

Dovecotes Tenant Management Organisation

Annual Report 2019/2020



This Annual Report covers the period of 1st April 2018 to 31st March 2019

News from the Chair

Welcome to Dovecotes Tenant Management Organisation's Annual Report. In the last year we have experienced a period of change for the organisation; we have remodelled the Housing Office, recruited a dedicated Handyman and a new Chief Officer has been in post since March.

Continuing our commitment to improving tenants' homes we have replaced 20 kitchens, redecorated 22 rooms for elderly and disabled tenants, and fitted 19 new composite doors. All of these improvements have been funded through the surpluses of the TMO derived from unspent allowances from the previous year.

The service we deliver and the way we provide it is key to Dovecotes being a successful, respected and well managed organisation. Over the past few months staff and board have been developing what our core values are for the organisation. Our values reflect what is important to us, describing our individual and collective motivations. We seek to attract people who share our values - the behaviours and approach we all seek to demonstrate in all that we do. All staff, board and contractors working on behalf of Dovecotes have signed up to our values of being tenant led, respectful, inclusive, act with integrity, are collaborative and honest.

Over the past year we have been working closely with the City of Wolverhampton Council negotiating our Modular Management Agreement. This document sets out the responsibilities that Dovecotes has and those retained by the Council. I am happy to report that the Management Agreement was signed by the Council and Dovecotes in April 2019.

Dovecotes is an ambitious and innovative organisation. Our board has attended numerous training courses to expand their skills in supporting and developing the community. Over the next year we will be looking at how we as a housing organisation can help to alleviate the current housing crisis by investigating new opportunities and developments. In line with our core objectives and mission statement we will also be investing in tenants homes to make them healthier and safer.

I would like to take this opportunity to thank you all on behalf of the Board. The continued support of tenants and residents means that Dovecotes Tenant Management Organisation continues to deliver a local service tailored and designed by local people.

Joan Curtis

Chair, Dovecotes Tenant Management Organisation Board

Our Board

The Board or Management Committee of Dovecotes Tenant Management Organisation (TMO) is elected each year by members of the TMO at our Annual General Meeting. The Board are unpaid volunteers and consist of nine elected persons and two co-opted non-voting members.

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

Your Board as at 31st March 2019

Joan Curtis, Chair

Andrew Slater, Secretary

Ann Webb, Treasurer

Christine Warrilow

Bernard Curtis

Liz Kerr

Paul Lewis

Natasha Warner-Curtis

Rebecca Dutton

Councillor Susan Roberts MBE

Sarah Harrison

Dovecotes Board members recently joined other TMO's across the UK at the National Federation of TMO's Conference 2019



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

Prospective Board members or if you are interested in become a new member; please contact us and we will provide an information pack for you.

We will be conducting a survey to find out what peoples priorities are for the TMO on the estate, in particular what improvements we can make to our service. We also have to look at improvements to properties we manage, so ideas and suggestions welcome.

Visit the Dovecotes Estate Office/Telephone: 552780 /E-mail

Dovecotes.TMO@wolverhampton.gov.uk

TMO Staff

From September this year we will be extending our office opening hours. The Housing Office will open on Monday, Tuesday, Wednesday and Friday 9.00—4.00 and closed to the public on Thursdays. We want our community to benefit from the services we deliver locally and use the facilities we have at the office. We currently have 2 desktop PC's with internet access available for universal credit and other benefit online applications. The PC's can also be used to search for employment or training opportunities. Please visit us at the office to find out more.

At Dovecotes we pride ourselves on the service our staff deliver. For the period of 1st April 2018 to 31st March 2019 a total of 30 days were lost through sickness this is an 86% decrease on last year.



Warren Frays
Senior Maintenance
Officer



Amie Merry
Chief Officer



Sarah Reay
Senior Housing Officer



Lisa Colucci
Housing Officer



Karen Smith
Housing Officer



Ben Howell
Estate Maintenance
Operative



Lyndsey Beckett
Repairs Administrator



Megan Bridges
Housing Assistant



Bridgeen Morrin
Housing Assistant

Dovecotes Performance

Overall our performance has been good, we have exceeded in all targets except those concerning rent arrears. The introduction of universal credit has impacted housing providers nationally. At Dovecotes, we provide an IT facility for tenants to make claims online and hold drop in sessions with the Citizens Advice Bureau.

Over the next year we will be looking closely into arrears, we will look to develop strategies to help support tenants with debt issues and in turn improve our performance in this area.

MEASURE	TARGET 18/19	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	YEAR END 18/19
% of tenants with more than seven weeks (gross) rent arrears	5.25%	5.46%	5.47%	5.48%	5.75%	<u>5.75%</u>
% of tenants evicted as a result of rent	1.50%	0	0	0.25%	0.13%	<u>0.38%</u>
% of arrears as % of rent roll	3.00%	2.77%	3.21%	3.38%	3.03%	<u>3.03%</u>
% of urgent repairs completed within government time limits	97.00%	100%	100%	100%	100%	<u>100%</u>
Average time taken (calendar days) to complete non-urgent repairs	8 days	7.25	5.07	5.97	6.27	<u>6.13 days</u>
% of responsive repairs for which an appointment was made & kept	93.00%	96.96 %	97.57 %	95.22 %	96.75 %	<u>96.66%</u>
% of emergency repairs completed on time	96.00%	97.18 %	100%	98.08 %	97.06 %	<u>97.83%</u>
% of routine repairs completed on time	97.00%	98.91 %	99.80 %	99.32 %	98.34 %	<u>99.09%</u>
Average time to re-let housing	28 days	13.30	11.45	21.55	5.71	<u>13.74 days</u>
Void Loss as a % of rent roll	1.50%	0.97%	0.97%	0.81%	0.67%	<u>0.85%</u>

Become a member of the TMO

There are a number of ways you can get involved in the TMO. A member of the TMO is not a Board/Committee member, it is a person living on the Dovecotes Estate who chooses to join the TMO. Benefits to membership include;

- Being kept up to date on community events and activities
- Entrance into the quarterly member raffle
- Eligibility to vote at our Annual General Meeting

To join simply complete our membership application that can be collected and returned to the housing office.

Over the past few months we have held a number of community events. We would like to thank our community for their continued support.



Christmas 2018



Dovecotes In Bloom

Play Services in the Park

This summer the City of Wolverhampton's Play Services will be delivering sessions at the Dovecotes Park. These sessions are free.

Sessions will take place on;

- Thursday 1st August 2019 2.30—5.00
- Thursday 15th August 2019 2.30—5.00
- Thursday 22nd August 2019 2.30—5.00

As part of the City of Wolverhampton's play policy;

- Under 5's are welcome, as long as they are accompanied and constantly supervised by a responsible adult at all times.
- Play venues are open access, play staff cannot accept responsibility for ensuring children remain on the venue or escort them home.
- Play ranger venues may change depending on unforeseen situations, weather or low attendance of children.
- Play staff may ask children to leave the play venue if they persistently behave badly. This policy aims to provide a safe and secure environment for all others using the play venue.

To find out more about the activities available in Wolverhampton this summer visit
www.summersquad.co.uk

Dovecotes TMO Annual General Meeting Calling Notice

Tuesday 10th September 2019

Opens at 6.00pm for a 7.00pm start

Dovecotes Primary School,

Ryefield,

Wolverhampton, WV8 1TX

A cold buffet and refreshments will be provided.

***To be eligible to vote you must be a member of the TMO**



**Free Raffle with a
chance to win £150,
£100 & £50 PLUS
other fantastic
prizes**

Agenda

1. Chairs introduction to the meeting
 - 1.1 Dovecotes TMO Annual Report
 - 1.2 Approval of Minutes of last AGM
2. Martin Bradley GCN Accountant Annual Accounts
3. Approve the Annual Accounts
4. Approve continuation of GCN as Auditors
5. Three Tenant Board Members standing down on rotation and two Co-opted Board members
6. Nomination and election of Board Members

Nominations will be circulated at the meeting, if more nominations than vacancies are received a ballot will take place.

On completion of the election of Board members a vote is held to confirm the AGM support of Dovecotes TMO to continue to manage under the Right to Manage Regulations for a further 12 months.

7. Prize Draw

* if you would like to nominate yourself to become a member of the Board please provide your details to Amie Merry, Chief Officer no later than 3rd September 2019.