




**A New Model
For Social
Housing!**



**Walsall MBC -
The Context**


- Formed in 1974
- Merger of 6 Towns
- Politically volatile
- Limited Borough Identity
- Community empowerment





**Why Eight TMOs
in Walsall?**

- Poor Council Services
- TMOs v bureaucracy
- Invest & protect
- Build communities
- The Right to Manage



What have the TMOs achieved?

- Outperformed the Council
- Innovation in service delivery
- Created Stable Communities
- Better use of limited resources
- Improvements protected



Walsall Housing Transfer

- Council proposes LSVT
- New group of housing trusts
- TMO concerns
- Options for TMOs?
- Opt for WATMOS model



The WATMOS Structure

- WATMOS as landlord
- TMOs as managing agents
- A tenant-majority Board
- WATMOS - strategy & support
- TMOs - local management



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creating strong communities
through tenant management

So, is it...?

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Or, is it...?

Microsoft Power Point
"Used to show hierarchical relationships"

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Achievements to Date

Housing Improvements

- 30 contracts at 8 TMOs
- £6.5 Million invested so far
- Decent homes by 2008

Achievements to Date

Forging New Partnerships

- Co-op & resident control housing
- Local RSLs & Ashram
- National housing & tenant organisations



Achievements to Date

Developing New Services

- SLA with Walsall CAB
- New ways of paying rent
- Supporting local activities (e.g. gardening clubs)
- Internet access at offices



Facing up to the Challenges

The Pace of Change

- Establishing new RSL
- Adapting to regulation
- Systems & procedures



Facing up to the Challenges

Complex Governance

- 9 Parts to the group
- Board member roles
- Balancing local autonomy with group cohesion



Facing up to the Challenges

Major Works Costs

- Well over estimates
- Re-tendering required
- Many small contracts



Facing up to the Challenges

I.R. Tax Ruling

- £2M Corporation Tax
- Financial viability?
- Charitable status




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Facing up to the Challenges

Revising the Business Plan

- Meeting promises
- Managing tax exposure
- Long-term viability



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What they say about us

The Housing Corporation


- Quarterly visits
- First year review
- Assessment report 2004



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1st Year Review Report

"WATMOS has made good progress in establishing itself as an independent landlord with a strong executive management team and board."



"Staff were enthusiastic and motivated, and residents were enthusiastic about the benefits of transfer."

1st Year Review Report



"The association has made good progress in developing its internal procedures, controls and business procedures. These are probably at a more advanced stage than would normally be expected for a stock transfer organisation of a similar age."

1st Year Review Report



"...the association has succeeded in establishing a strong board that provides strategic direction to the association and the individual TMOs, and works well with the executive management team."

What they say about us



The Housing Corporation

- Comply with Regulatory Code
- Performance is 'Good'
- 'Green Light' for all areas

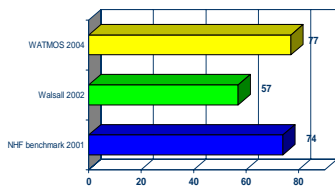
What they say about us

WATMOS Tenants

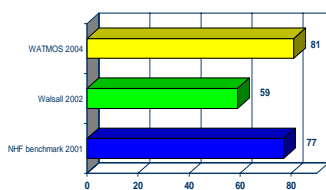
- Postal satisfaction questionnaire
- MEL Research
- 67% response rate!

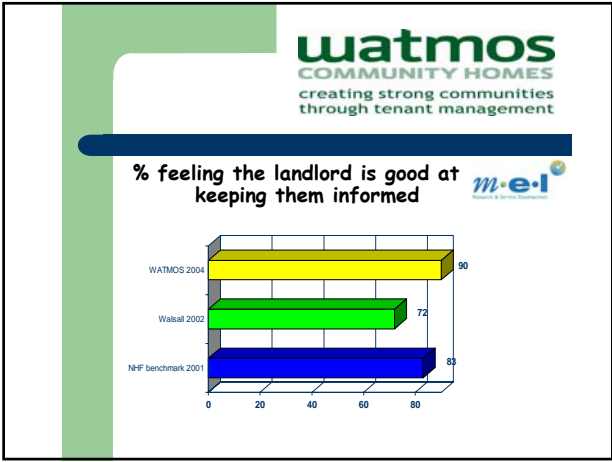


% who think the rent is good value for money



% satisfied with overall landlord services





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Our Future Vision

Strategic Review

- Values & ethos
- Relationships
- Our role as a landlord
- Our image & profile

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Our Future Vision

Strategic Review

- Getting the basics right
- Democratic control
- Human scale organisation
- Being local & accessible
- Residential environment

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Our Future Vision

Strategic Review

- Creating strong communities
- Social/personal development
- Strengthen community controlled housing
- Represent a new model of social housing



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Looking forward to a positive future!
