



# Dovecotes TMO Newsletter

March 2019



**Hello everyone, I am Amie Merry and I would like to formally introduce myself as your new Chief Officer at Dovecotes Tenant Management Organisation. I have been employed in the social housing sector for 18 years, beginning my career working in a Local Authority and more recently for a National Housing Association.**

I believe that Tenant Management can only add to the quality of service provided by our dedicated TMO Staff, we offer a local service from a local office provided by experienced staff and our elected board to maintain our links into the community.

Over the next few weeks I will be working with the TMO staff and the board to discover what we can do to build on an already successful organisation. I look forward to learning more about Dovecotes and what is important to the residents of the Dovecotes Estate.

## Dovecotes children on Santa's Good List!

Over 300 children aged between six and eleven attended the Christmas Grotto to meet Santa in December. We are happy to report that all those who met Santa were on the good list and received a present.

A great day was had by all with special thanks going out to Santa and his helpers including TMO staff and volunteers.



# Upcoming Events

organised by Dovecotes TMO



## New Fortnightly Coffee Morning

starting

**Wednesday 3rd April 2019**

in the Dovecotes TMO Meeting Room

**10am-12 noon**

**Everyone Welcome**

*\*Entrance via rear car park*

## EASTER BONNET PARADE

**Wednesday April 17th**

**10am-12 noon**

*For all children aged 11 years and under*

*Free tickets are available from the estate office*

**All bonnet wearers will receive an Easter egg!**

Refreshments will be available

Entry via rear car park



## Contact us



Good ideas are always welcome; please contact us, we value your contribution.

Are you interested in becoming a board member? Please contact us and we will provide you with an information pack and happily answer any queries you may have.

A membership drive will be taking place in the summer!

We will soon be conducting a survey to find out what are your priorities for the TMO on the estate, what improvements we can make to our service. We are also looking into improvements to properties we manage, your ideas and suggestions will help us to deliver a tenant led inclusive service to our tenants, members and residents.

Visit the Dovecotes Estate Office, or Telephone: 552780, or E-mail [Dovecotes.TMO@wolverhampton.gov.uk](mailto:Dovecotes.TMO@wolverhampton.gov.uk)

# Notice Board

## The Computer Room

Our new computer room is now available for tenants to access their Universal Credit account. Please ask at Reception.

## Citizens Advice

Following a successful trial we are pleased to announce that sessions for residents to speak with a member of the Citizen Advice Bureau will take place at the Estate Office monthly.

Your next sessions are:

**26th April 2019 31st May 2019 28th June 2019**

## Refuse and Recycling

Don't forget Black is recycle, Purple is Garden and Brown / Green for everyday rubbish.



## Fly tipping

Please do not fly tip! If you see any fly tipping on the estate and would like to discuss this with a member of the team please contact the Estate Office.

## Web Site

Our new website is almost complete, go to [dovecotestmo.com](http://dovecotestmo.com) and have a look.

## Useful phone numbers

**Dovecotes Estate Office Telephone: 552780 Out of hours number : 552999**

**E-mail [Dovecotes.TMO@wolverhampton.gov.uk](mailto:Dovecotes.TMO@wolverhampton.gov.uk)**

**Anti-Social Behaviour 551188, Council Tax 551166, City Direct 551155, Severn Trent 0800 783 444**

A gentle reminder regarding the Haymarket. Unfortunately, the TMO do not manage the area of the Haymarket or the Shops. If you would like to obtain advice, make a complaint or report a breach of Trading Standards law, please contact the Citizens Advice consumer service on **03454 04 05 06 (Monday - Friday from 9.00am to 5.00pm)**.





At Dovecote's Tenant Management Organisation, we have a proud history of representing our members and tenants. As we enter a new chapter and build on the achievements of the past we would like to share with you our mission and values.

## Our mission

By listening to our community and putting people first we will work together to make Dovecotes a better and safer place where people want to live.

## Our Values

Our values are shared by our management board, staff, and partners. We seek to demonstrate our values in all that we do making Dovecote's a great place to live.



### Tenant Led

We will ensure tenants lead the way in the services we deliver.



### Respectful

We will ensure that our organisation and its service delivery show respect for our community and other stakeholders.



### Inclusive

We will recognise the diversity of our community and work to ensure that our governance and service delivery represents this.



### Integrity

We will ensure that the confidentiality of the individual members of the community whom we serve will be respected.



### Collaboration

We will actively work in partnership with statutory agencies and relevant service providers to improve the quality of life of members of our community and the environment in which they live.



### Honesty

We will ensure that we operate transparently at all levels of our organisation