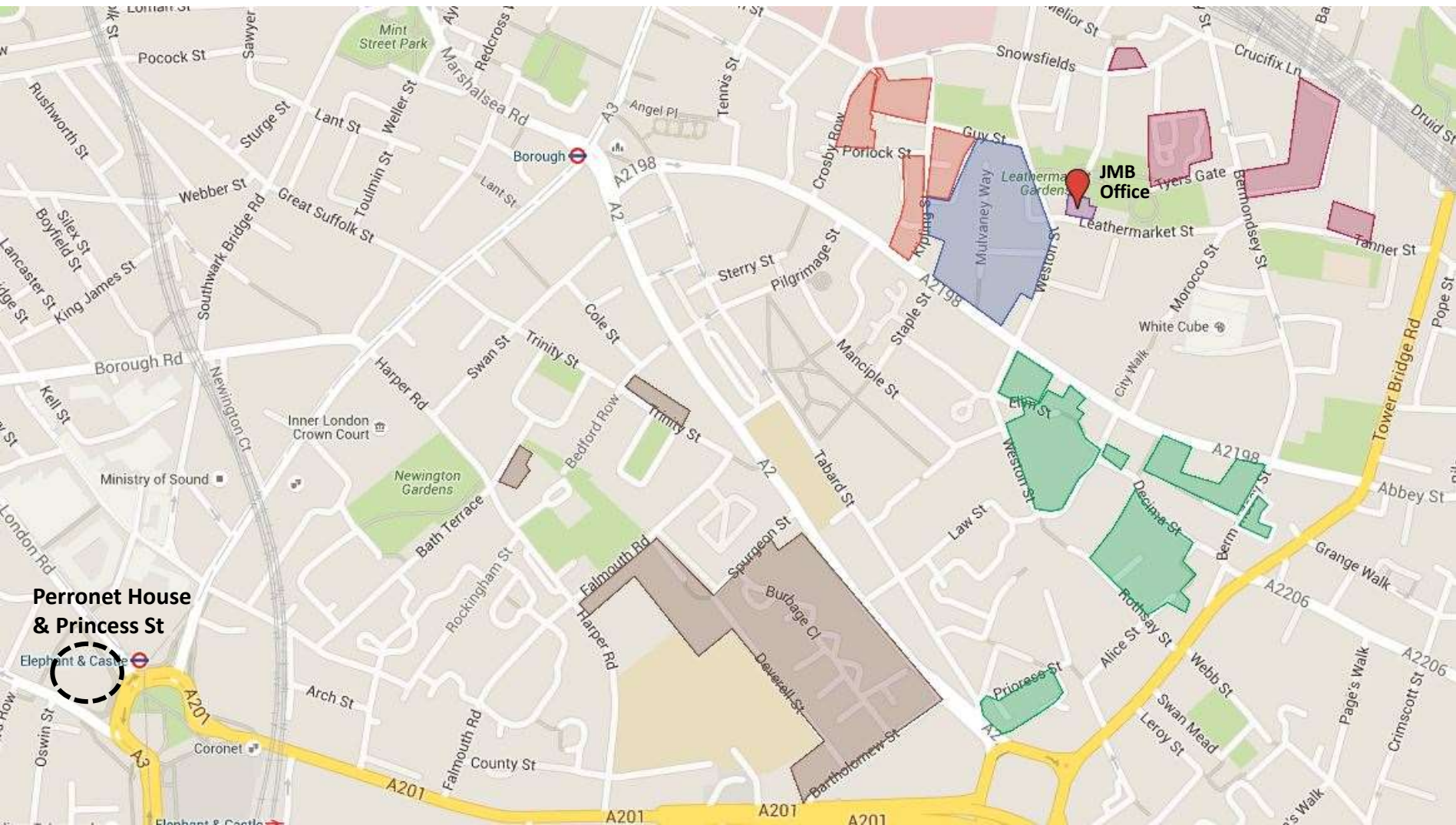
Who we are



About Leathermarket JMB

- 1500 Southwark Council homes south of London Bridge
- Managing all services from cleaning to capital works
- 2/3^{rds} tenants 1/3rd Leaseholder
- Led by a board of 10 resident directors, with a staff team of 36
- Grouped through 5 TRA areas, each TRA still keeping the JMB to account
- Acclaimed and award winning performance

Our Estates



**Perronet House
& Princess St**

JMB Office

**LEATHERMARKET
JMB**

@LeatherMktJMB

www.leathermarketjmb.org.uk

Our history

1994: Residents unhappy with poor service from Southwark Council come together to take over their housing services

1 Apr 1996: Leathermarket JMB comes into existence, with resident reps taking over running of local housing office

1 April 2013: JMB becomes first 'self-financing' TMO in country, taking complete control of its finances, after securing change in legislation

Jun 2013: JMB wins Innovation award in 2013 National Tenant Management Awards

Why tenant management?



TMO

Tenant satisfaction
(64% vs 78%)



Leaseholder
satisfaction
(28% vs 49%)



Why partnership with an existing TMO?

- An established organisation with a proven track-record
- You know what you're getting....
- A 'fast track' route to tenant management
- A team familiar with dealing with TMO issues – and any 'personality' issues that arise

What can the JMB offer?

- An all-round quality housing service
- Significant improvements in:
 - Responsiveness
 - Accountability
 - Quality
 - Cost & Efficiency
- ‘Extra’ community support and initiatives

Responsiveness

- With a TMO, you have an office you can go to when you need to get things done. Many things can be sorted on the day
- The JMB office is open five days a week, you can just drop in and don't need an appointment.



Accountability

- **Residents decide** the priorities of the JMB -things get done because residents' want them
- The team is small enough that residents know exactly who is responsible for what – and who to go to when they have questions or issues. **Nobody can 'hide'** at the end of the phone or claim they don't know what's going on.
- **JMB managers and staff report back** to the monthly meetings of the TRAs in the JMB area – so residents chase up any areas they are not happy with
- The office team is large enough to ensure that **all residents are dealt with fairly and equally**
- Things always go wrong, or not quite to plan, but the difference with tenant management is that you know where to go to when things needs sorting out – and they **get sorted out much more quickly.**



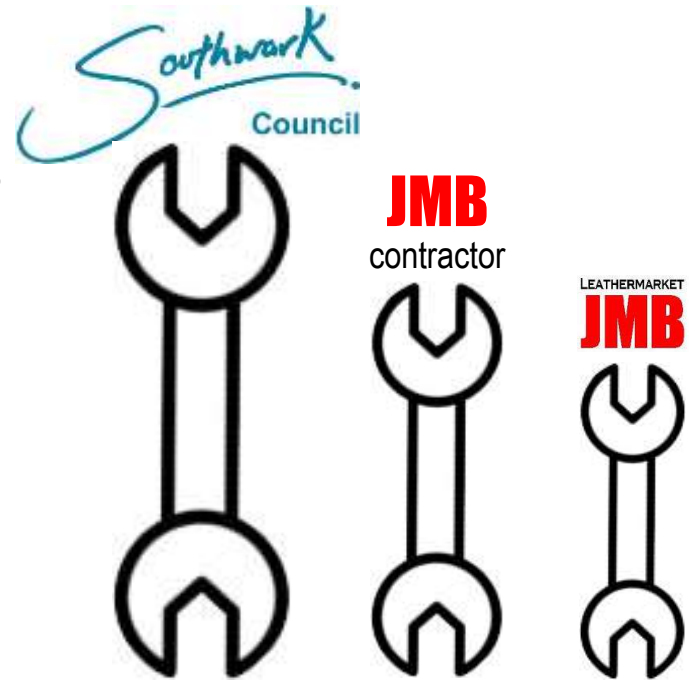
Quality

- **Tighter management** of their work and contractors
- A specialist team that manages ‘major works’ contracts to ensure that these works are carefully managed to the **right standards**.
- TMO tenants are much **happier with the repairs service** – with 83% of TMO tenants vs 62% satisfied with the repairs service in Southwark-managed homes
- The JMB **staff take enormous personal pride** in the work they do and know almost all of their residents on a first-name basis.
- The JMB’s operation was judged **sufficiently good for it to become the country’s first ‘self-financing’ TMO** – meaning that it has complete control over the money that comes in.



Cost & Efficiency

- Tighter and more **efficient management keeps costs down**
- **Residents set the priorities** for the JMB – so people’s money isn’t wasted on things that the residents don’t want.
- Tenant management – and the JMB’s ‘self-financing’ status means that **residents’ money only pays for things that happen on their estates** – the money cannot get used to cross-subsidise anything on other estates or elsewhere in the Borough.



Comparable repair costs

JMB in-house team 40% cheaper than Southwark – JMB contractors 25% cheaper

A bit extra...



What JMB residents say (2011)

Statement	Agree	Disagree
My estate is well looked after	86%	4%
I find JMB staff respectful and polite	87%	3%
JMB services are better than Southwark council	73%	5%
The JMB responded well to my repair request	72%	11%
A tenant managed housing service is important	82%	2%
The JMB has dealt with my service request well	76%	8%
The JMB is easy to contact when I have a problem	92%	2%
I would recommend a friend to live on a JMB estate:	79%	4%