

# NFTMO / WATMOS TMO Benchmarking Club

## About the TMO

| Profile information   |  |
|---|--|
| Name Of TMO   |  |
| Number of Years TMO has been Operating  |  |
| Name of Landlord  |  |
| Name of Contact for Benchmarking and position   |  |
| Contact Telephone Number  |  |
| Contact E-Mail Address  |  |
| Total number of general needs properties managed by your TMO  |  |
| Total Number of Sheltered / supported properties managed by your TMO                                    |  |
| Type of Properties (delete where applicable)  | <ul style="list-style-type: none"><li>• Houses &amp; Bungalows</li><li>• Mixed Property Types</li><li>• High &amp; Medium Rise Flats</li></ul> |
| Total number of leaseholders managed by your TMO  |  |
| Full Time Equivalent of Number of Management Staff in TMO   |  |
| Total Staff Pay Costs for Management Staff (including caretakers, cleaners and contracted out services) |  |
| Annual Management and Maintenance Allowance   |  |
| Rent collected as % of rent owed  |  |
| Current tenant arrears as a % of annual rent debit  |  |
| % of rent written off as proportion of rent roll  |  |

|  |  |
|--|--|
| <b>Total number of lettings</b>  |  |
| <b>Average re-let time (calendar days)</b>                                     |  |
| <b>% of tenancy offers accepted first time</b>                                 |  |
| <b>% of rent lost through properties becoming vacant</b>                       |  |
| <b>Average energy efficiency rating of properties (SAP rating)</b>             |  |
| <b>% of homes failing to meet the Decent Homes Standard</b>                    |  |
| <b>% of emergency repairs completed within target time</b>                     |  |
| <b>% of urgent repairs completed with target time</b>                          |  |
| <b>% of routine repairs completed within target time</b>                       |  |
| <b>appointments kept as a % of appointments made</b>                           |  |
| <b>% of repairs completed right first time</b>                                 |  |
| <b>Total number of repairs reported</b>  |  |
| <b>% of gas servicing carried out within 12 months of the previous service</b> |  |
| <b>Total number of ASB cases first reported</b>                                |  |
| <b>% of satisfaction with Out of Hours repairs service</b>                     |  |
| <b>% of satisfaction with emergency repairs service</b>                        |  |
| <b>% of satisfaction with routine repairs service</b>                          |  |
| <b>% of satisfaction with major works</b>                                      |  |
| <b>% of satisfaction with how your complaint was dealt with</b>                |  |
| <b>% of satisfaction with the way ASB was dealt with</b>                       |  |

|   |  |
|---|--|
| <b>% of overall satisfaction with TMO services</b>                |  |
| <b>% of satisfaction with your views being taken into account</b> |  |
| <b>% of satisfied with opportunities for participation</b>        |  |
| <b>Number of social activities undertaken</b>                     |  |
| <b>Number of open days held</b>                                   |  |
| <b>% of residents actively involved in your TMO</b>               |  |
| <b>% of resident committee members as a % of the Committee</b>    |  |
| <b>% of tenants profiled</b>                                      |  |
| <b>Number of estate inspections completed</b>                     |  |
| <b>Number of newsletters produced</b>                             |  |
| <b>Number of committee members</b>                                |  |
| <b>% of quorate committee meetings on first call</b>              |  |
| <b>Number of properties containing a shareholder</b>              |  |
| <b>% of employee appraisals completed</b>                         |  |
| <b>% of committee appraisals completed</b>                        |  |
| <b>% of residents actively involved in governance</b>             |  |
| <b>Total training hours received by management committee</b>      |  |
| <b>Total spend on training for TMO members in period</b>          |  |

|   |  |
|---|--|
| <b>Average number of days lost through sickness</b> |  |
| <b>% of Complaints responded to within target</b>   |  |
|   |  |