



Dovecotes Tenant Management Organisation

ANNUAL REPORT 2017/2018

This Annual Report covers the period of 1st April 2017 to 31st March 2018.

News from the Chair

Welcome to Dovecotes Tenant Management Organisation Annual Report. We have had a busy twelve months as an organisation. We have completed a number of improvements involving replacing out of our reserve funds 25 UPVC doors, 30 kitchen refits and redecorating 16 pensioner properties. Our performance on repairs is more than 3% higher than the targets set by the council which is excellent. Our satisfaction rating by tenants is also in the high 90's.

As a board we have completed a lot of training to enable us to act on our knowledge to improve the service to tenants and leaseholders we are responsible to. Our Staff have had even more training to keep them in touch with new and better ways of working and to seek to enable them to continue to provide a local and responsive service.

We have had to review our Management Agreement with the City Council and update our policies and procedures accordingly. We hope to sign off this agreement soon and continue to manage as a successful tenant led organisation.

The Board and Staff join me in wishing everyone a happy and prosperous new year.



Joan Curtis Chair Dovecotes TMO

The Board of Dovecotes TMO as at 31 March 2018

The Board or Management Committee of Dovecotes Tenant Management Organisation (TMO) is elected each year by our members at our Annual General meeting. They are unpaid volunteers and consist of nine elected members and up to four co-opted non-voting members.

The TMO would like to thank all those members who have taken an active role in running the estate over the past 12 months.

Your Board / Committee Members:

Joan Curtis (Chair)	Christine Warrilow (Vice Chair)	Andrew Slater (Secretary)	
Elizabeth Kerr (Treasurer)	Ann Webb	Samantha Johnson	Danny Calvin (co-opted)
Paul Lewis	Bernard Curtis (co-opted)	Natasha Curtis Warner (owner/ occupier)	Tony Cox (resigned)

Want to contribute to the success of Dovecotes TMO? Then why not become a committee member? You will be able to not only have a say on matters surrounding the TMO, but also the Estate where you live. Think you're up for the task?

Our TMO Staff Team

Warren Frays	Senior Maintenance Officer	Lyndsey Beckett	Repairs Administrator
Sarah Reay	Senior Housing Officer	Megan Bridges	Housing Assistant/cashier
Lisa Colucci	Housing Officer	Bridgeen Morrin	Housing Assistant/cashier
Karen Smith	Housing Officer	Ben Howell	Maintenance Operative

Our Long serving TMO Manager has taken early retirement and we welcome Sarah and Warren in taking on more Management responsibilities

Staff Sickness

The amount of days taken as sick between April 2017 and March 2018 is 221 days; this is due to a member of the team on long term sickness of which 194 days were taken.

Finance

Our Accounts this year have been audited by GCN Accounting Services, and are presented at the Annual General Meeting

Void Property Management

In total there were 38 properties that became VOID during the period of 1st April 2017 and 31st March 2018 which took an average of 21.68 days to let. Our properties are allocated in line with Wolverhampton Homes' Allocation Policy and all properties are advertised on www.homesinthecity.org.uk.

Arrears

This has been a particularly difficult year with the roll out of Universal Credit and has had an impact on our rent arrears. Dovecotes TMO have worked hard this year to not only try to reduce the arrears but also help those with applying for benefits. **Monthly Advice Surgeries started this year. Citizens Advice Wolverhampton provides advice and assistance with money management in these difficult times. Citizens Advice Wolverhampton (formally CAB) are available to talk to in our private interview rooms every last Friday in the month.**

Dovecotes TMO Performance over the last 12 Months

Dovecotes Tenant Management Organisation	Annual Target	Q1 17/18	Q2 17/18	Q3 17/18	Q4 17/18	Q4 17/18 YTD
Rent						
% tenants with more than seven weeks (gross) rent arrears (quarter figure)	5.25%	5.24%	5.76%	5.30%	5.33%	5.40%
% of tenants evicted as a result of rent arrears	1.50%	0.25%	0.00%	0.03%	0.13%	0.41%
Arrears as % of rent roll	3.00%	2.80%	3.20%	3.30%	2.50%	2.95%
Repairs						
% of urgent repairs completed within government time limits (Right to Repair)	96.00%	100.00%	100.00%	94.44%	100.00%	99.56%
Average time taken (calendar days) to complete non-urgent repairs	9 days	6.58	5.81	7.11	6.42	6.50
% of responsive repairs for which an appointment was made and kept	90.00%	97.34%	95.59%	94.30%	97.36	96.14%
% of emergency repairs completed on time	96.00%	96.61%	97.37%	97.22%	97.96%	97.38%
% of routine repairs completed on time	96.00%	98.56%	99.50%	99.58%	98.96%	99.18%
Empty Properties						
Void Loss as a % of rent roll (quarter figure)	2.00%	0.78%	0.78%	0.79%	0.79%	0.79%
Average time to re-let housing	30 days	18.57	16.94	28.70	27.20	21.68

Dovecotes TMO Performance

Overall our performance has been good, we have exceeded our targets in all categories except the arrears cases in the % tenants with more than seven weeks (gross) rent arrears)and we are working hard to reduce the overall arrears for this year which we are targeting to be below 3%.

Contact us

Dovecotes TMO, 86 Ryefield, Pendeford, Wolverhampton, WV8 1 UG - Telephone: 01902 552780

Website: Coming soon

Email: Dovecotes.TMO@wolverhampton.gov.uk or www.facebook.com/Dovecotestmo

Office Opening Times to the Public

Monday 9.00 am to 12.30pm. **Tuesday** 9.00am to 1.00pm - 2pm to 3.30pm. **Wednesday** Closed

Thursday Closed. **Friday** 9.00am to 1.00pm - 2pm to 3.30pm

Office times available by Phone Monday to Friday 9am to 1pm 2pm to 5pm

Programmed Works

Each year Dovecotes TMO allocates some of its yearly budget allowance to a small number of Works Programmes. The tables below show Works Programmes that have been completed during 2017-2018

Programme Works completed during 2017-2018

2017-18 WORKS PROGRAMME	NUMBER OF PROPERTIES
UPVC DOOR	25
KITCHEN	20
REDECORATION	16



Future proposed Programmed Works

Programme Works to be undertaken by Dovecotes during 2018-2019. UPVC doors, Kitchen and redecoration Wolverhampton Homes will be responsible for the programmed of UPVC fascia & gutters and the conversion in the Haymarket

2018-19 WORKS PROGRAMME	NUMBER OF PROPERTIES
UPVC DOOR	25
KITCHEN	21
REDECORATION	16



2018-19 PROPOSED WORK	NUMBER OF PROPERTIES
UPVC FASCIA & GUTTERS	210
EX POLICE BASE CONVERSION (No's 8-9 The Haymarket)	2



Don't Forget - Dovecotes Annual General Meeting

Venue: Pendeford SDA Church, Ryefield, Wolverhampton, WV8 1UD

Time: 6.30pm. Date: Tuesday 6th November 2018